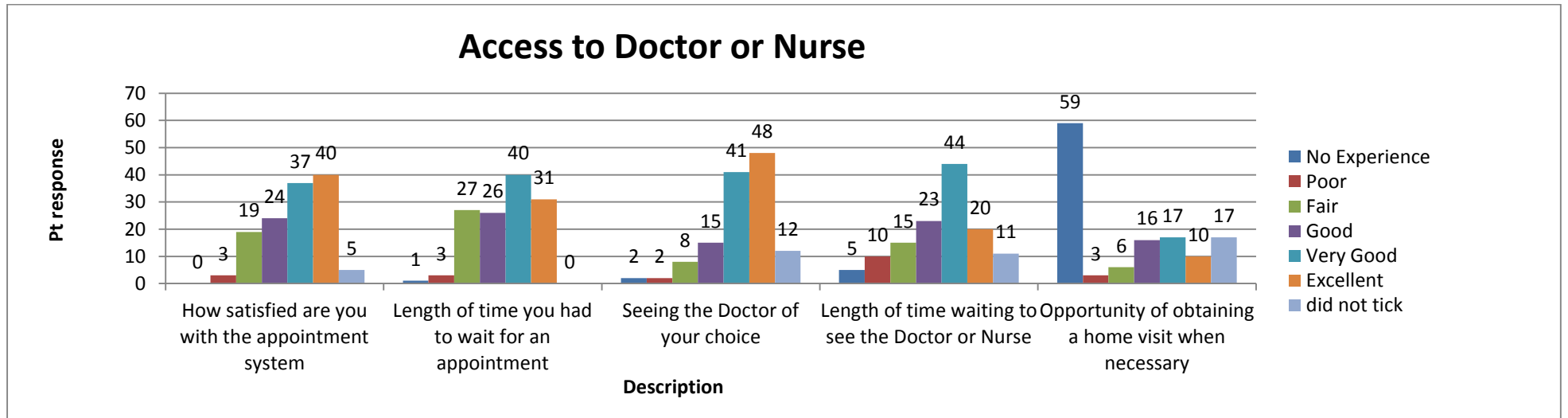


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Access to a Dr or Nurse

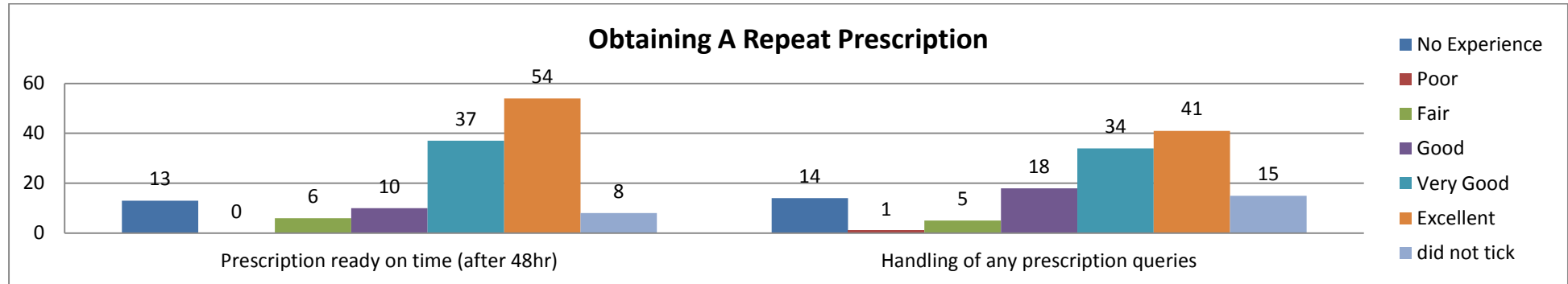
	<u>Description</u>	<u>No Experience</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Excellent</u>	<u>did not tick</u>	<u>Total</u>
1	How satisfied are you with the appointment system	0	3	19	24	37	40	5	128
2	Length of time you had to wait for an appointment	1	3	27	26	40	31	0	128
3	Seeing the Doctor of your choice	2	2	8	15	41	48	12	128
4	Length of time waiting to see the Doctor or Nurse	5	10	15	23	44	20	11	128
5	Opportunity of obtaining a home visit when necessary	59	3	6	16	17	10	17	128



