

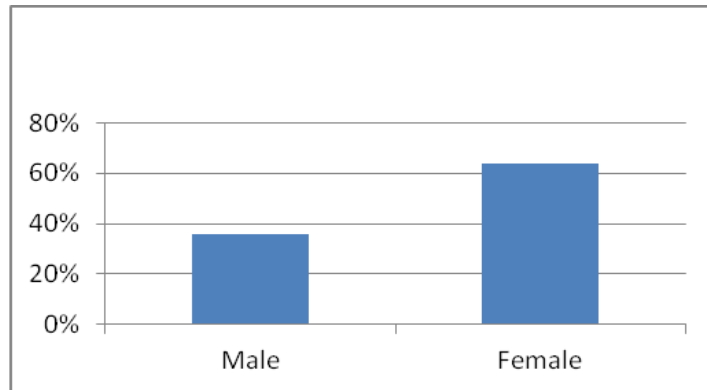
## Results of Patient Survey 2013/2014

### Year 3 of PPG DES

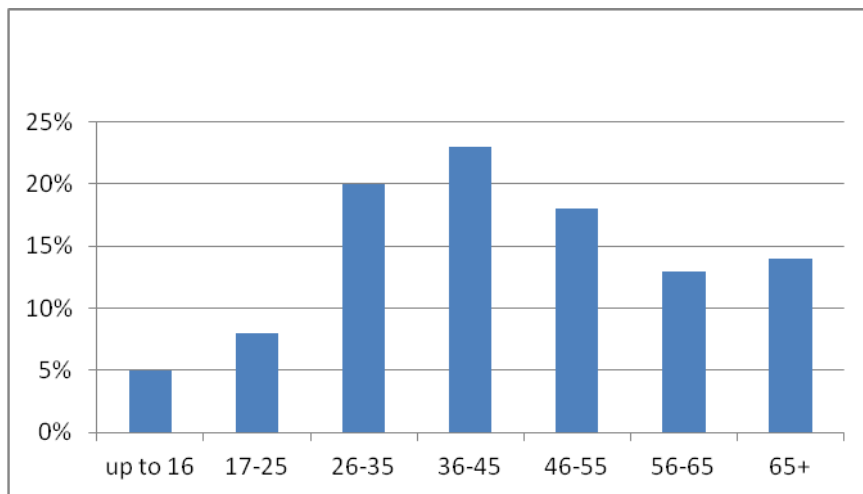
120 surveys were completed. 60 for Dr Oza and 60 for Dr Nam. The results of the survey are as follows:

#### Patient Details

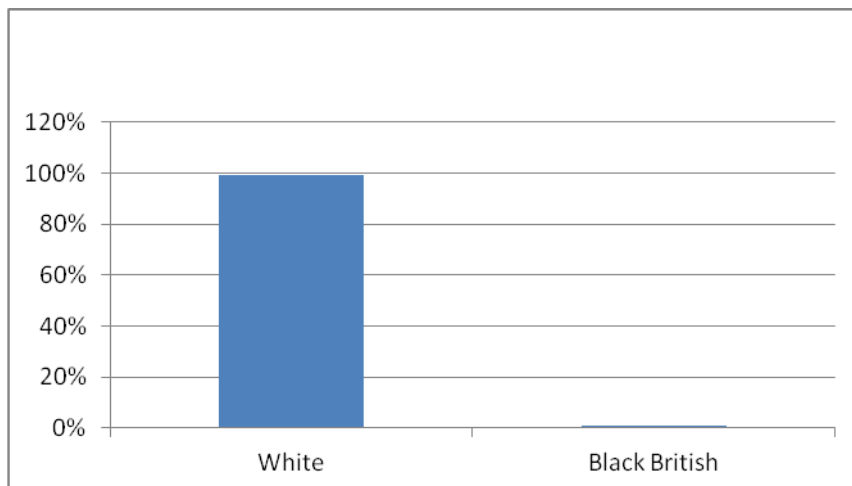
Are you?



