

## "Improving the Practice" Questionnaire

### Speed at which the telephone was initially answered?

Not Applicable	52
Poor	130
Fair	118
Good	54
Very Good	29
Excellent	6

### Speed at which the telephone was answered if your call was transferred?

Not Applicable	178
Poor	39
Fair	79
Good	57
Very Good	24
Excellent	7

### How do you rate the ease of booking an appointment?

Not Applicable	5
Poor	193
Fair	85
Good	55
Very Good	31
Excellent	17

### How do you rate the variety of appointment times available for booking?

Not Applicable	11
Poor	189
Fair	96
Good	58
Very Good	18
Excellent	14

### Length of time you had to wait for an appointment?

Not Applicable	11
Poor	180
Fair	107
Good	51
Very Good	25
Excellent	12

### Convenience of the day and time of your appointment?

Not Applicable	15
Poor	82
Fair	128
Good	95
Very Good	42
Excellent	24

**How easy do you find it to cancel an appointment at the Surgery?**

Not Applicable	105
Poor	25
Fair	42
Good	86
Very Good	87
Excellent	42

**Seeing the Doctor of your choice?**

Not Applicable	44
Poor	193
Fair	75
Good	40
Very Good	17
Excellent	17

**Length of time waiting to check in with Reception?**

Not Applicable	28
Poor	25
Fair	107
Good	107
Very Good	68
Excellent	40

**When speaking to the GP or Nurse, do you feel that you were listened too and had sufficient time?**

Not Applicable	8
Poor	28
Fair	92
Good	128
Very Good	78
Excellent	43

**Length of time waiting to see the Doctor or Nurse?**

Not Applicable	10
Poor	47
Fair	153
Good	117
Very Good	34
Excellent	14

**Opportunity of speaking to a Doctor or Nurse on the telephone when necessary?**

Not Applicable	122
Poor	49
Fair	79
Good	61
Very Good	42
Excellent	22

**Opportunity of obtaining a home visit when necessary?**

Not Applicable	295
Poor	26
Fair	21

Good	14
Very Good	13
Excellent	7
<b>Prescription ready on time?</b>	
Not Applicable	46
Poor	64
Fair	64
Good	100
Very Good	58
Excellent	43
<b>Prescription correctly issued?</b>	
Not Applicable	38
Poor	26
Fair	39
Good	114
Very Good	79
Excellent	78
<b>Handling of any queries?</b>	
Not Applicable	61
Poor	37
Fair	82
Good	123
Very Good	53
Excellent	17
<b>Were you told when to contact us for your results?</b>	
Not Applicable	104
Poor	44
Fair	50
Good	95
Very Good	51
Excellent	30
<b>Results available when you contacted us?</b>	
Not Applicable	130
Poor	26
Fair	55
Good	88
Very Good	47
Excellent	25
<b>Level of satisfaction with the amount of information provided?</b>	
Not Applicable	72
Poor	19
Fair	85
Good	113
Very Good	53
Excellent	31
<b>Level of satisfaction with the manner in which your results were given?</b>	
Not Applicable	98

Poor	18
Fair	59
Good	102
Very Good	62
Excellent	30

**Information provided to you by the Reception staff?**

Not Applicable	32
Poor	33
Fair	87
Good	115
Very Good	66
Excellent	40

**The helpfulness of the Reception staff?**

Not Applicable	6
Poor	31
Fair	65
Good	128
Very Good	84
Excellent	57

**The information provided by other staff?**

Not Applicable	118
Poor	4
Fair	49
Good	101
Very Good	67
Excellent	32

**The helpfulness of other staff?**

Not Applicable	125
Poor	5
Fair	51
Good	96
Very Good	61
Excellent	31

**Considering the response of our staff, our premises and general experience at your last visit, how would you rate us overall?**

Not Applicable	1
Poor	52
Fair	103
Good	113
Very Good	59
Excellent	44

**Any Further Comments?**

*Free text answers have been omitted*

**The following questions will provide us with general information only about the range of people who have responded to this survey and will remain anonymous.**

**How old are you?**

0-16	1
17-25	18
26-35	40
36-45	59
46-55	73
56-64	84
65+	85

**Are you male or female?**

Male	135
Female	208

**How many years have you been attending this Practice?**

0-1	32	
	02-Apr	44
	05-Oct	79
11+	195	

**Number of visits in the last 12 months?**

0-2	60	
	03-May	139
	06-Oct	89
11+	49	

**Would you like your PPG meetings at a more convenient day / time? Please indicate below:**

**Day**

Not Applicable	198
Monday	7
Tuesday	9
Wednesday	8
Thursday	3
Friday	4
Saturday	14

**Time**

Not Applicable	168
Mornings 9-12pm	29
Afternoons 1-6pm	13
Evenings 6-7.30pm	26