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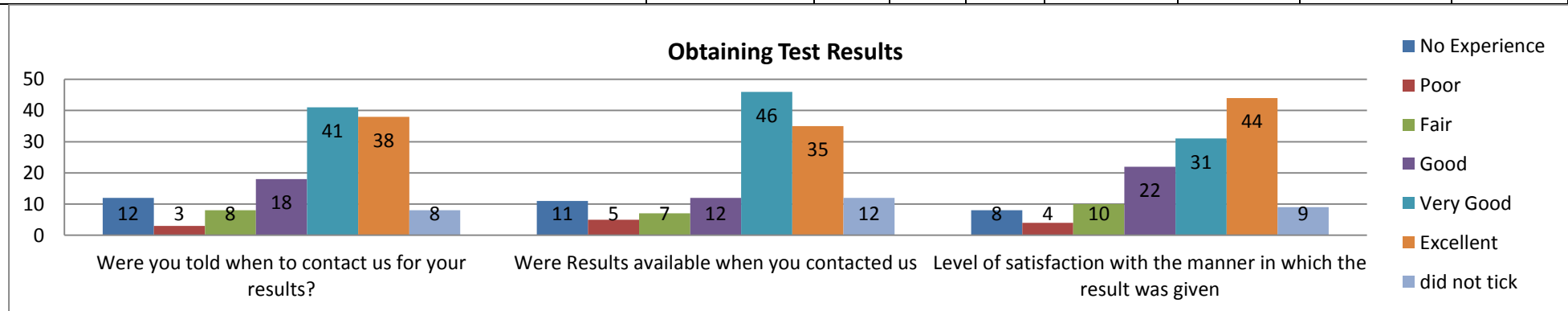
Obtaining a repeat prescription

	Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick	Total
6	Prescription ready on time (after 48hr)	13	0	6	10	37	54	8	128
7	Handling of any prescription queries	14	1	5	18	34	41	15	128



Obtaining test results

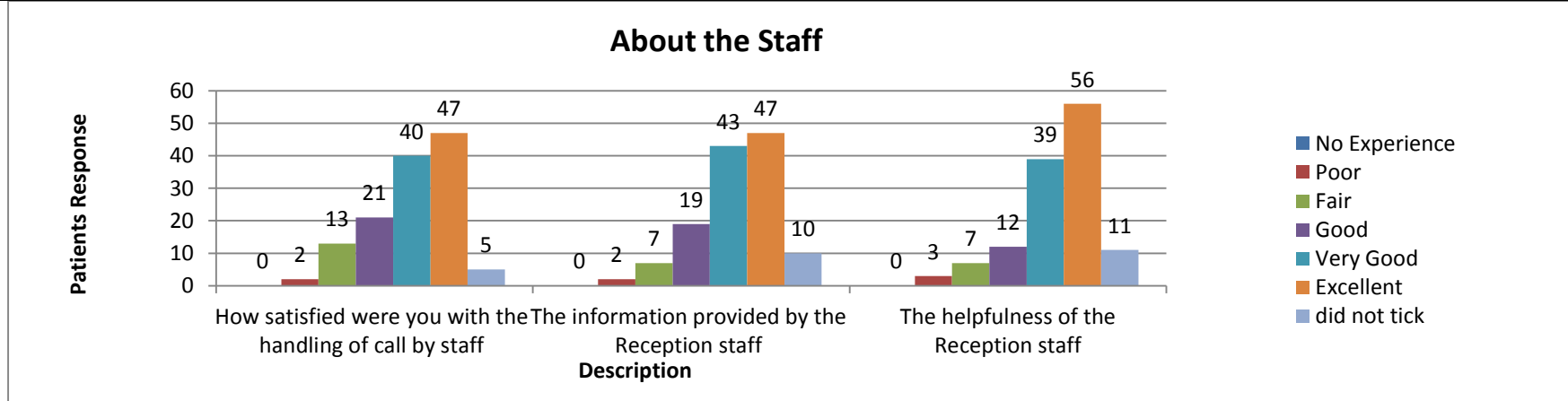
	Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick	Total
8	Were you told when to contact us for your results?	12	3	8	18	41	38	8	128
9	Were Results available when you contacted us	11	5	7	12	46	35	12	128
10	Level of satisfaction with the manner in which the result was given	8	4	10	22	31	44	9	128



