

Survey Analysis

Practice Performance Survey						
1. Practice Opening Hours						
Do you know the opening hours of the surgery?			Yes	No		
			90%	10%		
How satisfied are you with the opening times?			Very Satisfied	Fairly Satisfied	Neither	Dissatisfied
			55%	34%	6%	2%
Are you aware of the following services available to you?			Yes	No		
	OOH		84%	6%		
	NHS Direct		75%	7%		
	Walk-in-Centre		91%	2%		
2. Appointments at your surgery						
When telephoning the surgery how easy was it:			Haven't tried	Very Easy	Fairly Easy	Not very Easy
Getting through on the phone			2%	72%	24%	1%
Speaking to the Doctor			27%	35%	17%	2%
Speaking to the Nurse			26%	37%	16%	0%
Obtaining Results			24%	36%	16%	3%
When did you last come to the surgery?			Upto 3 months ago	3 to 6 months ago	6 to 12 months ago	Over 12 months ago
			69%	9%	5%	0%
How easy was it to get to an appointment for time you wanted?			Very Easy	Fairly Easy	Not Easy	
			40%	47%	6%	
Do you know on which days the following Doctors work?			Yes	No		
Dr H Kumar			55%	36%		
Dr E Campbell			19%	50%		
Dr M S Dhatt			19%	55%		
Dr A Valambally			22%	49%		
When needed an emergency appointment, did you get a same day appointment			Yes	No		
			83%	9%		
3. Seeing a Doctor at the Practice						
On your last appointment with the Doctor, how good was he/she:			Very Good	Good	Neither	Poor
Giving you enough time			66%	21%	2%	1%
Asking about your symptoms			53%	30%	2%	3%
Listening to your concerns			50%	28%	7%	3%
Explaining tests and/or treatments			54%	21%	7%	2%
Treating you with respect/dignity			62%	18%	4%	0%

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4. Seeing a Practice Nurse at the Surgery						
How easy was it to get to an appointment for time you wanted?		Very Easy	Fairly Easy	Not Easy		
		44%	41%	5%		
On your last appointment with the Nurse, how good was she:		Very Good	Good	Neither	Poor	
Giving you enough time		66%	18%	2%	0%	
Asking about your symptoms		48%	26%	4%	0%	
Listening to your concerns		58%	27%	1%	0%	
Explaining tests and/or treatments		56%	31%	1%	0%	
Treating you with respect/dignity		60%	24%	2%	0%	
5. Your Overall Satisfaction						
How satisfied are you with the services that you receive at the surgery?		Very Satisfied	Fairly Satisfied	Neither	Dissatisfied	
		63%	24%			
Would you recommend the surgery to someone who has just moved into the area?		Yes	No			
		84%	5%			

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