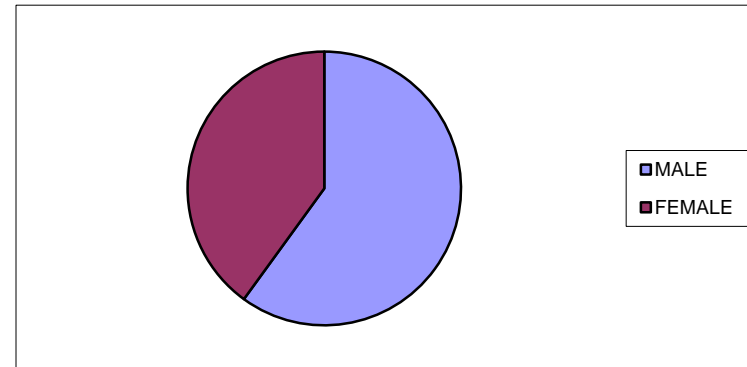


**Ross Road Medical Centre Survey January 2012**

Total Survey Sample = 50 patients

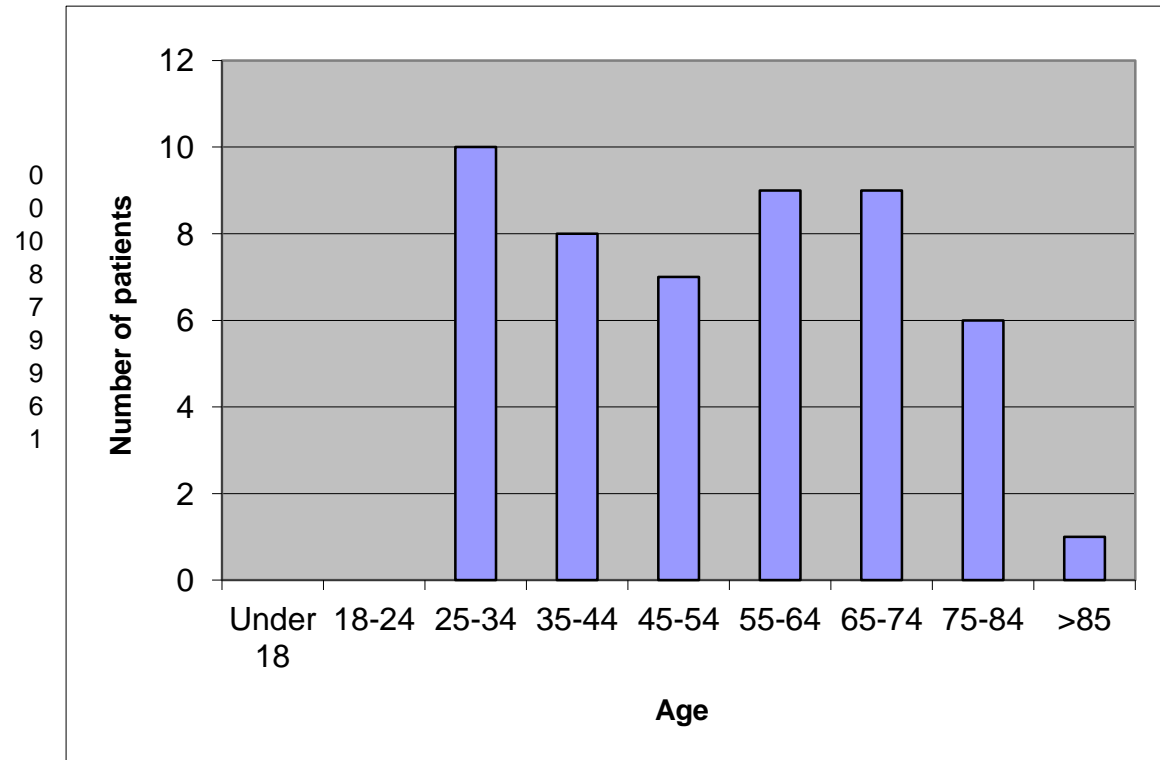
**1. Sex distribution**

MALE	30	60%
FEMALE	20	40%



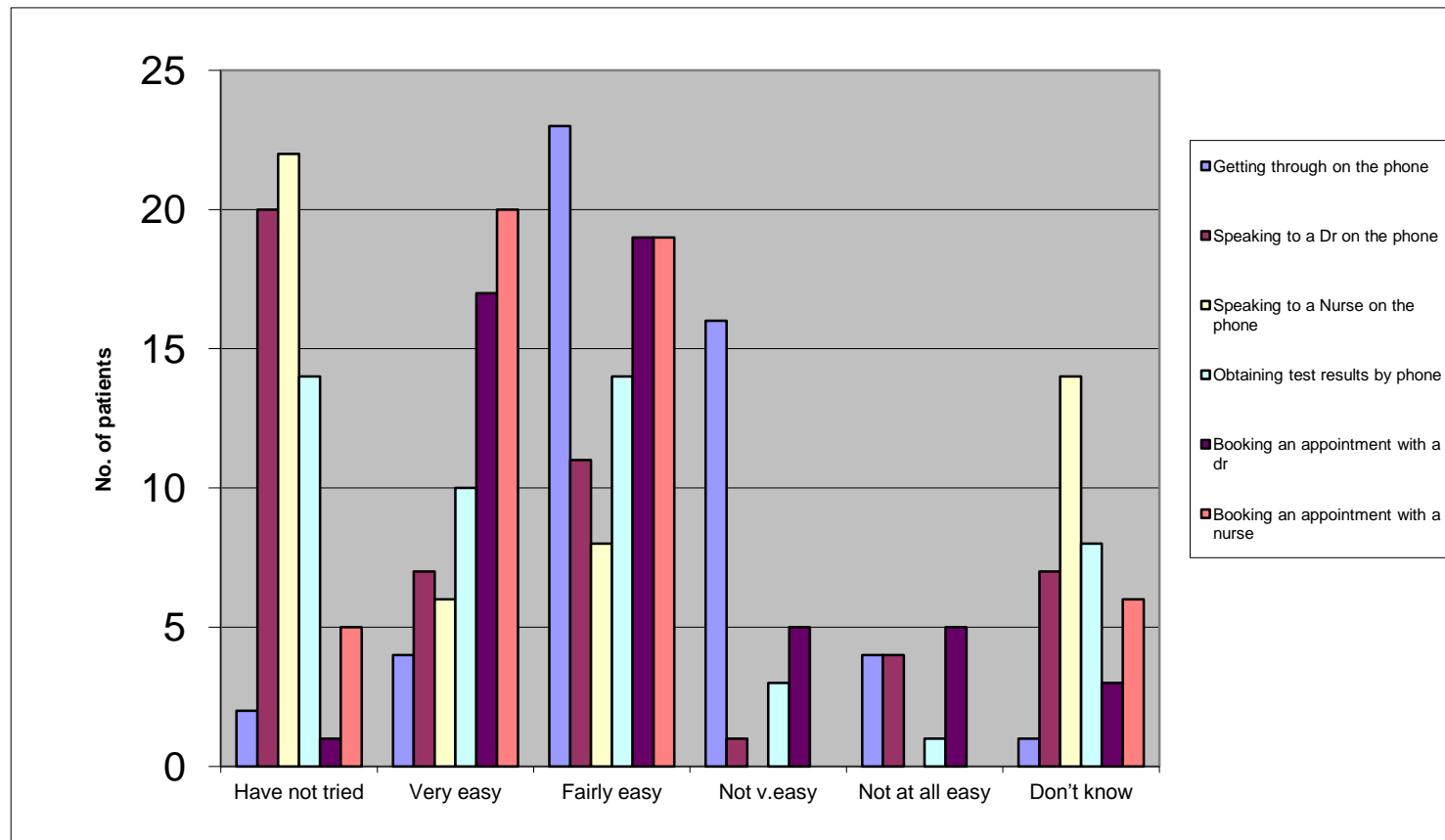
**2. Age distribution**

Under 18	0
18-24	0
25-34	10
35-44	8
45-54	7
55-64	9
65-74	9
75-84	6
>85	1



**3. In the past 6 months, how easy have you found the following?**

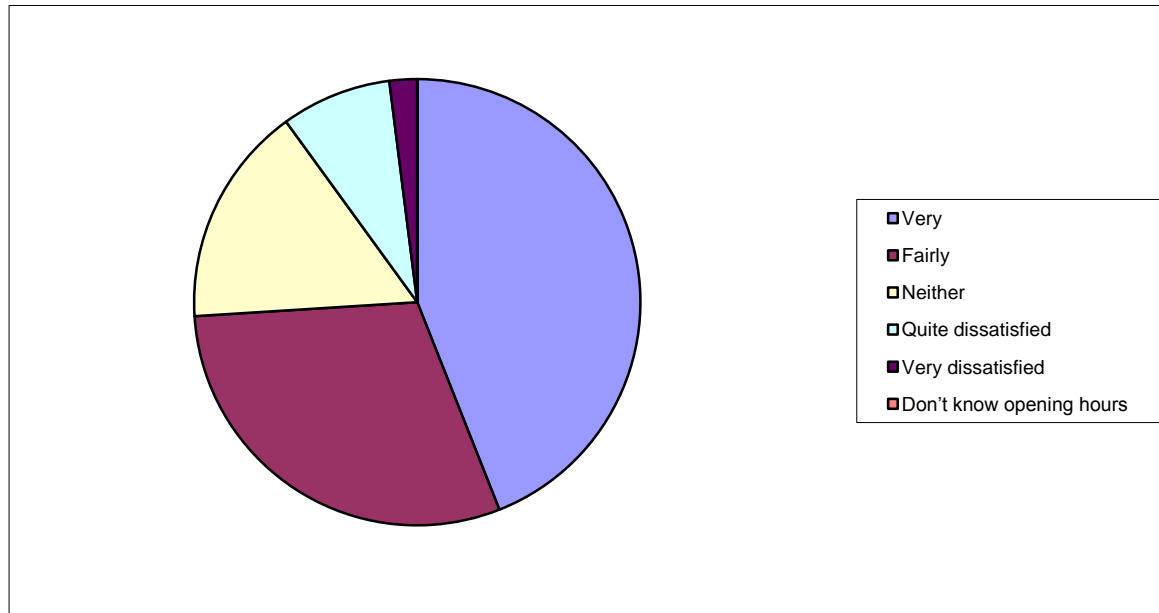
