

**Patient Survey
2014**
Farnham Road Practice

24 to 28 February 2014

99 Returns 98 by paper
 1 by Survey Monkey

Range 49 to 99 responses

Farnham Road	54
Weekes Drive	31
Not stated	14

1. Was the medical problem you came to the surgery about

	%
New	27
Ongoing	55
Combination	18

2. Did you feel it was adequately dealt with by the Healthcare Professional you saw

	%
Yes	94
No	6

3. Was it easy to make the appointment

	%
Yes	68
No	32

4. How did you make your appointment

	%
By telephone	44
In person at the surgery	56

5. Would you prefer to be able to make an appointment

	%
In advance	48
On the day when you need it	29
(Both	23)

6. How did you travel to the surgery today

	%
Walk	25
Bicycle	0
Bus	2
Taxi	3
Motorcycle	0
Car	70

7. If you use the Repeat Prescription system, is your prescription usually ready for you with 48 hours

	%
Yes	77
No	23

8. Did you feel welcomed when you arrived at the surgery by the Reception staff

	%
Yes	98
No	2

9. Once you had arrived at the surgery were you kept informed if there were any delays in when you would see the doctor or nurse

	%
Yes	58
No	42

10. If you have had any dealings with our Administration staff, for referral letters or insurance reports, how helpful did you find them

	%
Very helpful	43
Helpful	55
Not Helpful	2
Very unhelpful	0

(49 Responses)

Highlights

- Reception staff
- Administration staff
- Clinical care

Issues

- Ease of making an appointment
- How appointments are made
- Car parking space
- Repeat prescriptions
- Keeping informed of delays
- On day vs. advance appointments