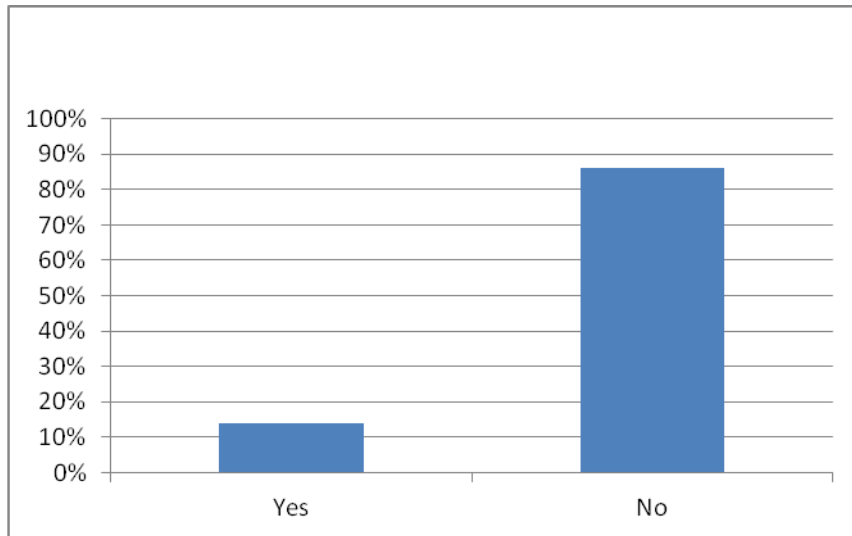
Aged?



Ethnicity?

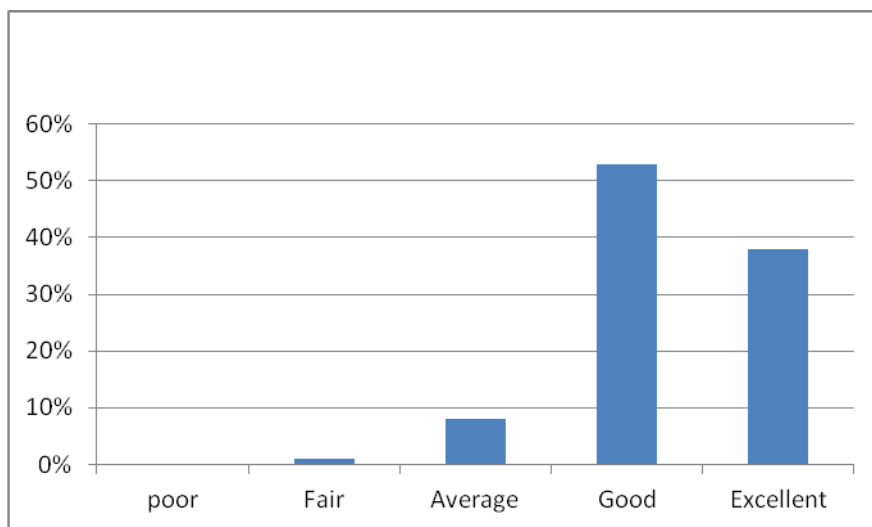


Do you have a disability?

