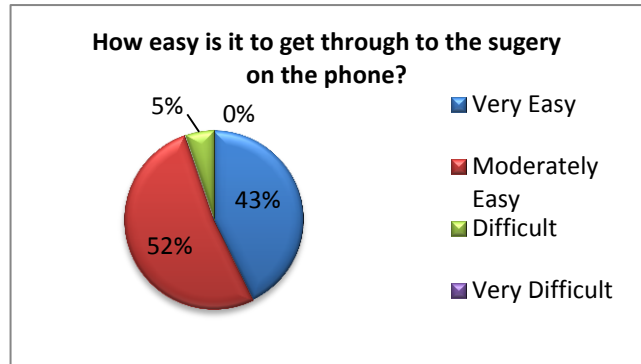


## Access and Services at the Practice 2014

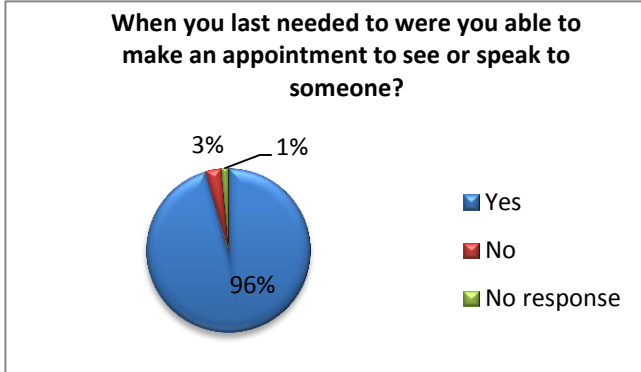
**How easy is it to get through to the surgery on the phone?**

Very Easy	97	43%
Moderately Easy	118	52%
Difficult	12	5%
Very Difficult	0	0%



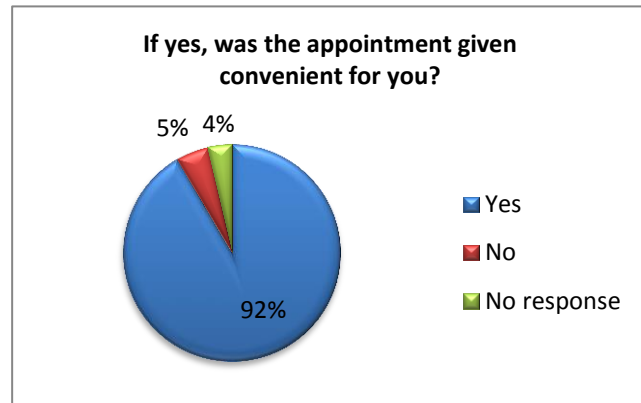
**When you last needed to were you able to make an appointment to see or speak to someone?**

Yes	217	96%
No	7	3%
No response	3	1%



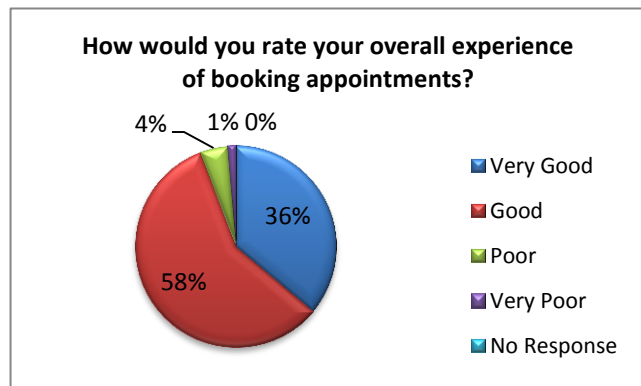
**If yes, was the appointment given convenient for you?**

Yes	208	92%
No	11	5%
No response	8	4%



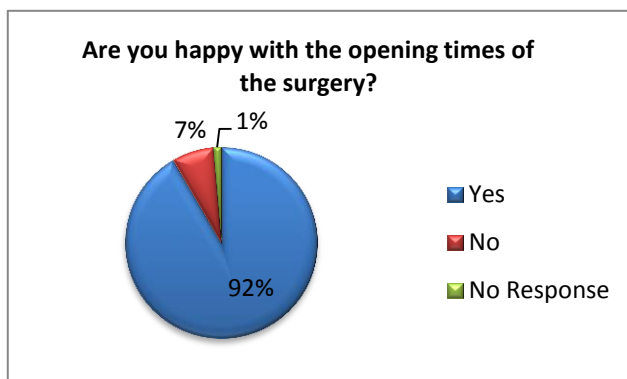
**How would you rate your overall experience of booking appointments?**

Very Good	82	36%
Good	132	58%
Poor	10	4%
Very Poor	3	1%
No Response	0	0%



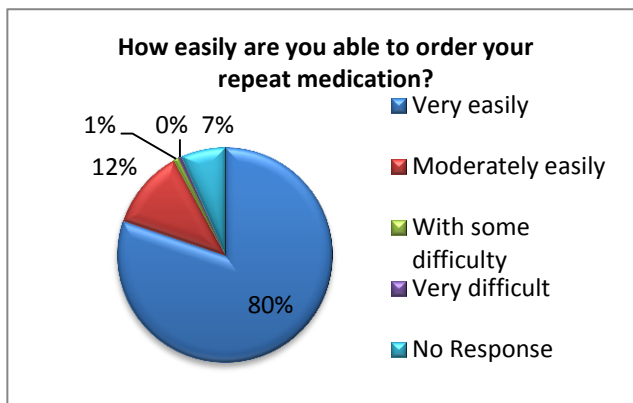
**Are you happy with the opening times of the surgery?**

Yes	208	92%
No	16	7%
No Response	3	1%



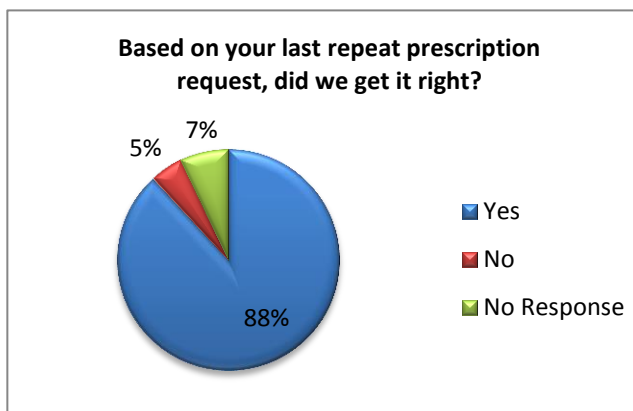
**How easily are you able to order your repeat medication?**

Very easily	182	80%
Moderately easily	27	12%
With some difficulty	2	1%
Very difficult	1	0%
No Response	15	7%



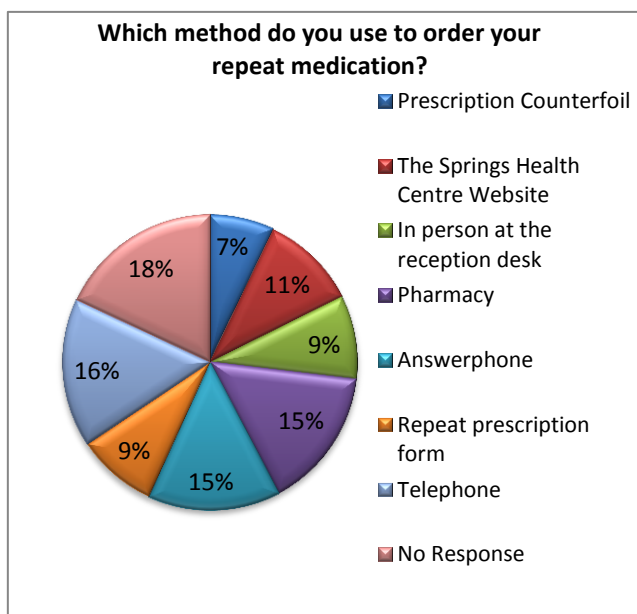
**Based on your last repeat prescription request, did we get it right?**

Yes	200	88%
No	11	5%
No Response	16	7%



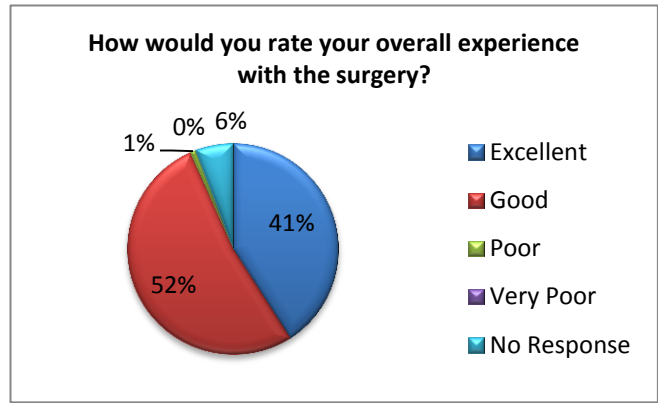
**Which method do you use to order your repeat medication?**

