H2 2017 Patient Survey results (June - Dec)

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

Overall service

Excellent	Very Good	Fair	Poor

Patient experience of making an appointment

Excellent	Very Good	Fair	Poor

Putting patient's at ease

Excellent	Very Good	Fair	Poor

Our listening skills

Excellent	Very Good	Fair	Poor

Explaining our patient's condition & treatment

Excellent	Very Good	Fair	Poor

Involving patients in decisions about their care

Excellent	Very Good	Fair	Poor

Providing or arranging treatment

Excellent	Very Good	Fair	Poor

Our follow-up care

Excellent	Very Good	Fair	Poor

The service from our dispensary

Excellent	Very Good	Fair	Poor

Likelihood to recommend to family & friends

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