PRAZE SURGERY - PATIENTS' EXPERIENCE SURVEY DECEMBER 2018 [SUMMARY OF RATINGS TO 48 SURVEY FORMS RECEIVED]

[SUMMART OF RATINGS TO	40 SURVET	FURING	KECEI	[עם י			
QUESTION:	NO RESPONSES	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	% OF RESPONSES
GETIING AN APPOINTMENT							
Ability to get through to the practice by telephone	1	9%	22%	43%	19%	7%	98%
The way you were treated by the Receptionist	0		21%	19%	28%	32%	100%
The hours the Surgery is open for appointments	2	6%	24%	20%	32%	18%	96%
If an urgent appointment is required, were you able to see a Doctor on the same day?	12	4%	22%	17%	37%	20%	75%
How often do you see your usual doctor or nurse?	4	8%	23%	33%	19%	0%	83%
CONSULTATION WITH THE DOCTOR							
How well did the Doctor listen to you?	5	0%	0%	12%	38%	50%	90%
How thoroughly were you asked about your symptoms?.	3	0%	2%	10%	43%	46%	94%
How well the Doctor put at ease during your physical examination?	10	0%	0%	14%	28%	58%	79%
The amount of time the Doctor spent with you today	7	0%	5%	17%	35%	43%	85%
How well did the Doctor involve you in decisions made on your care.	4	0%	4%	9%	40%	47%	92%
POST CONSULTATION							
How quickly were you seen?	8	9%	10%	30%	36%	15%	83%
Did you understand your problems or illnesses	8	2%	4%	13%	35%	29%	83%
After seeing your Doctor are you able to to keep yourself healthy	10	0%	8%	25%	25%	21%	79%
PRESCRIPTION SERVICES	29	0%	0%	10%	17%	13%	40%
OTHER SERVICES OFFERED: i.e. Flu vaccines; minor surgery; monitoring and referrals; antenatal clinics etc.,			8%	32%	21%	39%	