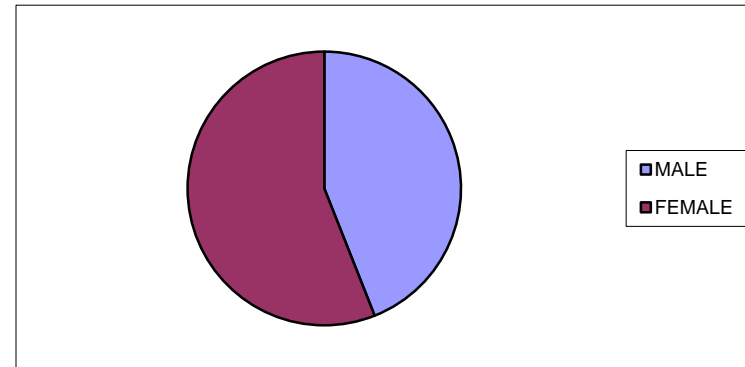


## Ross Road Medical Centre Survey January 2014

Total Survey Sample = 50 patients

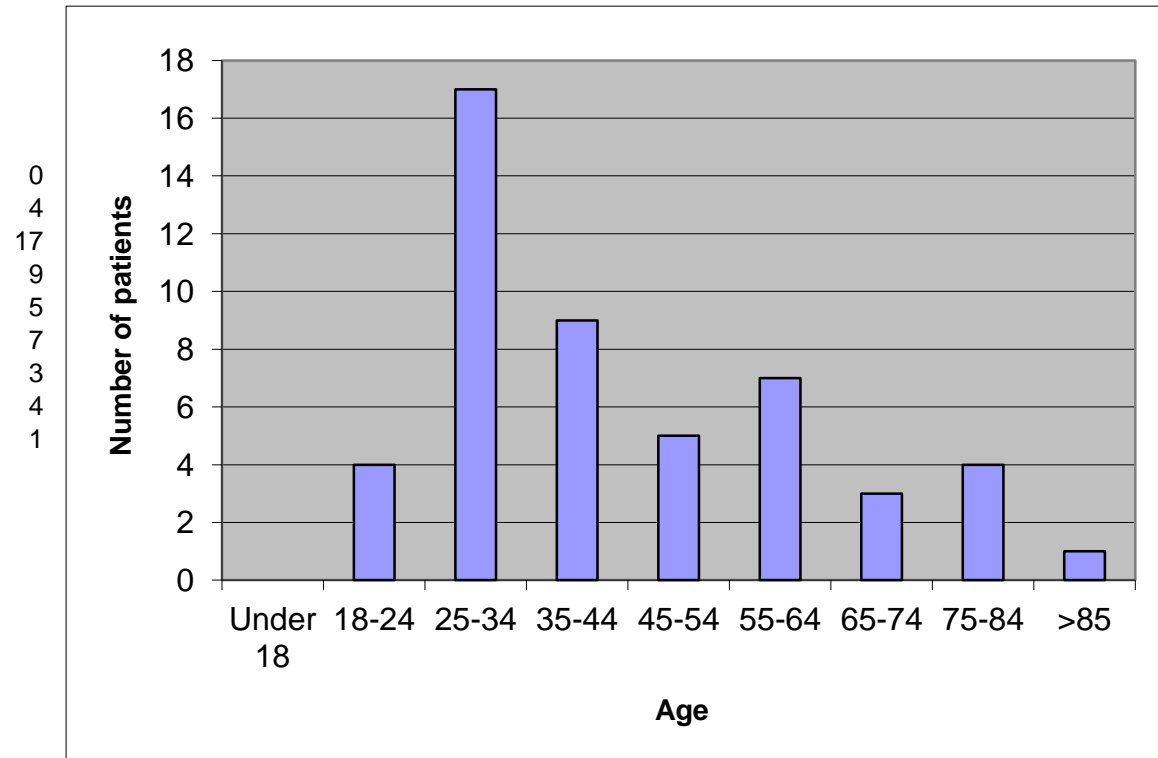
### 1. Sex distribution

MALE	22	44%
FEMALE	28	56%



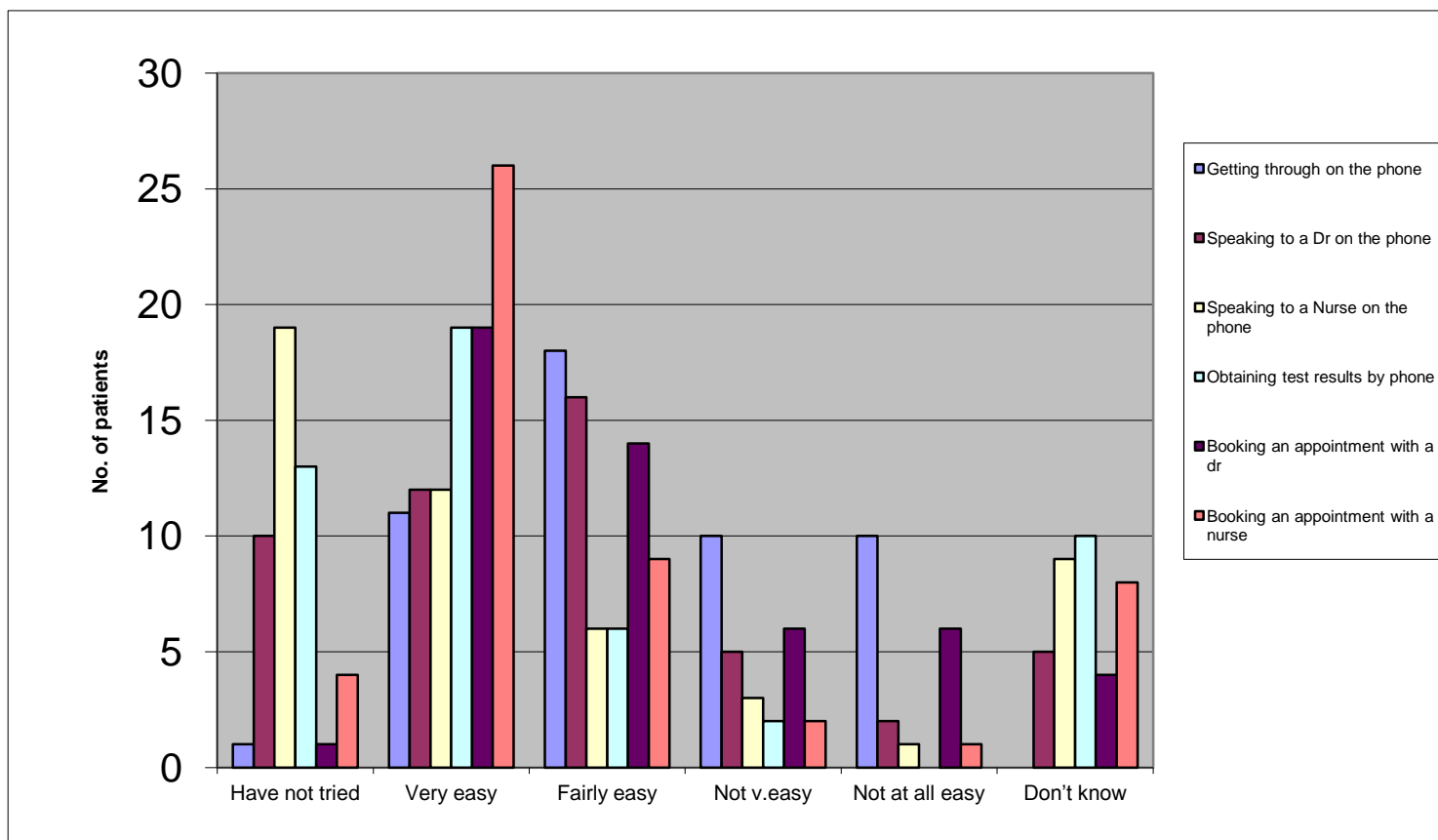
### 2. Age distribution

Under 18
18-24
25-34
35-44
45-54
55-64
65-74
75-84
>85



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

