

PATIENT QUESTIONNAIRE 2012

300 PATIENTS WERE SURVERYED IN FEBRUARY 2012

RESULTS

How easy is it to get appointment for the day/time you want?

Not easy	126	42%
Fairly easy	50	19.66%
Acceptable	90	30%
Very Easy	25	8.33%

How easy is it to get appointment with the GP you want?

Not easy	102	34%
Fairly easy	55	18.33%
Acceptable	71	23.66%
Don't mind who I see	72	24%

How important is it to see a specific GP?

Prefer not to say	8	2.66%
Not at all important	79	26.33%
Fairly important	133	44.33%
Very important	80	26.66%

How satisfied are you with the surgery opening times?

Not at all satisfied	4	1.33%
Fairly satisfied	40	13.33%
Acceptable	112	37.33%
Very satisfied	144	48%

In Reception, can other patients overhear what you say to the receptionist?

Yes, not happy	30	10%
Yes but acceptable	219	73%
Cannot be overheard	10	3.33%
Don't know	41	13.66%

How helpful are the receptionists?

Not at all helpful	4	1.33%
Not very helpful	5	1.66%
Fairly helpful	113	37.66%
Very helpful	178	59.33%

On arriving at the surgery how long do you have to wait to see your doctor?

Too long	36	12%
Acceptable wait	196	65.33%
No wait	10	3.33%
Do not mind waiting	58	19.33%

How well does the doctor listen to your concerns?

Never listens	2	0.66%
Not very well	9	3%
Fairly well	97	32.33%
Very well	192	64%

How well does the doctor explain things to you?

Very poor explanations	2	0.66%
Not very well	6	2%
Fairly well	114	38%
Very Well	178	59.33%

How satisfied are you with the services provided by the practice nurses?

Very dissatisfied	2	0.66%
Fairly dissatisfied	3	1%
Acceptable	88	29.33%
Very satisfied	207	69%

What is your opinion on the comfort of the waiting areas?

Not comfortable	9	3%
Fairly comfortable	63	21%
Acceptable	175	58.33%
Very comfortable	53	17.66%

If you consider yourself to have a disability of any kind, does the surgery/practice meet your needs?

Yes	84	28%
No	13	4.33%
Did not answer so assume no disability	203	67.66%