

# Park Avenue Medical Centre Patient Survey Jan 14

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Number of Responses: **24**

1. How easy was it to get an appointment with your GP?

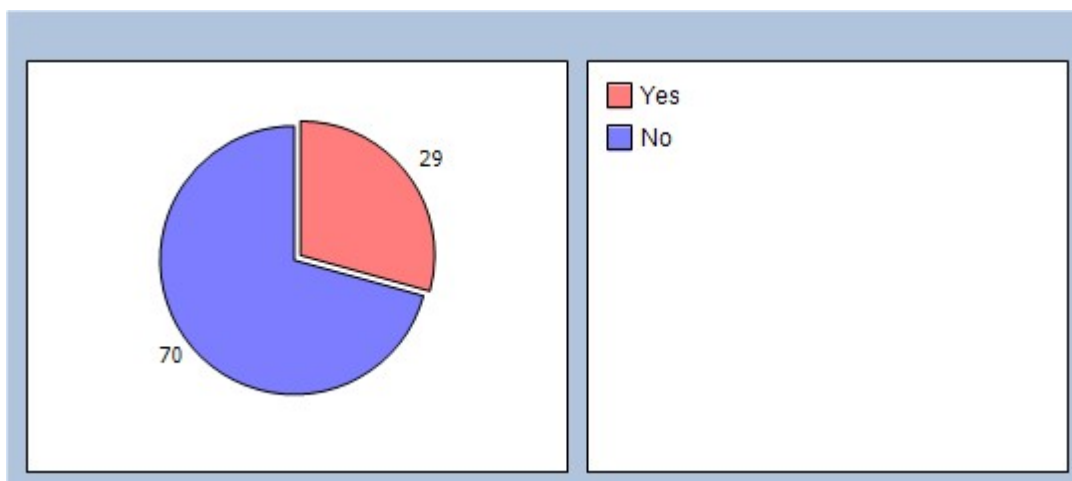
Very Easy **29%**  
Not so easy **33%**  
OK **20%**  
Difficult **12%**  
Very difficult **4%**

2. How were you received by the reception staff?

Excellent **45%**  
Well **25%**  
Satisfactory **8%**  
Not so well **8%**  
Poorly **0%**

3. Are there any improvement you would like to make in the reception area?

Yes **29%**  
No **70%**



4. Are there any other services you feel the practice should offer?

Yes **4%**  
No If no, please specify **95%**



5. If you were unable to get an appointment with a GP within a few days where would you go to to get advice?

Pharmacy **54%**  
 Call 111 **25%**  
 A&E at NGH **12%**  
 Drop in Centre **16%**  
 or Other **12%**

6. How was your experience of the surgery today?

Excellent **45%**  
 Very Good **37%**  
 Satisfactory **16%**  
 Disappointing **0%**

7. Did your Nurse/GP consultation meet you expectations?

Yes **91%**  
 No **0%**

8. How long did you wait in the surgery today?

10 mins **20%**  
 15 mins **41%**  
 20-25 mins **4%**  
 25-30 mins **12%**  
 Longer than 30 mins **12%**

9. If you were suffering from a dental problem where would you go?

GP **0%**  
 Practice Nurse **0%**  
 Dentist **87%**  
 Pharmacy **12%**  
 Call 111 **0%**

A&E **0%**  
Drop in Centre **0%**  
Other **0%**

10. If you were suffering from a cough or a cold where would you go?

GP **29%**  
Practice Nurse **8%**  
Pharmacy **58%**  
Call 111 **4%**  
A&E **0%**  
Drop in Centre **0%**  
Other please specify **8%**