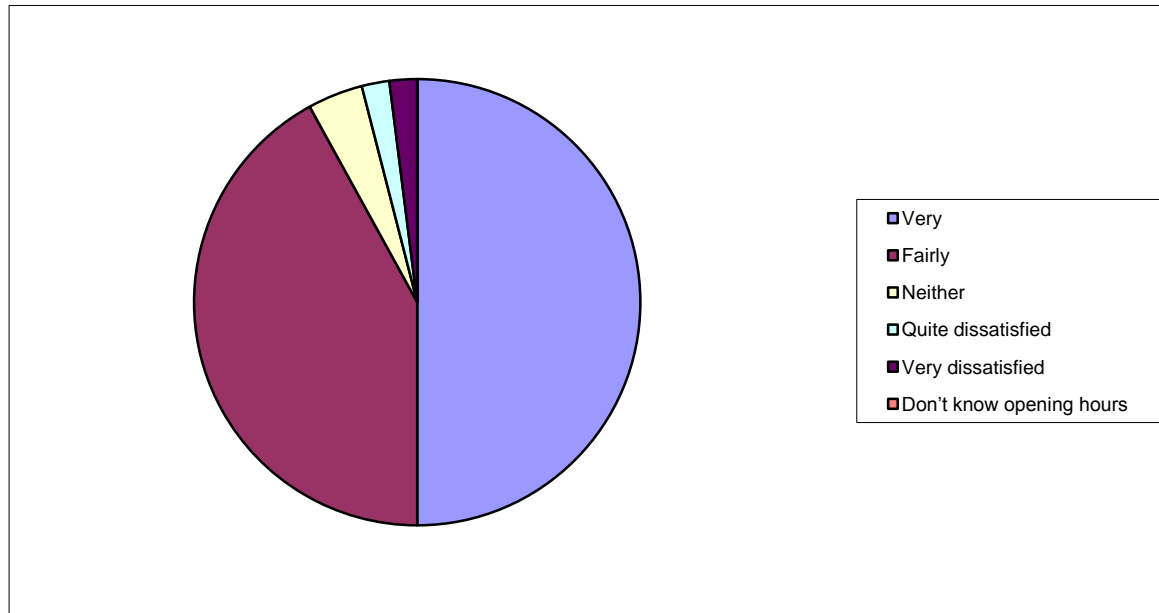
	Have not tried	Very easy	Fairly easy	Not v.easy	Not at all easy	Don't know
Getting through on the phone	1	11	18	10	10	0
Speaking to a Dr on the phone	10	12	16	5	2	5
Speaking to a Nurse on the phone	19	12	6	3	1	9
Obtaining test results by phone	13	19	6	2	0	10
Booking an appointment with a dr	1	19	14	6	6	4
Booking an appointment with a nurse	4	26	9	2	1	8



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

