

PATIENT SURVEY RESPONSES 2018

	YES	NO	CAN'T REMEMBER	NEVER NEEDED		
Q1 Able to see doctor, same day or next day for urgent appointment?	165	6	14	3		
	VERY	FAIRLY	NEUTRAL	NOT VERY	DON'T KNOW	
Q.2 How easy to get doctor appointment?	110	62	2	9	4	
Q.3 How easy to get nurse appointment?	58	76	7	12	30	
	ON TIME	< 5 MINS	5-15 MINS	15-30MINS	> 30 MINS	CAN'T REMEMBER
Q.4 How long after appt time do you normally wait?	88	27	99	35		1
	VERY GOOD	GOOD	NEUTRAL	POOR	VERY POOR	DOESN'T APPLY
Q.5 Doctor being polite	163	23	1	1		
Doctor making you feel at ease	165	29	2	1	1	
Doctor giving you enough time	138	35	9	3	1	
Doctor asking about symptoms	148	30	4	3	1	1
Doctor listening to you	145	35	1	2	1	
Doctor explaining tests & treatments	131	41	5			7
Doctor involving you in decisions about your care	121	41	9		1	12
Doctor treating you with dignity & respect	152	31	3		1	1
Doctor taking your problems seriously	107	32	3	2	1	2
Q.6 Nurse being polite	113	38	5	4	2	18
Nurse making you feel at ease	107	40	6	6	2	17

Nurse giving you enough time	111	40	4	2	2	19
Nurse explaining tests & treatments	98	36	9	2	3	30
Nurse involving you in decisions about your care	93	33	9	2	1	34
Nurse treating you with dignity & respect	114	38	6	1	3	17

	VERY	FAIRLY	NEUTRAL	NOT VERY	DON'T KNOW
Q.7 How satisfied with care you get at surgery?	152	27	4	2	

	VERY	FAIRLY	NOT USED SERVICE	PREV UNAWARE OF SERVICE	WONT USE - WILL SPEAK TO GP
Q.8 How valuable is call back service/ pharmacist appointments?	60	19	58	38	9

	VERY	FAIRLY	NEUTRAL	NOT VERY	DON'T KNOW
Q.9 How helpful do you find receptionists?	129	48	4	3	2

						NOT APPLICABLE
Q.10 How helpful do you find dispensing staff	75	36	11	8	17	6

	YES	NO	UNSURE / NO MOBILE
Q.11 Do you receive text messages about appt reminders etc?	53	71	54

	YES	NO	UNSURE
Q.12 Are you aware of additional services - stop smoking, health checks etc?	127	36	13

	VERY	FAIRLY	NEUTRAL	NOT VERY	DON'T KNOW
Q.13 How useful do you find the community board?	9	26	44	2	90

	YES	NO	NEUTRAL
Q.14 Do you like the children's area?	49	6	109

	VERY	FAIRLY	NEUTRAL	NOT VERY	DON'T KNOW
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Q.15 How clean is the surgery?

150	33			2
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Q.16 How likely are you to use out of hours appointments?

9	14	24	79	48
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Q.17 Gender

MALE	FEMALE
79	105

Q.18 Age

UNDER 18	18-64	65+
	27	158