

Patient Questionnaire – Comparison to 2013,2014 and 2015

Which of the following do you use to find information out about the practice?			
	2013	2014	2015
Website	11%	17%	24%
Telephone	56%	55%	47%
Notice Board	22%	14%	25%
NHS Choices	1%	2%	1%
Other	10%	12%	3%

Do you know we have our own website?			
	2013	2014	2015
YES	51%	62%	52%
NO	49%	38%	48%

Do you know you can order your repeat prescriptions online?			
	2013	2014	2015
YES	48%	66%	52%
NO	52%	34%	48%

How satisfied are you with the care you receive from the Doctor?			
	2013	2014	2015
Very satisfied	73%	82%	87%
Fairly satisfied	9%	17%	12%
Not very satisfied	0%	0%	0%
Not at all satisfied	0%	0%	0%
Never seen	6%	1%	1%

How satisfied are you with the care you receive from the Nurse?			
	2013	2014	2015
Very satisfied	85%	88%	93%
Fairly satisfied	9%	10%	5%
Not very satisfied	0%	0%	0%
Not at all satisfied	0%	0%	0%
Never seen	6%	2%	2%

How satisfied are you with the care you receive from the reception staff?			
	2013	2014	2015
Very satisfied	85%	82%	87%
Fairly satisfied	15%	16%	13%
Not very satisfied	0%	2%	0%
Not at all satisfied	0%	0%	0%
Never seen	0%	0%	0%

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How involved do you feel in the decisions made about your care?			
	2013	2014	2015
Very involved	63%	68%	74%
Fairly involved	27%	26%	19%
Not very involved	4%	3%	3%
Not at all involved	2%	0%	1%
Not applicable	4%	3%	0%

In the past six months how easy have you found getting through on the phone?			
	2013	2014	2015
Very easy	45%	58%	57%
Fairly easy	50%	34%	29%
Not very easy	3%	3%	2%
Not at all easy	0%	0%	2%
Haven't tried	2%	5%	10%

In the past six months how easy have you found getting through to a Doctor on the phone?			
	2013	2014	2015
Very easy	32%	35%	28%
Fairly easy	24%	23%	17%
Not very easy	5%	4%	3%
Not at all easy	0%	0%	1%
Haven't tried	39%	23%	51%

In the past six months how easy have you found speaking to a Nurse on the phone?			
	2013	2014	2015
Very easy	32%	23%	17%
Fairly easy	24%	15%	14%
Not very easy	4%	2%	2%
Not at all easy	0%	0%	0%
Haven't tried	58%	60%	67%

In the past six months how easy have you found obtaining results by the phone?			
	2013	2014	2015
Very easy	32%	35%	29%
Fairly easy	17%	17%	13%
Not very easy	3%	5%	2%
Not at all easy	1%	0%	0%
Haven't tried	47%	43%	56%

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How clean is the surgery?			
	2013	2014	2015
Very clean	75%	75%	76%
Clean	24%	25%	24%
Not very clean	1%	0%	0%