Prescription Counterfoil	16	7%
The Springs Health Centre Website	24	11%
In person at the reception desk	21	9%
Pharmacy	35	15%
Answerphone	33	15%
Repeat prescription form	20	9%
Telephone	37	16%
No Response	41	18%



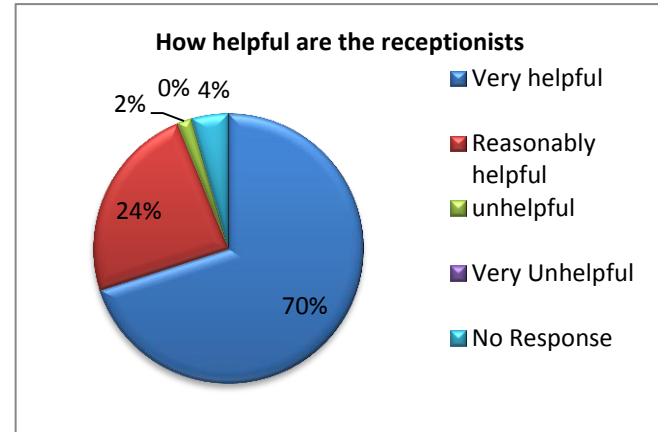
**How would you rate your overall experience with the surgery?**

Excellent	93	41%
Good	119	52%
Poor	2	1%
Very Poor	0	0%
No Response	13	6%



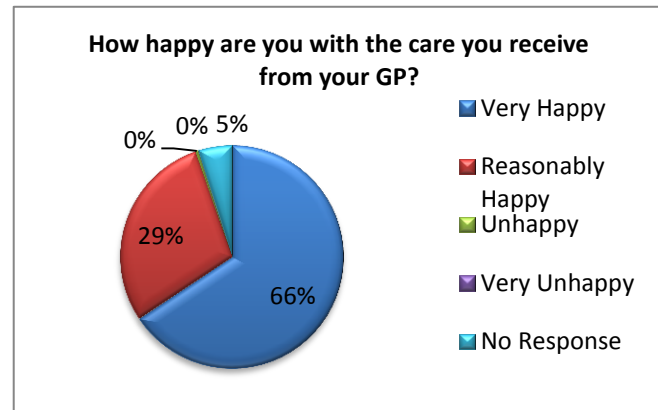
**How helpful are the receptionists?**

Very helpful	159	70%
Reasonably helpful	54	24%
unhelpful	4	2%
Very Unhelpful	0	0%
No Response	10	4%



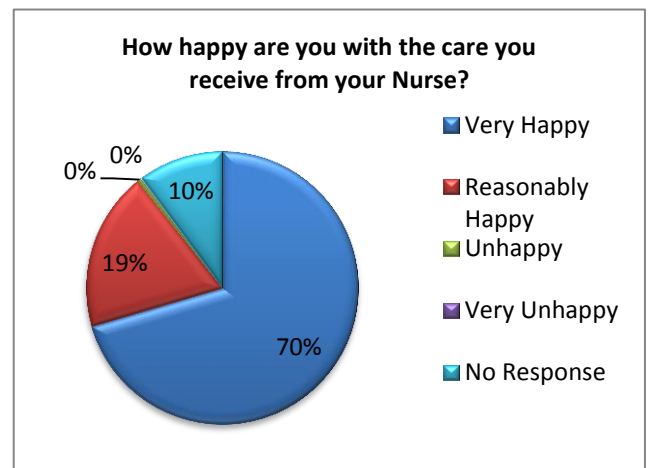
**How happy are you with the care you receive from your GP?**

Very Happy	149	66%
Reasonably Happy	66	29%
Unhappy	1	0%
Very Unhappy	0	0%
No Response	11	5%



**How happy are you with the care you receive from your Nurse?**

Very Happy	160	70%
Reasonably Happy	43	19%
Unhappy	1	0%
Very Unhappy	0	0%
No Response	23	10%



**Would you recommend The Springs Health Centre**

Yes	209
No	5
No Response	13

92%  
2%  
6%

