

# DOVERCOURT SURGERY

## PATIENT QUESTIONNAIRE RESULTS

**1. In general, are you satisfied with how easy it is to get through to the reception on the phone at the Surgery?**

80% Very Satisfied | 19% Fairly Satisfied | 1% Not Satisfied |

**2. Would you like the walk in and wait service to continue?**

96% Yes | 3% No | 1% I Do Not Know |

**3. How satisfied are you with the hours that the Surgery is open?**

69% Very Satisfied | 29% Fairly Satisfied | 2% Not Satisfied |

**4. When you last saw a *Doctor* at the Surgery, how good were they at involving you in decisions about your care?**

83% Very Good | 17% Fairly Good | 0% Not Good |

**5. When you last saw a *Nurse* at the Surgery, how good were they at involving you in decisions about your care?**

84% Very Good | 14% Fairly Good | 2% Not Good |

**6. How helpful do you find the Receptionists at the Surgery?**

85% Very Helpful | 15% Fairly Helpful | 0% Not Helpful |

**7. How easy do you find it to get into the building at the Surgery?**

96% Very Easy | 4% Fairly Easy | 0% Not Easy |

**8. How often are you able to get an appointment with your preferred Doctor?**

31% Very Often | 40% Fairly Often | 29% Not Often |

**10. In general, how satisfied are you with the care you receive at the Surgery?**

84% Very Satisfied | 16% Fairly Satisfied | 0% Not Satisfied |

**11. If you have any general comments you wish to make, please write them below.**

- No problem with care and service.
- Can never get an appointment.
- Efficient, friendly, understanding.
- Excellent service/ care, really appreciate Doctors – patient with mental health problems.
- Understand the need for triage.
- Telephone consultation very good, hard for full time workers to get an appointment.
- What about a water fountain?
- Unorganised!!
- Thank you all.
- Surgery should be opened at weekends.
- Lovely staff.
- Walk in service great for working mums.
- Excellent.
- Morning wait is a problem if you are in pain or poorly.
- Keep up your excellent standards.