

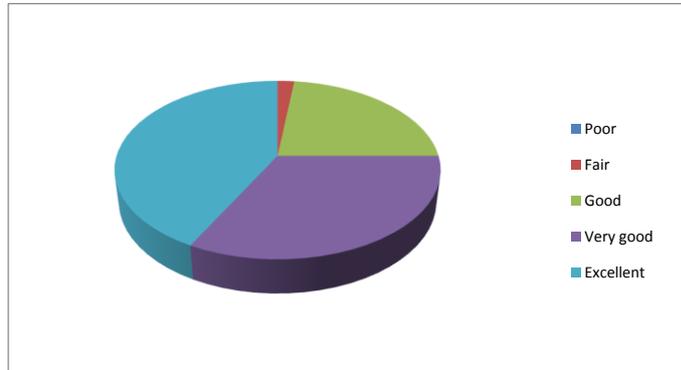
Results of the Raymond Road Surgery Patient Survey

January 2014

52 responses were received to the questionnaire

Question 1 What is your level of satisfaction with the surgery opening hours ?

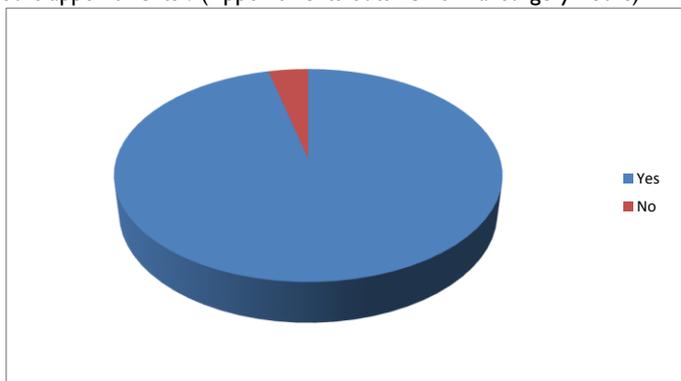
Poor	0
Fair	1
Good	12
Very good	17
Excellent	22



We are very pleased that most of the patients surveyed described our opening hours as excellent, very good or good

Question 2 Are you aware of our extended hours appointments ? (Appointments outside normal surgery hours)

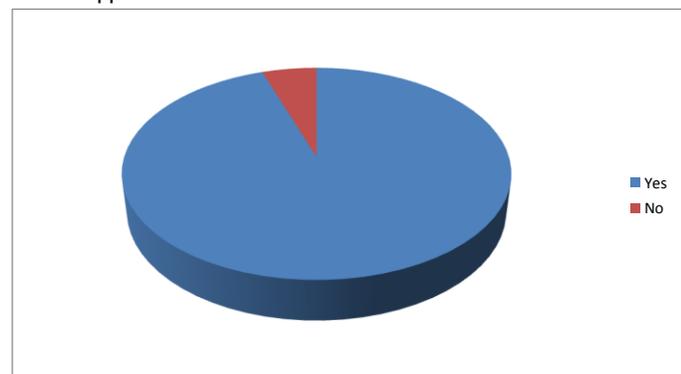
Yes	50
No	2



The practice will ensure that patients are offered a prebookable appointment where appropriate

Question 3 In the last six months have you booked an appointment with the doctor or nurse?

Yes	72
No	4



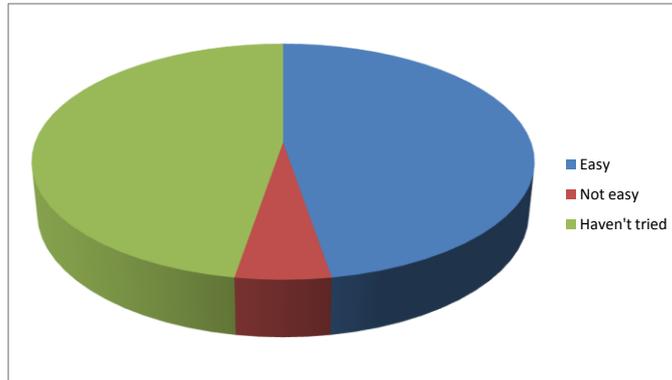
Question 4 Were you satisfied with the date/time offered to you?

Yes	52
No	0

In the last 6 months how easy have you found the following?

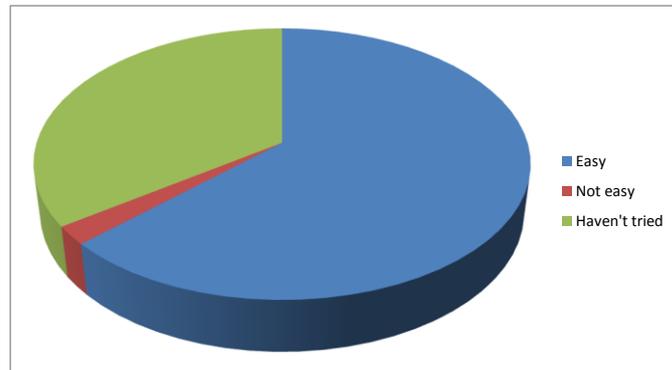
a) Getting through to reception on the phone