	Have not tried	Very easy	Fairly easy	Not v.easy	Not at all easy	Don't know
Getting through on the phone	2	4	23	16	4	1
Speaking to a Dr on the phone	20	7	11	1	4	7
Speaking to a Nurse on the phone	22	6	8	0	0	14
Obtaining test results by phone	14	10	14	3	1	8
Booking an appointment with a dr	1	17	19	5	5	3
Booking an appointment with a nurse	5	20	19	0	0	6



**4. How satisfied are you with the opening hours of the surgery?**

Very	22	44%
Fairly	15	30%
Neither	8	16%
Quite dissatisfied	4	8%
Very dissatisfied	1	2%
Don't know opening hours	0	0%

**74% of patients are very or fairly satisfied with opening hours**



Comments "Very happy"

"You are not always open in the afternoons"

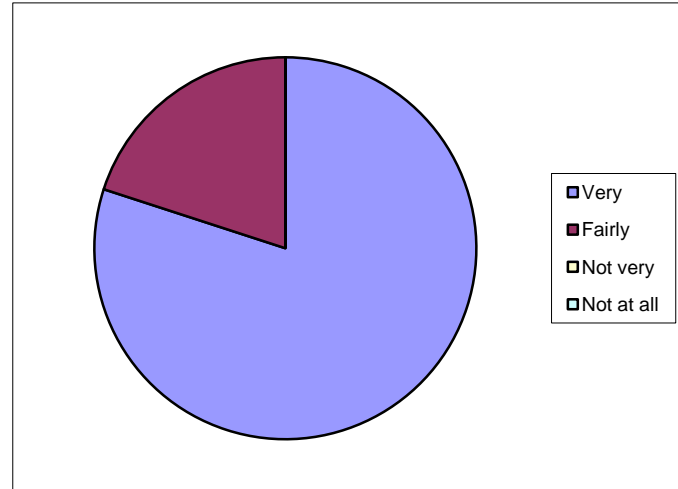
"Sometimes phones can be engaged for 10-15minutes"

"You should be open longer"

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

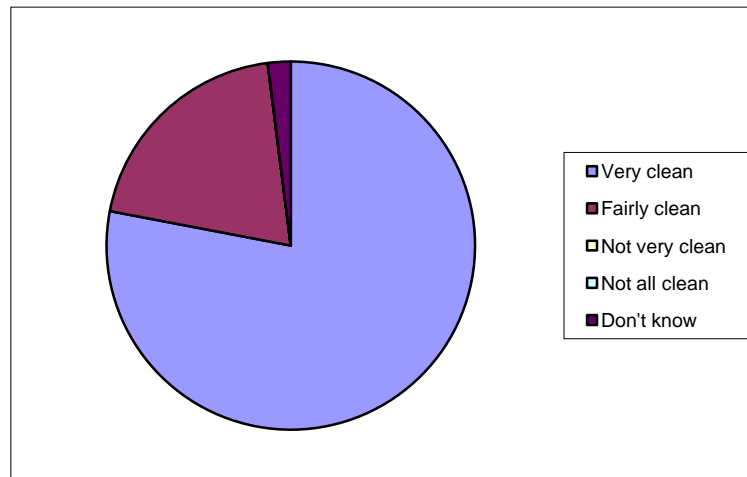
Very	40
Fairly	10
Not very	0
Not at all	0

