

H1 2017 Patient Survey results (Jan – June)

Patient views are very important & help us understand what we do well & where we can further improve...

Overall service

Excellent	Very Good	Fair	Poor
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Patient experience of making an appointment

Excellent	Very Good	Fair	Poor
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Putting patient's at ease

Excellent	Very Good	Fair	Poor
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Our listening skills

Excellent	Very Good	Fair	Poor
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Explaining our patient's condition & treatment

Excellent	Very Good	Fair	Poor
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Involving patients in decisions about their care

Excellent	Very Good	Fair	Poor
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Providing or arranging treatment

Excellent	Very Good	Fair	Poor
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Our follow-up care

Excellent	Very Good	Fair	Poor
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The service from our dispensary

Excellent	Very Good	Fair	Poor
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Likelihood to recommend to family & friends

Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know
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