Easy	45
Not easy	5
Haven't tried	45



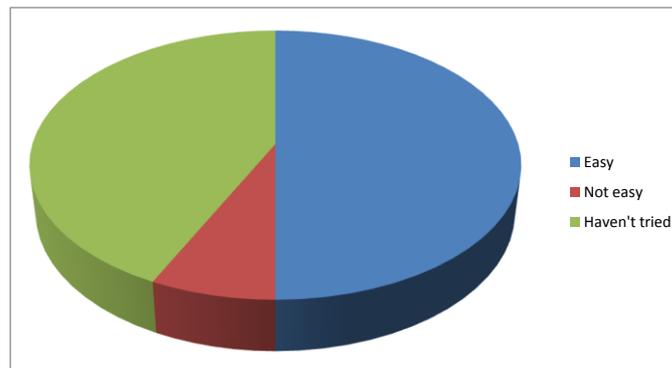
b) Speaking to the doctor on the phone

Easy	29
Not easy	1
Haven't tried	16



c) Speaking to the nurse on the phone

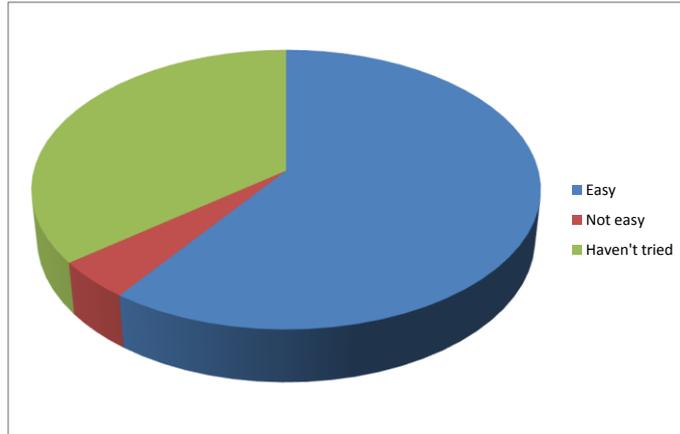
Easy	14
Not easy	2
Haven't tried	12



Question 4 (continued)

d) Getting your results on the phone

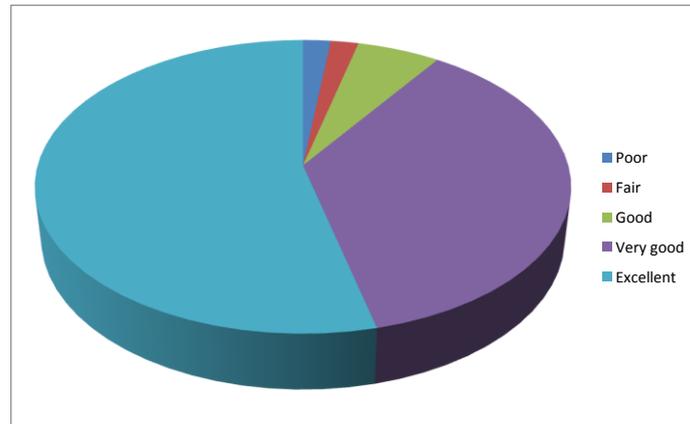
Easy	27
Not easy	2
Haven't tried	16



Question 5

How helpful was the receptionist when dealing with your appointment request or any routine enquiries?

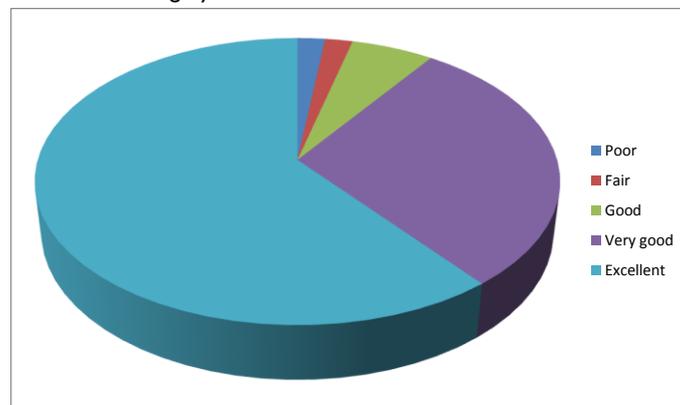
Poor	1
Fair	1
Good	3
Very good	19
Excellent	28



Question 6

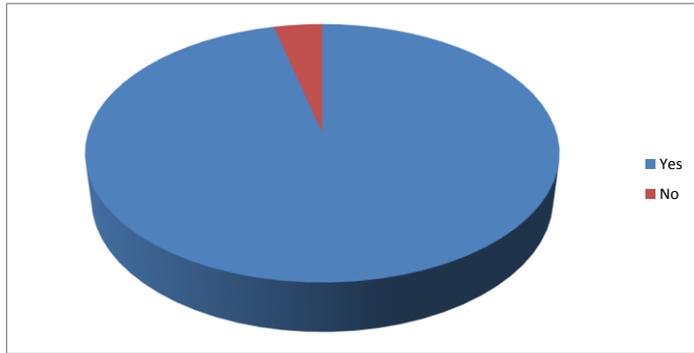
Overall how would you rate the service at the surgery?

Poor	1
Fair	1
Good	3
Very good	15
Excellent	31



Question 7 Would your recommend the surgery to your friends or family and anyone who has moved into the area?

Yes	50
No	2



Question 8 Age range of patients completing the questionnaire

16-34	6
35-64	21
65-74	14
75 and over	11