**80% of patients find the reception staff very helpful**



**6. How clean is the GP Surgery?**

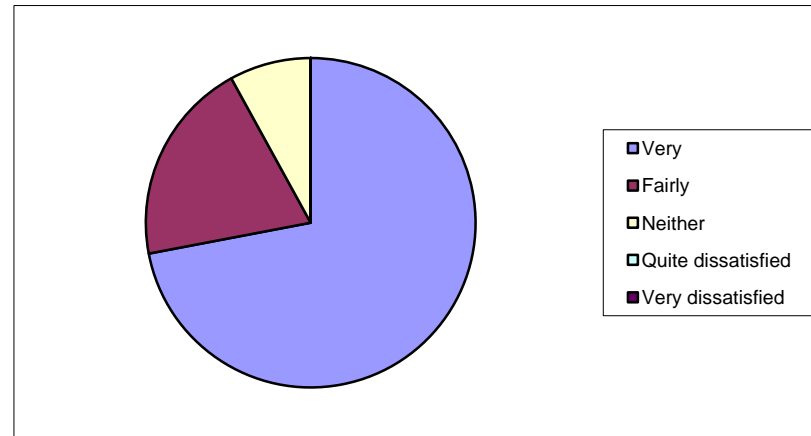
Very clean	39
Fairly clean	10
Not very clean	0
Not all clean	0
Don't know	1



**98% of patients find the surgery very or fairly clean**

**7. In general, how satisfied are you with the care you get at the surgery?**

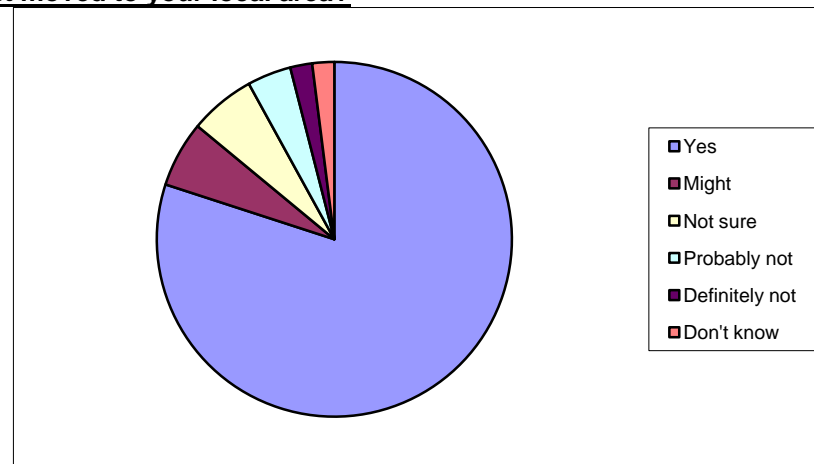
Very	36
Fairly	10
Neither	4
Quite dissatisfied	0
Very dissatisfied	0



**92% of patients are very or fairly satisfied with the care they get at the surgery**

**8. Would you recommend the surgery to someone who has just moved to your local area?**

Yes	40
Might	3
Not sure	3
Probably not	2
Definitely not	1
Don't know	1



**80% of patients would recommend the surgery to someone who has just moved to the local area**

## **9. Final Comments**

*" I have never been unhappy with the service"*

*"I would like to see the surgery open a bit longer during the week"*

*"It would be nice to book a next day appointment if none on the day"*

*"The doctors, nurses and the reception are wonderful"*

*"I have found the surgery has improved greatly over the last 12 months and I find it very satisfactory now. Excellent"*

## **10. Summary**

74% of patients are very or fairly satisfied with opening hours

80% of patients find the reception staff very helpful

98% of patients find the surgery very or fairly clean

92% of patients are very or fairly satisfied with the care they get at the surgery

80% of patients would recommend the surgery to someone who has just moved to the local area