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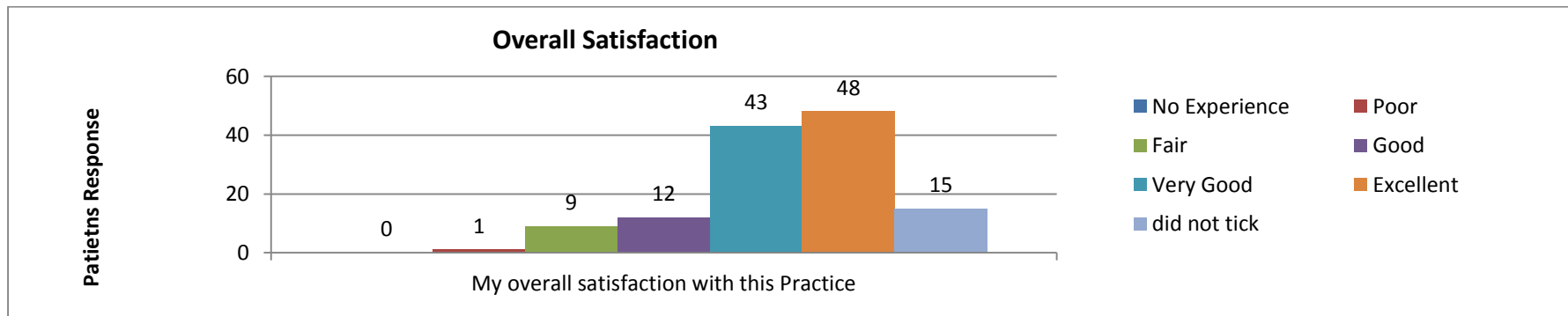
About the staff

Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick	Total
11 How satisfied were you with the handling of call by staff	0	2	13	21	40	47	5	128
12 The information provided by the Reception staff	0	2	7	19	43	47	10	128
13 The helpfulness of the Reception staff	0	3	7	12	39	56	11	128



And finally

Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick	Total
14 My overall satisfaction with this Practice	0	1	9	12	43	48	15	128



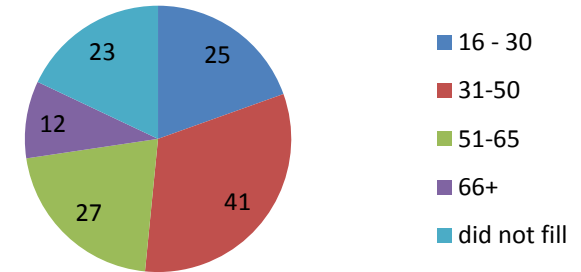
*St George's Medical Centre
Dr A M Botros*

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GENERAL INFORMATION

Age Group	16 - 30	31-50	51-65	66+	did not fill	Total
	25	41	27	12	23	128

Age Group



Sex Group	Male	Female	did not tick	total
	55	51	22	128

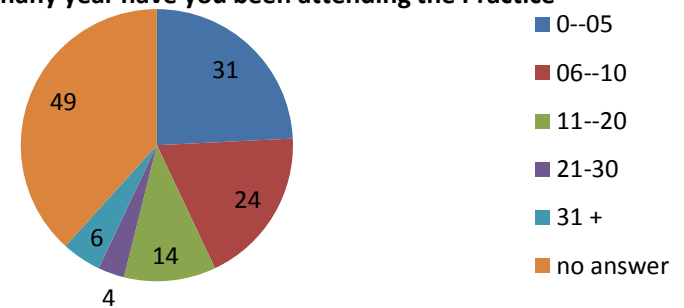
Sex Group



How many year have you been attending the Practice

0--05	06--10	11--20	21-30	31 +	no answer	Total
31	24	14	4	6	49	128

How many year have you been attending the Practice



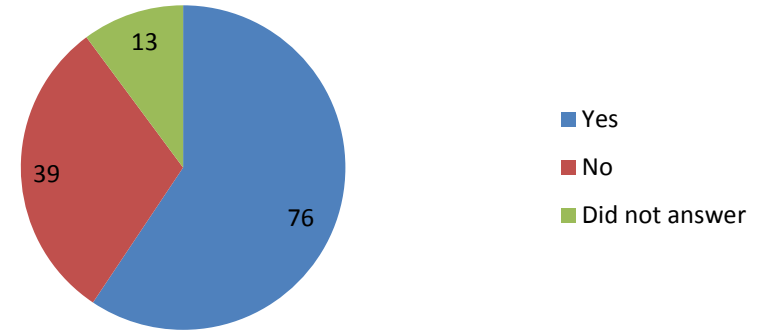
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PATIENT AWARENESS

