**PATIENT SATISFACTION SURVEY 2012-2013**

132 patients took part in the survey by filling in questionnaires regarding our practice and staff

The responses to questions were:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | Poor | Fair | Good | V Good | Excellent |
| Q1 | Reception staff |  | 1 | 10 | 30 | 93 |
| Q2 | GP availability | 1 | 3 | 22 | 40 | 56 |
| Q3 | Waiting times | 7 | 5 | 31 | 25 | 43 |
| Q4 | Opening times |  | 6 | 28 | 42 | 55 |
| Q5 | Telephone access |  | 2 | 20 | 39 | 73 |
| Q6 | GP questioning during consultation | 2 | 6 | 18 | 36 | 70 |
| Q7 | GP listens to you | 3 | 5 | 21 | 34 | 70 |
| Q8 | GP caring and concern | 1 | 3 | 20 | 34 | 75 |
| Q9 | Satisfaction with nurses |  | 3 | 16 | 42 | 61 |
| Q10 | Satisfaction with health care assistants |  | 2 | 20 | 44 | 42 |
| Q11 | Overall practice satisfaction |  | 2 | 14 | 45 | 69 |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Yes | No |
| Q12 | Any services that we do not provide | 7 | 116 |
| Q13 | Were you treated with dignity & respect | 121 | 0 |
| Q14 | Were you able to speak privately to reception or clinical staff | 121 | 3 |