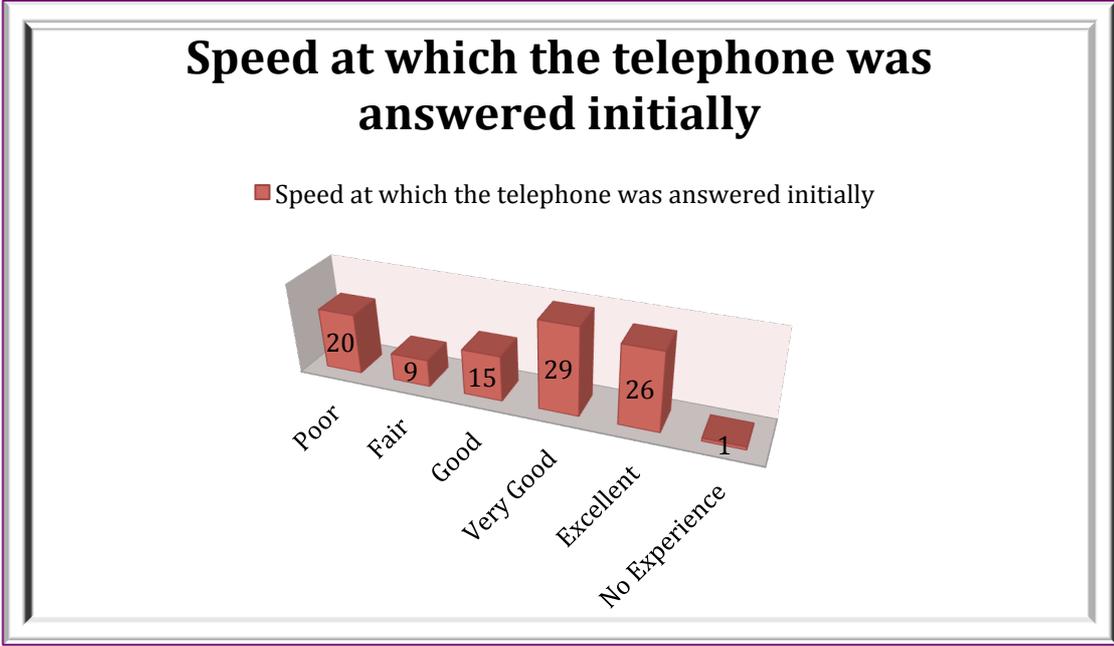


**RESULTS FOR PRACTICE IMPROVEMENT SURVEY  
 MAY 2017**

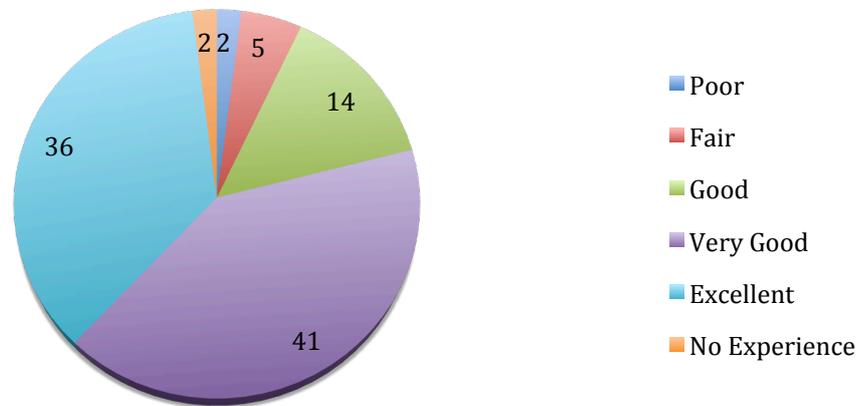


70% of patients stated that the speed at which the telephone was answered initially was either excellent, very good or good. Still some improvement needed with answering the phone. ***This item is to be included on the Action Plan.***



76% of patients stated that the length of time that they had to wait for an appointment was either excellent, very good, good. - ***No action required but will continue to monitor this***

