

# Guildhall Surgery

## Patient Survey 2020

Patients attending the surgery were asked to participate in a patient survey over the period of one month in January 2020. 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	Unanswered
How easy was it to book a 'soon' appointment within the 4 week booking system	46%	32%	10%	7%		5%
How easy was it to book a 'routine' appointment within the 4-6 week booking system	39%	27%	5%	22%		7%

	Yes	No	Unanswered
Were you seen by the GP/Nurse within 30 minutes of your appointment time	85%		15%

	Very Helpful	Helpful	Unhelpful	Very Unhelpful	Didn't Answer
How helpful do you find the receptionists at the practice	78%	22%			

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

