

Hilltops PPG - Improving the Practice Questionnaire 2013

Speed at which telephone was initially answered?

Poor	364
Fair	307
Good	193
Excellent	42
Not Applicable	23

How do you rate the ease of booking and the variety of booking times for appointments?

Poor	400
Fair	287
Good	152
Excellent	45
Not Applicable	6

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

Poor	40
Fair	118
Good	398
Excellent	207
Not Applicable	120

Length of time waiting to check in at reception?

Poor	102
Fair	296
Good	314
Excellent	138
Not Applicable	30

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

Poor	56
Fair	196
Good	406
Excellent	209
Not Applicable	18

Were you informed when to contact the surgery for results and the level of satisfaction with the manner in which you were given the results?

Poor	84
Fair	187
Good	396
Excellent	142
Not Applicable	69

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

Poor	141
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Fair	250
Good	285
Excellent	109
Not Applicable	79

Prescription correctly issued and ready on time?

Poor	102
Fair	172
Good	373
Excellent	197
Not Applicable	34

Helpfulness of reception staff

Poor	49
Fair	132
Good	400
Excellent	300
Not Applicable	7

Overall satisfaction with the Surgery?

Poor	97
Fair	284
Good	382
Excellent	125
Not Applicable	3

Any further comments?

Free text answers have been omitted