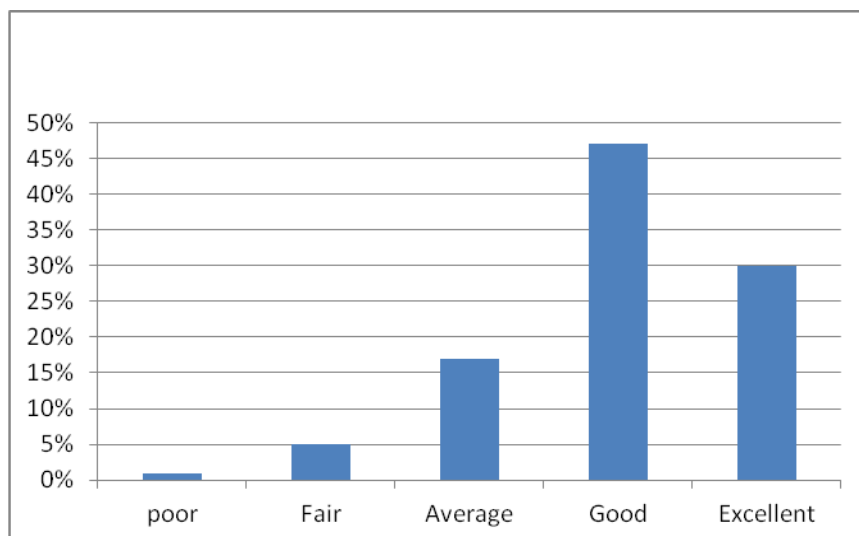


**Building**

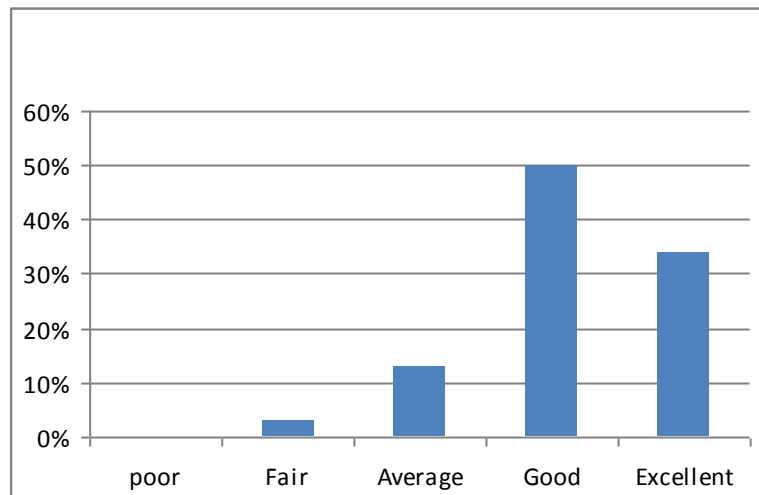
How do you rate the cleanliness of the building?



How do you rate the confidentiality of the reception area?

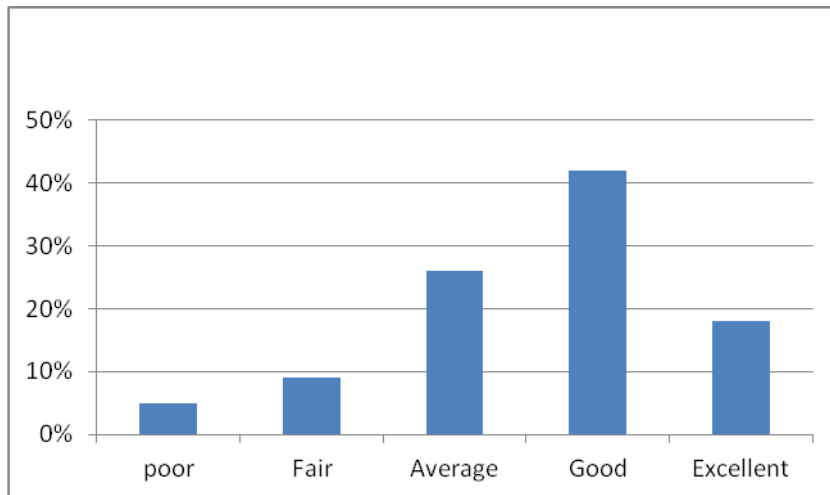


How do you rate the ease of getting into the building?

