

Guildhall Surgery

Patient Survey 2019

Patients attending the surgery were asked to participate in a patient survey over the period of one month in January 2019. The GP's would like to thank all patients that participated. The results are shown in the tables and graphs below:

| | Very Easy | Easy | Difficult | N/A | Not Tried |
|--|-----------|------|-----------|-----|-----------|
| How easy was it to book a 'soon' appointment within the 4 week booking system | 48% | 32% | 7% | 13% | |
| How easy was it to book a 'routine' appointment within the 4-6 week booking system | 51% | 31% | 7% | 11% | |

| | Yes | No | Not Answered |
|--|-----|----|--------------|
| Were you seen by the GP/Nurse within 30 minutes of your appointment time | 90% | 6% | 4% |

| | Very Helpful | Helpful | Unhelpful | Very Unhelpful | Didn't Answer |
|---|--------------|---------|-----------|----------------|---------------|
| How helpful do you find the receptionists at the practice | 78% | 18% | 3% | 2% | |

Results of questions patients were asked regarding their visits to a GP:



