461 responses

Summary

How did you arrange your appointment?

- Telephone: 337 (74%)
- Walking into the Surgery: 103 (23%)
- Electronic (via Email): 2 (0%)
- Other: 13 (3%)

What method did you use to order your prescription?

- Walking into the surgery: 225 (69%)
- Via Emis: 1 (0%)
- Email: 83 (25%)
- Fax: 17 (5%)

Which Doctor or Nurse did you see today?
When seeing a Doctor or a Nurse

When trying to get an appointment or information, how easy was it to get through on the telephone?

Very easy 179 39%
Easy, after a few rings 223 49%
Difficult 31 7%
Very difficult 4 1%
Never tried 17 4%

When intending to see a Doctor or a Nurse, were you able to obtain an appointment within 3 days at the surgery?
Are you aware that members of the medical staff specialize in different medical conditions?

- Yes: 236 (53%)
- No: 183 (41%)
- Do not know: 29 (6%)

Are you aware that we have a Nurse Practitioner who can see patients for minor illnesses which include coughs, colds, rashes, asthma exacerbations and some medication reviews?

- Yes: 269 (60%)
- No: 180 (40%)

About the Surgery

Upon entering the surgery, how clean did you find the reception area?
### How well did you feel you were greeted by the staff?

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very welcoming</td>
<td>314</td>
<td>69%</td>
</tr>
<tr>
<td>Acknowledged</td>
<td>130</td>
<td>29%</td>
</tr>
<tr>
<td>Not really noticed</td>
<td>7</td>
<td>2%</td>
</tr>
<tr>
<td>Little or not interest</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>I used the log-in screen, so I did not talk to a receptionist</td>
<td>2</td>
<td>0%</td>
</tr>
</tbody>
</table>

### How comfortable were you in knowing that no-one could overhear your conversations in reception

<table>
<thead>
<tr>
<th>Response</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very comfortable</td>
<td>181</td>
<td>40%</td>
</tr>
<tr>
<td>A little cautious, just in case</td>
<td>144</td>
<td>32%</td>
</tr>
</tbody>
</table>
Not at all confident 66 15%
Very cautious 19 4%
It didn't bother me / I did not speak to anyone 41 9%

Were you seen at your appointed time?

Yes 243 60%
No 132 33%
Do not know 27 7%

Whilst waiting for your appointment, did you read the notices posted on the wall?

Yes 358 81%
No 85 19%

If yes, did you find them helpful?

Yes 342 91%
No 34 9%

When entering the Doctor or Nurses's room, I felt that the cleanliness was of a high standard
Did the doctor or nurse take interest in what you were discussing with them?

- Yes, a lot: 398 (90%)
- Some interest: 40 (9%)
- Little interest: 2 (0%)
- No interest at all: 0 (0%)

My problem, advice or treatment was explained in full

- Strongly agree: 287 (65%)
- Agree: 147 (33%)
- Disagree: 3 (1%)
I understood what I was being told entirely

Strongly agree: 297 (68%)
Agree: 138 (31%)
Disagree: 4 (1%)
Strongly disagree: 1 (0%)

Number of daily responses

Chart showing daily responses from 05/07/2013 to 19/09/2013.