Very	25	50%
Fairly	21	42%
Neither	2	4%
Quite dissatisfied	1	2%
Very dissatisfied	1	2%
Don't know opening hours	0	0%

**92% of patients are very or fairly satisfied with opening hours**



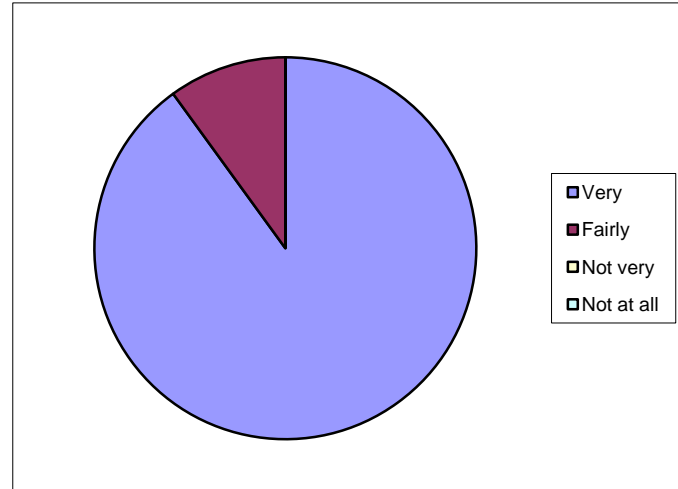
Comments

*Evening appointments*

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

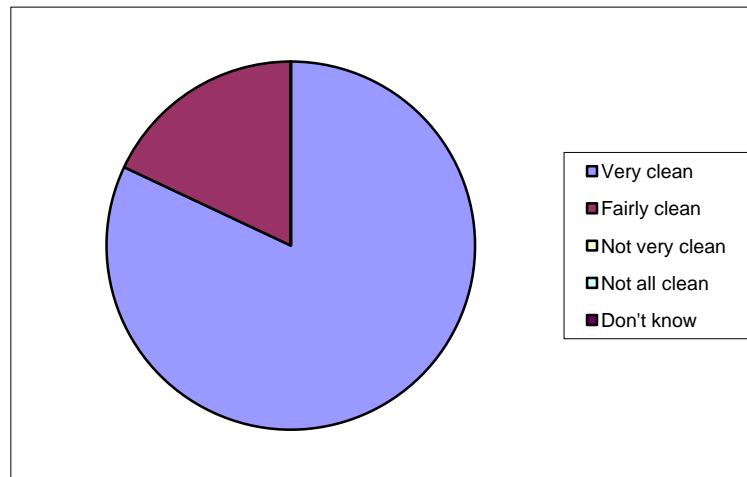
Very	45
Fairly	5
Not very	0
Not at all	0

