

## **SHAKESPEARE SURGERY**

### **RESULTS 2015**

#### **Q1. When did you last see a Doctor at the Surgery?**

In the past 3 months	22
Between 3 and 6 months	13
More than 6 months	5

#### **Q2. Did you have confidence and trust in the GP you saw?**

Yes, definitely	35
Yes, to some extent	3
No, not at all	0
Don't know, can't say	2

#### **Q3. When did you last see a Nurse at the Surgery?**

In the past 3 months	24
Between 3 and 6 months	11
More than 6 months	5

#### **Q4. Did you have confidence and trust in the Nurse you saw?**

Yes, definitely	38
Yes, to some extent	0
No, not at all	0
Don't know, can't say	2

#### **Q5. Have you ever tried to see the GP fairly quickly?**

Yes	31
No	6
Can't remember	3

#### **Q6. Were you able to see a GP on the same day or within the next 2 working days?**

Yes	38
No	1
Can't remember	1

**Q7. How easy do you find the following?**

	Not tried	Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't know
Speaking to a GP on the phone	9	19	3	1	0	8
Speaking to a Nurse on the phone	37	0	0	0	0	3
Obtaining test results on the phone	7	28	2	0	0	3

**Q8. Are you aware you can book an appointment more than 2 days in advance?**

Yes	34
No	6

**Q9. How helpful do you find the receptionists at the surgery?**

Very helpful	38
Fairly helpful	2
Not very helpful	0
Not at all helpful	0

**Q10. How satisfied are you with the opening hours at the surgery?**

Very	34
Fairly	6
Neither satisfied or dissatisfied	0
Quite Dissatisfied	0
Very Dissatisfied	0
Don't know the opening hours	0

**Q12. Did you know the surgery has its own Website where you can order repeat prescriptions?**

Yes	19
No	21

**Q12. Did you know the practice has a Patient participation Group**

Yes	13
No	27

### **Additional Comments from patients:**

- **“Fantastic Practice, always helpful and can get an appointment when I need too, unlike other surgeries I have been with”**
- **“Nice Drs and receptionists”**
- **“Awful parking at the practice, but good Doctors!”**