

**ASHBURN MEDICAL CENTRE : PATIENT SURVEY March 2015**

		<b>Yes</b>	<b>No</b>	<b>N/A</b>	<b>No / not answered</b>
1	<b>Did you find that person sympathetic and understanding during your consultation ?</b>	92%	-		8%
2	<b>Did that person involve you in the decisions about your care and treatment?</b>  <b>Do you have any comments to make about the consultation</b>  <b>On time, very good – well explained.</b> <b>Very helpful and explained everything.</b> <b>Very thorough and excellent consultation. I am pleased</b> <b>Professional</b> <b>Sue is always understanding and helpful</b> <b>Nurse gave plenty information</b> <b>Helpful and informative</b> <b>Dr Dixit is always caring and takes time with the consultation</b> <b>Dr Parry was very nice and understanding</b> <b>Very informative</b> <b>Very good and helpful</b> <b>Helpful, informative, reassuring</b>	97%	-		3%
3	<b>Are you satisfied with how easy it is to book a <u>Routine</u> appointment with a doctor by :</b>  <b>Telephone</b>  <b>In person</b>  <b>Via internet</b>	68%	24%	-	8%
		46%	49%	-	5%
		41%	8%	-	48%
4	<b>When booking a <u>Routine</u> appointment can you usually see the doctor of your choice ?</b>	68%	24%	-	8%
5a	<b>Have you used our Telephone Consultation service ?</b>	46%	49%	-	5%
5b	<b>If Yes did you find it a positive experience ? (% from number who answered Yes to 5a)</b>	88%	12%	-	-
6	<b>Did you know that you can now book GP appointments and order repeat prescriptions on-line via our website :</b>	59%	32%	3%	16%

7	Are you aware of our Nurse Triage service each morning for those wanting an urgent/same day GP appointment?	73%	24%	-	3%
8	If you have used our Nurse Triage service do you think this is helping to provide a more streamlined service?	65%	-	-	35%
9	Are you satisfied with how easy it is to see a practice nurse?	78%	8%	-	14%
10a	Do you know we have early morning and evening appointments with nurses and doctors for people who work and their families?	68%	27%	-	5%
10b	If Yes have you made use of these appointments ( <i>% from number who answered Yes to 10a</i> )	88%	12%	-	
11	<p>Bearing in mind we can offer only a certain number of appointments, would you like to have more appointments in :</p> <p>early mornings            17%</p> <p>lunch times                15%</p> <p>afternoons                 13%</p> <p>evenings- after 5pm      28%</p> <p>No I am quite satisfied    27%</p>				
12	If you have had any blood tests or other investigations has it been made clear to you how to get your results	76%	11%	13%	-
13	In general how satisfied are you with how easy it is to get through on the phone when you telephone the Surgery ?	73%	19%		8%
14	Are you satisfied with the services our reception provides	92%	5%		3%
15	Are you satisfied with the presentation of the building	92%	3%		5%
16	<p>Overall are you satisfied or dissatisfied with the service we provide ?</p> <p>Satisfied 100%</p> <p>Dissatisfied Nil</p> <p>Comments</p> <p>Telephone calls to surgery can usually only get through on phone late morning, most appointments to see a GP on that day have been filled.</p>				

**Receptionists always very helpful.**

**Can be difficult getting appointments as I work full time. Appointments before work would be a big help but they are always taken.**

**More evening surgeries would be an improvement to the service and weekend surgeries would be a bonus.**

**I think that the surgery should be open on weekends and especially for older children so they do not miss school and I think Jackie and receptionists have to put up with mixed emotions from people but they go out of their way to help you.**

**Have always found all staff very helpful**

**Keep up the great work. Thank you for all your care and support**

Satisfied

Dissatisfied

**If you have any comments on how you think we can improve any areas of the service we provide ,  
or if there is any information you would like to see on our website which isn't already included  
please list below (continue overleaf if required) :**

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**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE. PLEASE HAND IN TO RECEPTION WHEN COMPLETED**