**90% of patients find the reception staff very helpful**



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

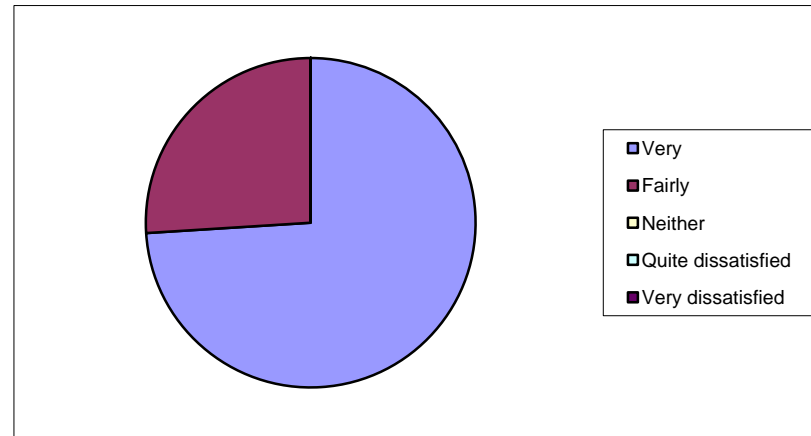
Very clean	41
Fairly clean	9
Not very clean	0
Not all clean	0
Don't know	0



**100% of patients find the surgery very or fairly clean**

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

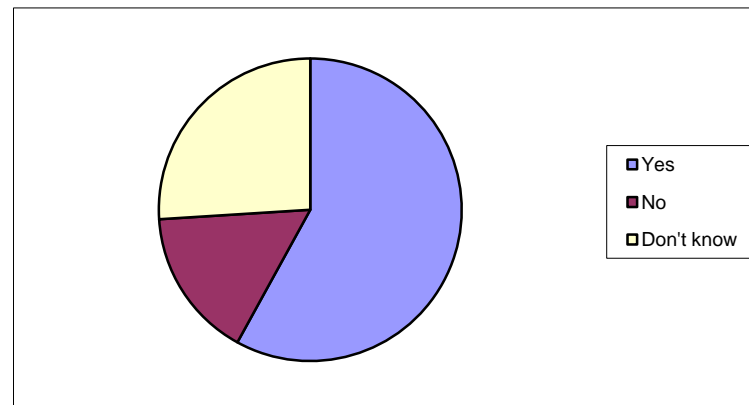
Very	37
Fairly	13
Neither	0
Quite dissatisfied	0
Very dissatisfied	0



**100% of patients are very or fairly satisfied with the care they get at the surgery**

**8. If we made available ONLINE BOOKING of appointments would you use this facility online to book appointments?**

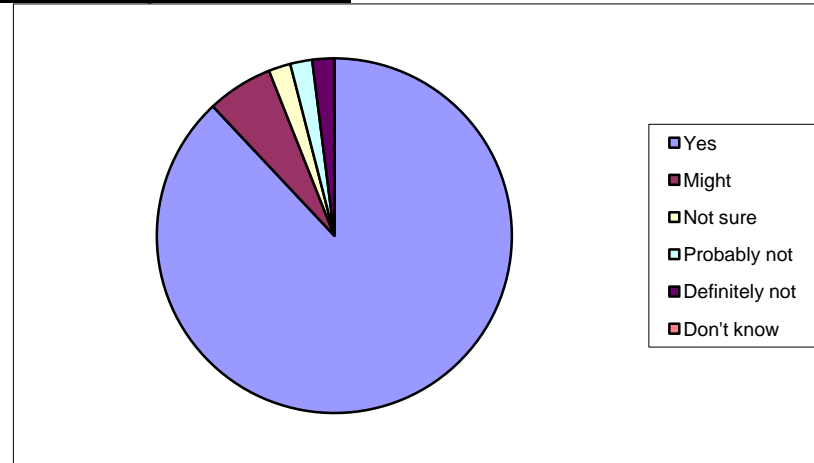
Yes	29
No	8
Don't know	13



**58% of patients would use an online booking facility for appointments**

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

Yes	44
Might	3
Not sure	1
Probably not	1
Definitely not	1
Don't know	0



**88% of patients would recommend the surgery to someone who has just moved to the local area**

**10. Final Comments**

*Few later evening appointments would be good*

*We have found the drs have made follow up appointments which was pleasing*

*Evening appointments would be helpful*

*Lovely*

*My dr is very skilled and friendly*

*Online booking of appointments would be extremely helpful*

*I don't think you should do online as some people do not have internet*

*Open every day*

*Good contact skills shown by all surgery*

*I am very happy with the service this surgery provides*

*Online booking would be good*

*In comparison to previous surgeries the facilities and staff are superb*

*Lovely doctors/nurses and receptionists*

*Timescale from requesting to see a doctor to obtaining an appointment could be shortened*

*We are happy with everything*

*Phones are busy at 8.30am*

*Phone line is busy*

*Would be good to book an appointment in advance*

## **11. Summary**

92% of patients are very or fairly satisfied with opening hours

90% of patients find the reception staff very helpful

100% of patients find the surgery very or fairly clean

100% of patients are very or fairly satisfied with the care they get at the surgery

58% of patients would use online booking of appointments

88% of patients would recommend the surgery to someone who has just moved to the local area