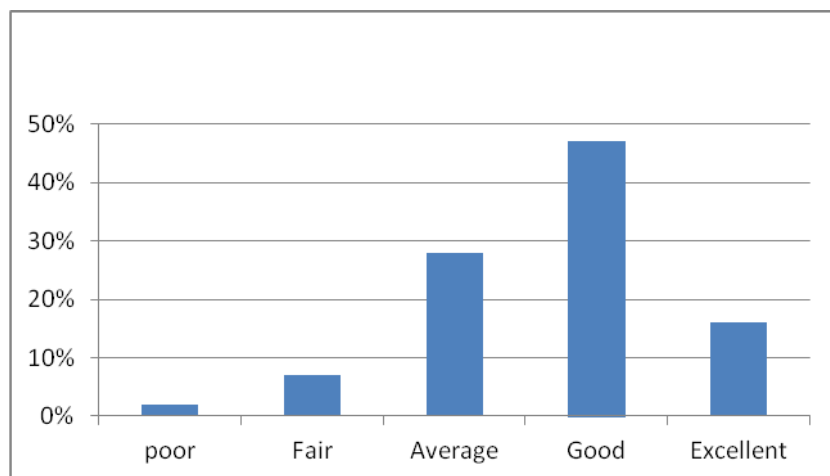


### Appointments

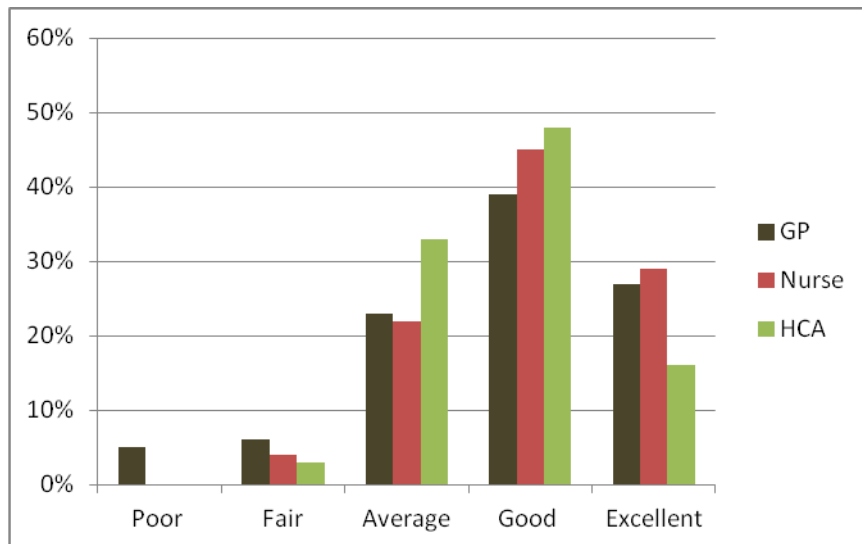
How do you rate the ease of getting through on the telephone?



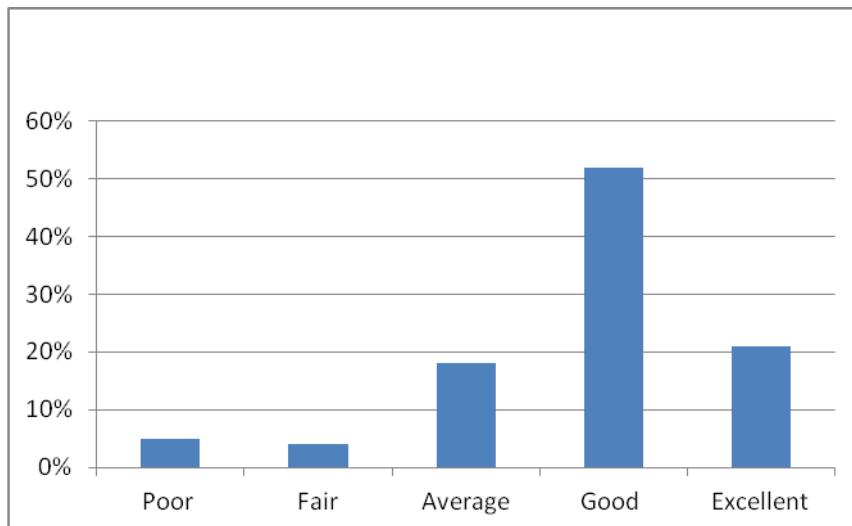
How do you rate the ease of getting to speak to a GP or Nurse on the telephone?



