

Cottage Surgery Practice Questionnaire March 2015

Question	None	Poor	Fair	Good	V.Good	Excellent	no ans.	% Exc,VG+G
Access								
1. How easy do you find contacting the surgery by phone			1	2	15	67		99
2. Convenience of day & time of your appointment			1	6	15	62	1	98
3. How do you rate the accessibility of your GP			1	5	10	69		99
4. Length of time waiting to check in with reception			1	7	24	53		99
5. Time past your appointment waiting to see the Doctor	6		3	11	25	36	4	85
6. Time past your appointment waiting to see the nurse	8		1	16	19	30	11	76
7. Please rate (This question was not answered)								
Repeat Prescription								
8. Prescription ready on time	6		1	6	10	59	3	89
9. Prescription correctly issued	5		2	2	11	63	2	89
10. Handling of any queries	6			3	12	57	7	85
		On line		Pharmacy		Reception		
11. Were you aware of the three ways to order a repeat prescription	3	39		66		67	3	
Test Results								
12. Were you told when to contact us for your results			Yes	No				
	7		56	2			20	
13. Results available when you contacted us	5		2	9	21	44	4	87
14. Satisfaction with the amount of information provided - in-house	4	2	1	8	24	42	4	87
15. Satisfaction with the amount of information provided - hospital	16		1	10	14	35	9	69
16. How easy do you find it to ask for more information if required	10	2	2	9	21	41		84
About the Staff								
17. The helpfulness of the staff team				4	13	65	3	96
18. How do you rate the caring efficiency of the staff team				4	13	64	4	95
Information								
19. How easy is it to find information leaflets that you need	19			15	19	27	5	72
20. How useful are the leaflets/posters already on display in Reception	9			24	23	24	5	83
And finally								

21. My overall satisfaction with this practice				3	6	41	35	59
Would you recommend the Practice ...		Yes	Probably	Not sure	Def. not	Don't know	No ans.	
22. to Friends/Family?		75	2	4		1	3	91
23. to someone who has just moved to your local area?		75	4	2		1	3	93
General information about patients								
Ages/Gender:	<30	30-50	50-60	60-70	70-80	80+	Male	Female
	7	17	15	16	16	7	33	47