

PATIENT SURVEY 2020

A total of **150** patients, chosen at random, were asked to complete a Patient Survey. Could we please thank those patients who took part and the Reception staff who handed out the Survey Forms. Results obtained are in **RED**

Do you have a disability? (please tick one box) ✓	Yes	30 20%	No	120 80%				
Sex (please tick one box) ✓	Male	57 38%	Female	93 62%				
Age (please tick one box) ✓	0 - 25	14 9%	26 - 44	37 25%	45 - 65	59 39%	Over 65	40 27%
Your Ethnic Origin (if you wish to provide it)	53xWhiteBritish 1xmixed race 1xfilipino 2xeuropean 93xnon provided							

Have you seen information about our Online Service to let you book an appointment with a Doctor etc	Yes	110 73%	No	40 27%
Have you used our Online Service to obtain a Repeat Prescription	Yes	51 34%	No	99 66%
Have you used our Online Service to book an appointment with a Doctor or our Advanced Practitioner	Yes	46 31%	No	104 69%

RATING (Please ✓ as appropriate)	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
Ability to make telephone appointment	18 12%	40 27%	39 26%	35 23%	18 12%
Ease of use of our online services	21 34%	24 39%	14 24%	2 3%	
Helpfulness of receptionists	76 51%	49 33%	25 17%		
Waiting times upon arrival at surgery for appointment	21 14%	54 36%	57 38%	14 9%	4 3%
Quality of care by a Doctor or our Advanced Practitioner during consultation	80 53%	50 33%	17 11%	3 2%	
Quality of care by nurse during consultation	81 54%	46 31%	22 14%	1 1%	

Would you recommend our Surgery to your friends and family?

YES / NO

147 **3**
98% **2%**