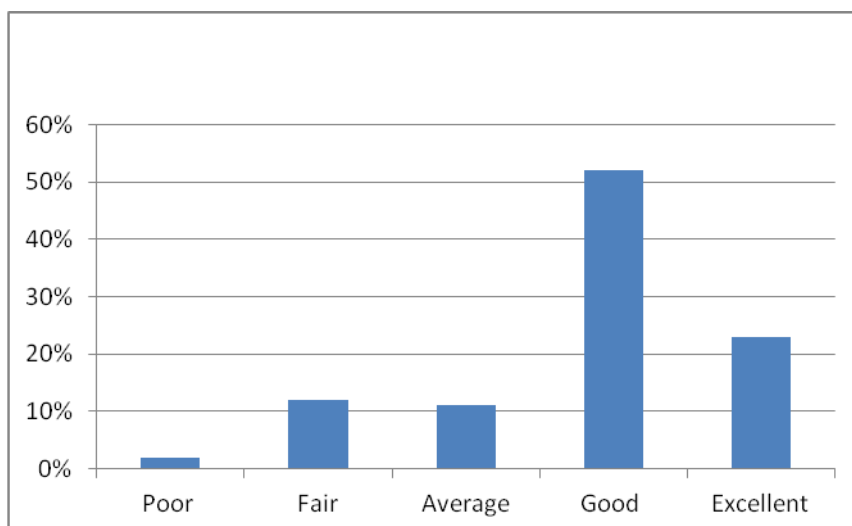
How do you rate the ease of pre-booking an appointment with.....



How do you rate the ease of getting an appointment the same or next day?

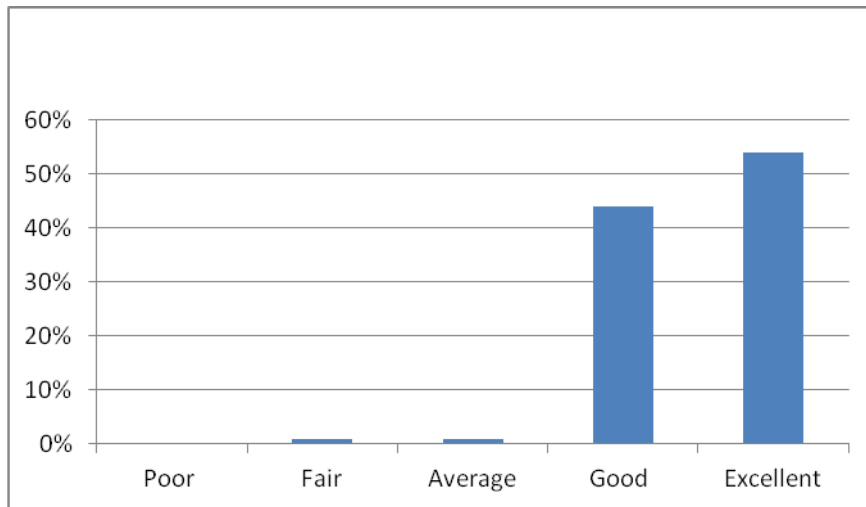


Are you always able to see the GP of your choice?



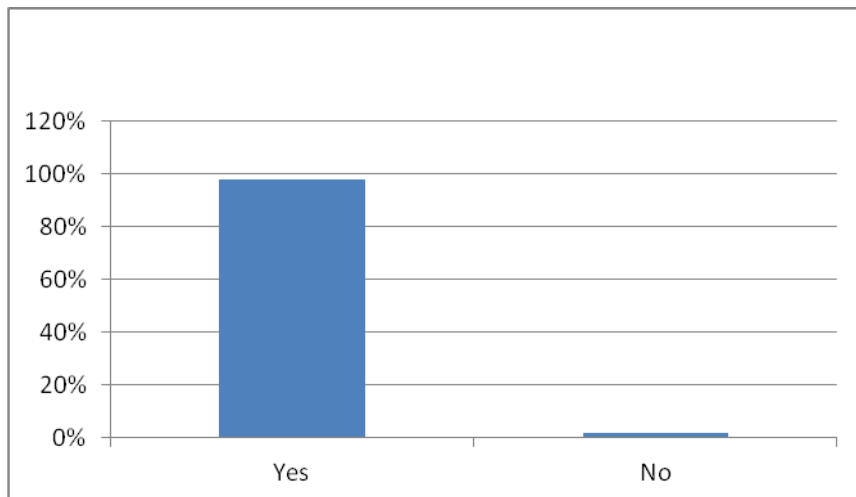
**Staff**

How do you rate the courteousness/helpfulness/politeness of the receptionists?

