

## **Survey Report 2013**

Of the 400 surveys produced 253 were returned 190 from the Welling site and 63 from the Avery Hill site.

Of the returned surveys these are the views of the patients.

60% described their experience at the practice as 'good' when they last visited and 32% described their experience as 'very good'.

36% described it as 'difficult' to get an appointment at the practice, while 40% described it as 'easy'.

53% said that they did not know they could book an appointment up to 2 weeks in advance.

57% said they would take an appointment on the other site if there was a sooner appointment on the other.

67% said they agreed that the clinician took an interest in what they presented to them, while 25% strongly agreed.

68% agreed that their problem/treatment was explained in full, while 24% strongly agreed.

71% agreed that they understood what they were told at their appointment, while 25% strongly agreed.

68% agreed that the cleanliness of the consulting room was of a high standard, while 29% strongly agreed.

72% said that the reception area was clean, while 27% said it was very clean.

65% found the reception staff welcoming, while 22% found them very welcoming.

42% said that getting through on the telephone was good while 37% said it was poor.

65% said they did not know how to make a complaint to the practice.

69% have not attended A & E in the last 12 months.

52% said that they had considered an alternative before going to A & E while 30% did not answer.

13% were aware there was a Patient Participation Group, although 21% knew there was a PPG suggestion box in reception.