

The Duru Practice - Patient Survey July 2015

In general how satisfied are you with the care that you receive at the surgery

Very Satisfied	Fairly Satisfied	Not Sure	Fairly Dissatisfied	Very Dissatisfied
39	5	1		
87%	11%	2%		

Would you recommend your GP to someone who has just move into the local area

Yes	Yes Might	Not Sure	No	Don't Know
39	4	1		1
87%	9%	2%		2%

How well does the doctor explain any problems or treatment that you might need

Very Well	Fairly Well	Not Very Well	Not at All Well	Don't Know
33	9	3		
73%	20%	7%		

How easy is it to get an appointment at the surgery

Very Easy	Fairly Easy	Not Easy	Not at All Easy	Don't Know
25	17	2		1
56%	38%	4%		2%

How helpful are the reception staff

Very Helpful	Fairly Helpful	Not Helpful	Not at All Helpful	Don't Know
42	3			
93%	7%			

Comments made by patients under the additional comments box. 8 patients out of 50 made additional comments

"Fab Doctor, Fab Receptionists"

"Good All Round"

"Due to locality of the surgery it is very beneficial for my treatment"

"Very Satisfied with all aspects of the practice"

"All staff are extremely friendly and now the appointment system has changed, I feel as if I can get an appointment when I need it"

"Feel very easy and looked after+ the receptionists are extremely nice. Well recommended"

"Staff are very friendly + helpful"

"Very happy with services now. Very easy to get appointments. Reception staff much improved"