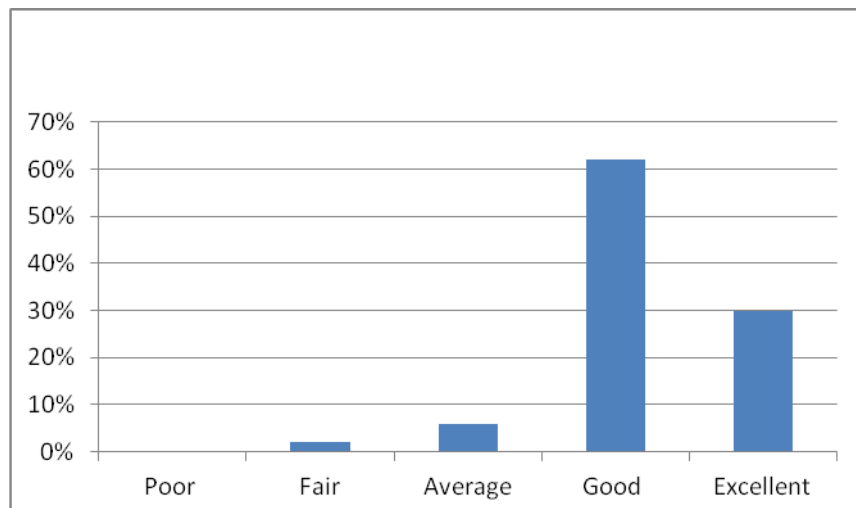


**Obtaining a Repeat Prescription**

Are your repeat prescriptions ready on time?

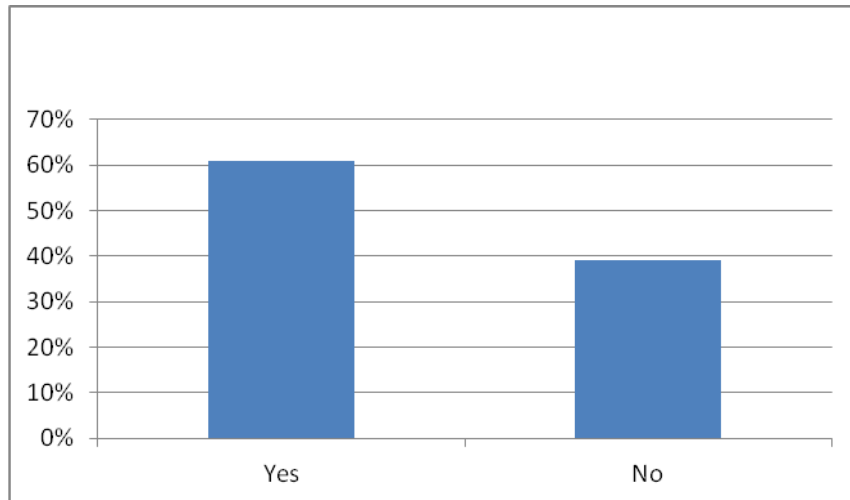


How do you rate the handling of any prescription queries?

