

Survey Report

52% of the surveys sent out were returned.

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

56% described their experience at the practice as 'good' when they last visited and 35% described their experience as 'very good'.

32% described it as 'difficult' to get an appointment at the practice, while 30% described it as 'easy'.

58% said that they did not know they could book an appointment up to 2 weeks in advance.

54% said they would not take an appointment on the other site even if there was a sooner appointment on the other.

66% said they agreed that the clinician took an interest in what they presented to them, while 22% strongly agreed.

62% agreed that their problem/treatment was explained in full, while 22% strongly agreed.

66% agreed that they understood what they were told at their appointment, while 25% strongly agreed.

54% agreed that the cleanliness of the consulting room was of a high standard, while 32% strongly agreed.

63% agreed that they were listened to during the consultation, while 25% strongly agreed.

65% said that the reception area was clean, while 20% said it was very clean.

58% found the reception staff welcoming, while 32% found them very welcoming.

51% said that getting through on the telephone was good while 20% said it was poor.

69% said they would prefer to use a local number to call the surgery.

56% said they did not know how to complain or make a suggestion to the practice.

60% have not attended A & E in the last 12 months.

66% have not used the GRABADOC out of hours service.

45% said that they had considered an alternative before going to A & E while 22% did not answer.