

# BHF Goldthorpe Medical Centre

## Patient Survey Results Q1 2018

### How We Did

41%\* of patient said they strongly agree that they are satisfied with the practice opening hours (Question One)

45%\* of patients said they strongly agree that they're very happy with the service received from both clinical and non clinical staff (Question Four)

33%\* of patients said they strongly agree and 33%\* of patient said they agree that the clinician they have seen was very thorough and that they understood their explanations (Question Six)

### What You Said

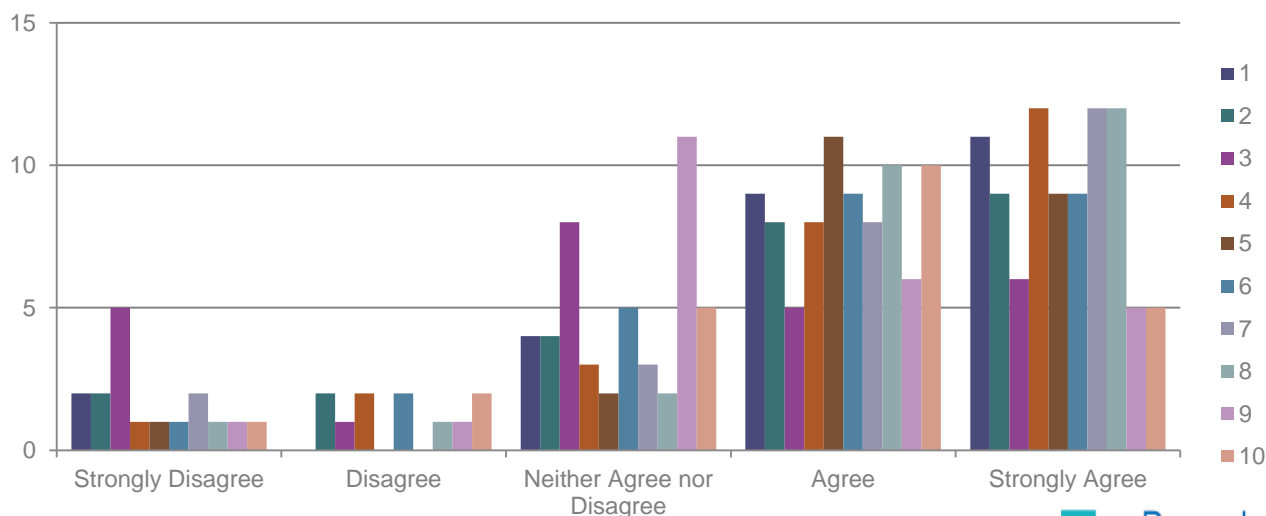
*"Need more appointments"* –  
Female patient, aged 16-25

*"Seeing different doctors on nearly every visit does not sit well with me as although my medical history is available on screen, it is not like knowing me on a personal level"* –  
Anon.

*"Very helpful and polite staff"* –  
Female patient, aged 45-64

## Average Score

# 4.35



\* based on 27 completed surveys