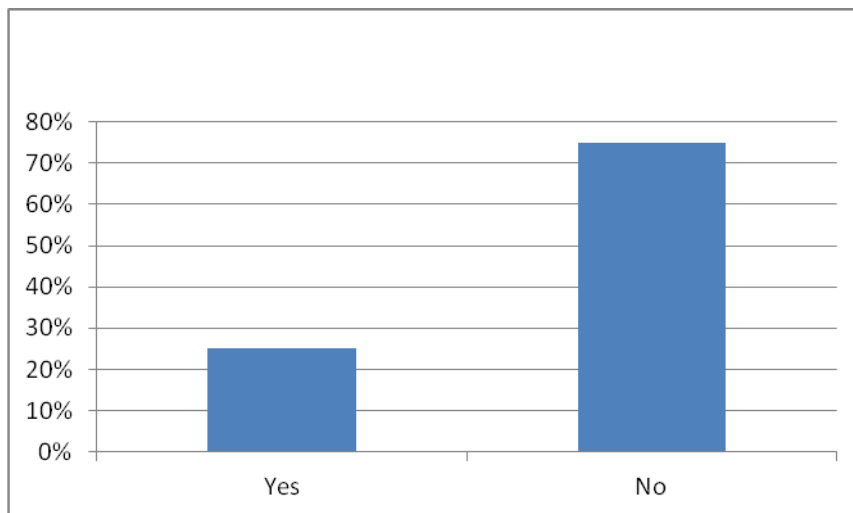


## Extended Hours

Were you aware the surgery carried out these services?

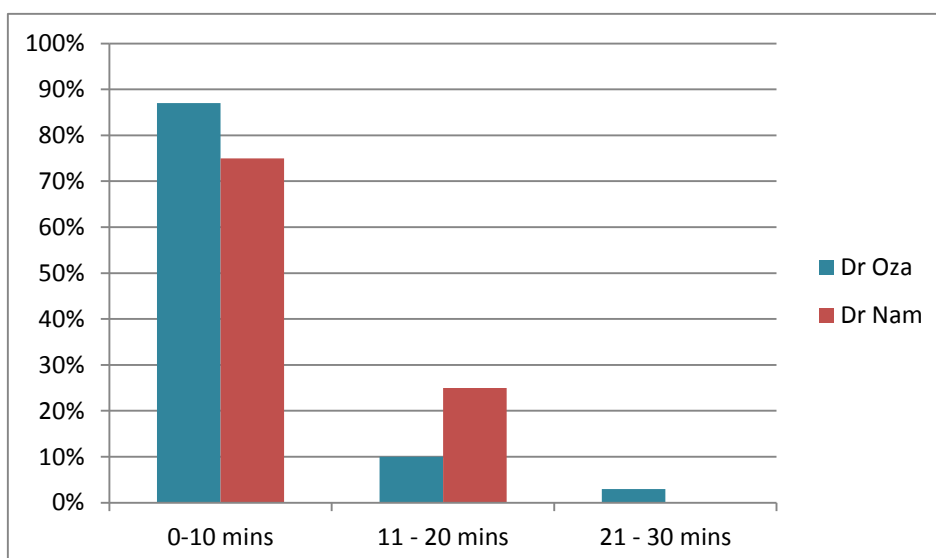


Have you ever used these services?