Are you aware of our practice website

Yes	No	Did not answer	Total
76	39	13	128

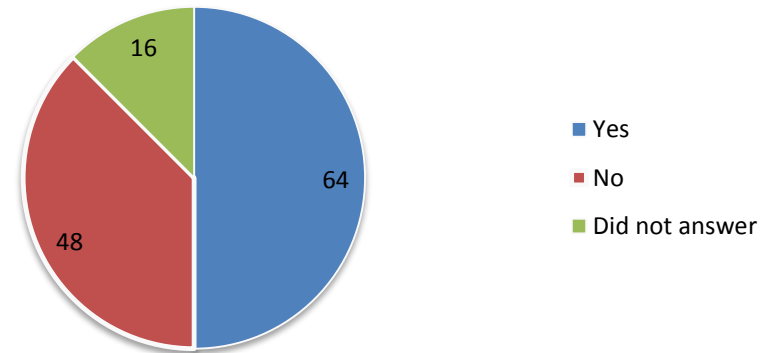
Are you aware of our practice website



Are you aware that you can request repeat prescription online through our website?

Yes	No	Did not answer	Total
64	48	16	128

Are you aware that you can request repeat prescription online through our website?

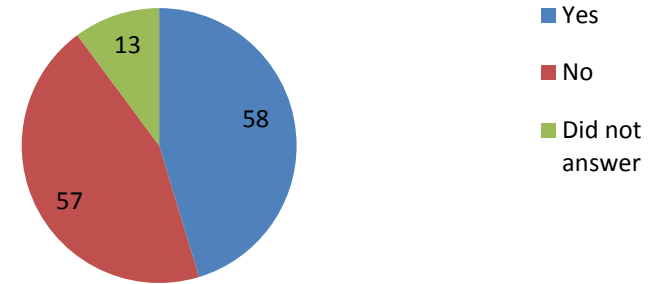


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Are you aware that we offer telephone consultation with the Doctor

Yes	No	Did not answer	Total
58	57	13	128

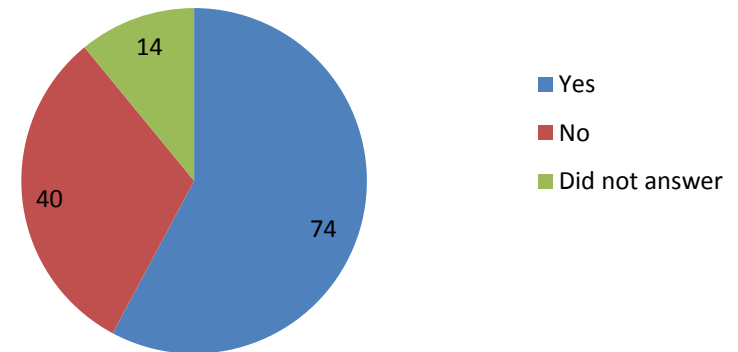
Are you aware that we offer telephone consultation with the Doctor?



Would you like the opportunity to book appointment on-line

Yes	No	Did not answer	Total
74	40	14	128

Would you like the opportunity to book appointment on-line



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Any further comments:

Should be more Doctors in this surgery

Am Happy with my Dr Surgery

Needs to be simplified appointment system

Repeat prescription to be available same day

Good

Dr Botros and all the staff in this surgery were very helpful with care

Not happy with one visit for one illness

Dr Botros is a great doctor. Very happy with him

Try to maintain a doctors on time when people are in emergency and don't have to wait for too long

Book appointments online will be easy but difficult for old people

Very happy with my doctor

Extending the opening hours on weekend and correct diagnosis promptly (if possible)

I am very happy with the appointments and prescriptions service offered at the surgery

Not giving the appointments easily

Keep some appointments in emergency cases on the day

A very well-mannered GP professional, Polite and most helpful, Well done

I appreciate their work

We are very happy with service

Dr Botros is the best and polite doctor in the UK

I am very happy and I like this GP

Very good service I am happy

Overall very satisfied with the service I received from the centre

Extremely satisfied with the service as availability to either speak or see GP. Receptionist extremely helpful and informative

Waiting too long after even my appointment time

I am very happy with this practice

St George's Medical Centre

Dr A M Botros