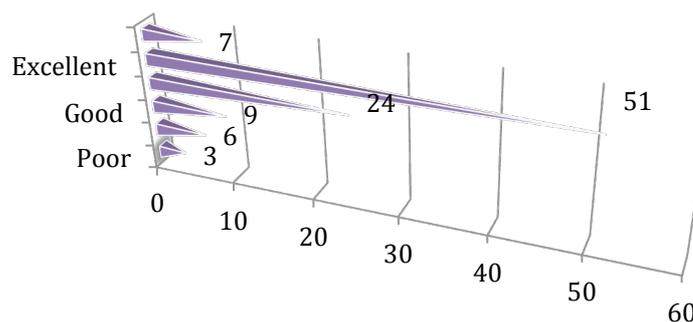
## Seeing the Doctor of your choice



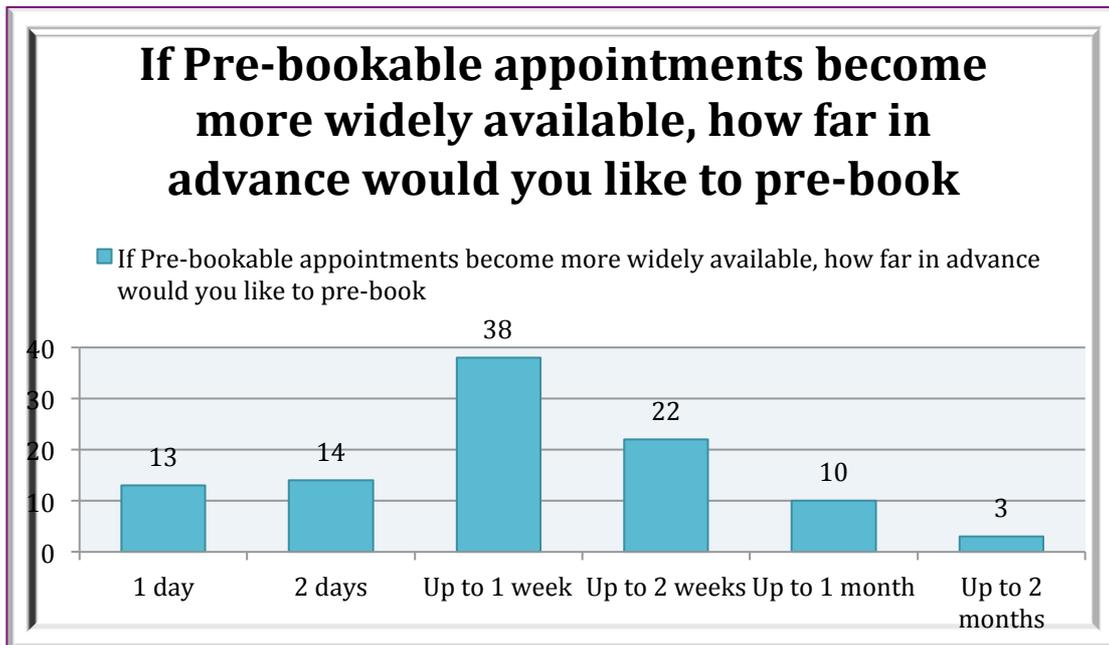
91% of patients stated that seeing the Doctor of their choice was either Excellent, Very good or good. ***No action required but will continue to monitor.***

## Opportunity of speaking to a Doctor or Nurse on the telephone when necessary

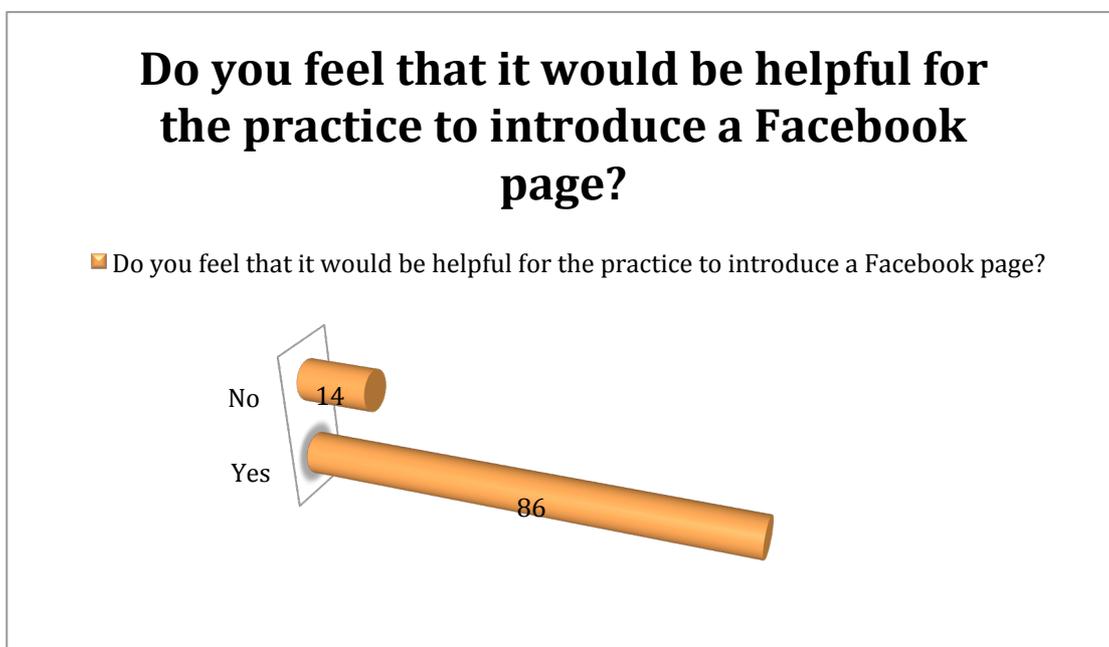
■ Opportunity of speaking to a Doctor or Nurse on the telephone when necessary



84% of patients stated excellent, very good or good when asked what they thought about the opportunity of being able to speak to a doctor or nurse when necessary – ***No action required***



100% % of patients stated they would like to being able to appointments in advance rather than using the current system which means most appointments are offered as same day appointments. ***This item is to be included on the Action Plan.***



86% of patients surveyed stated that they felt that the introduction of a practice facebook page would be helpful. ***This item is to be included on the Action Plan***