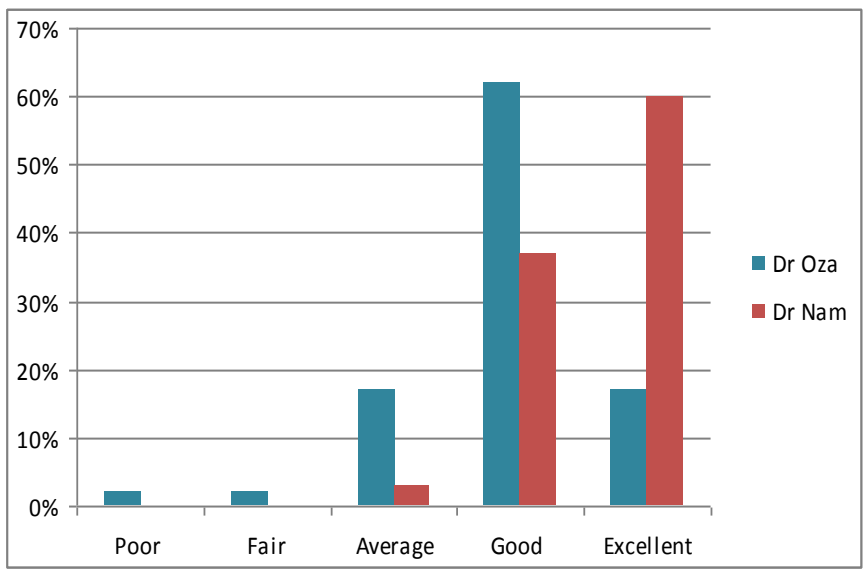


## Consultations

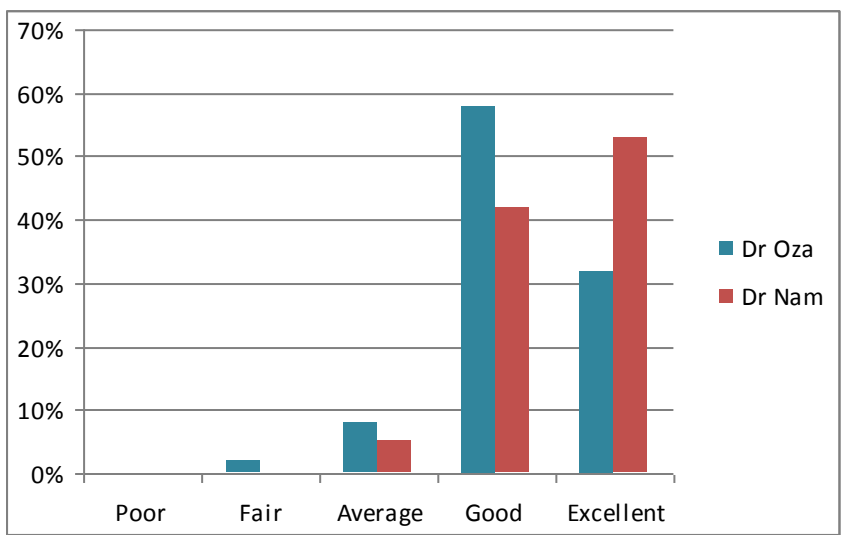
How long did you have to wait after your appointment time in the waiting area?



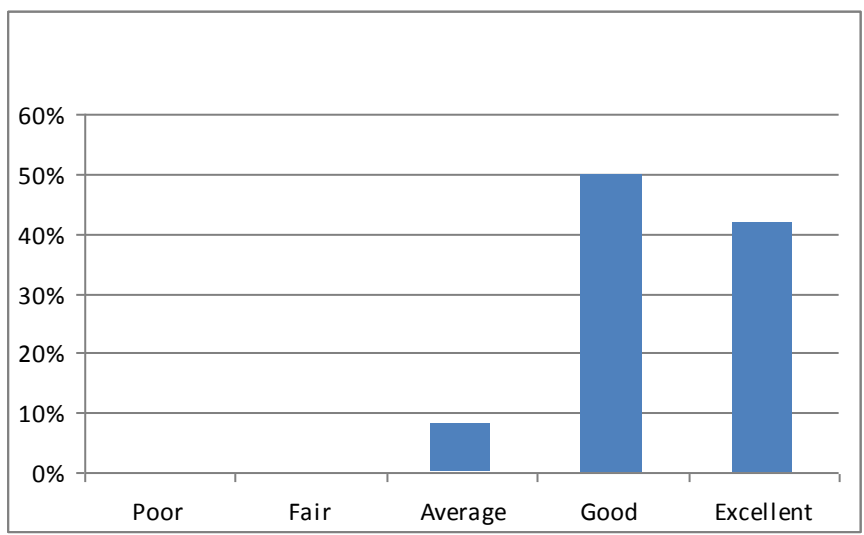
How do you rate your consultation with your clinician?



How clearly was your treatment explained to you?



Your overall satisfaction with the Practice?



## Comments/Suggestions

- Dr Nam seems to have more time for me and shows concern.
- Always ringing for roughly 20 minutes @ 8:30am to get an appointment – always engaged. Then no appointments.
- Both my husband and I are very satisfied with this surgery all involved doctors, nurses and receptionists are great, we appreciate all they do – a big thank you.
- Can't always get an appointment when needed.
- Very happy with Doctor.
- GP needs to act like he is listening to patient and help to remedy concerns.
- Recently moved to this practice. The experiences we have had have been very good. My family have been satisfied with this practice and we are glad we moved practices.
- Dr Oza is very approachable.
- My confidence increases the more often I visit the surgery. Staff and doctors are most reassuring – thank you for your care.