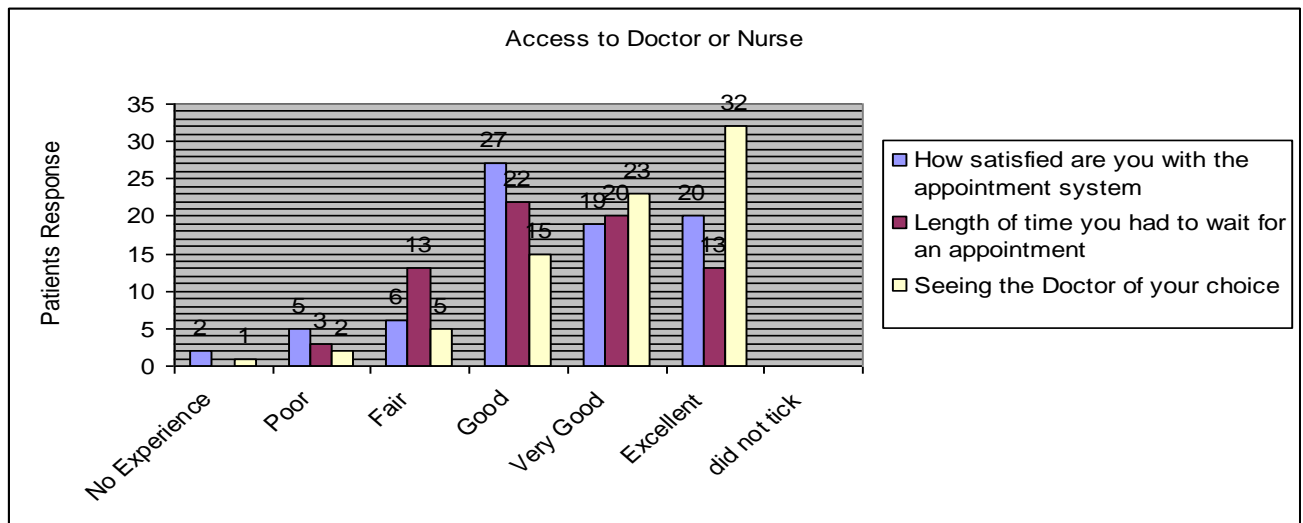


Survey Audit

Conducted between November and January 2012/2013

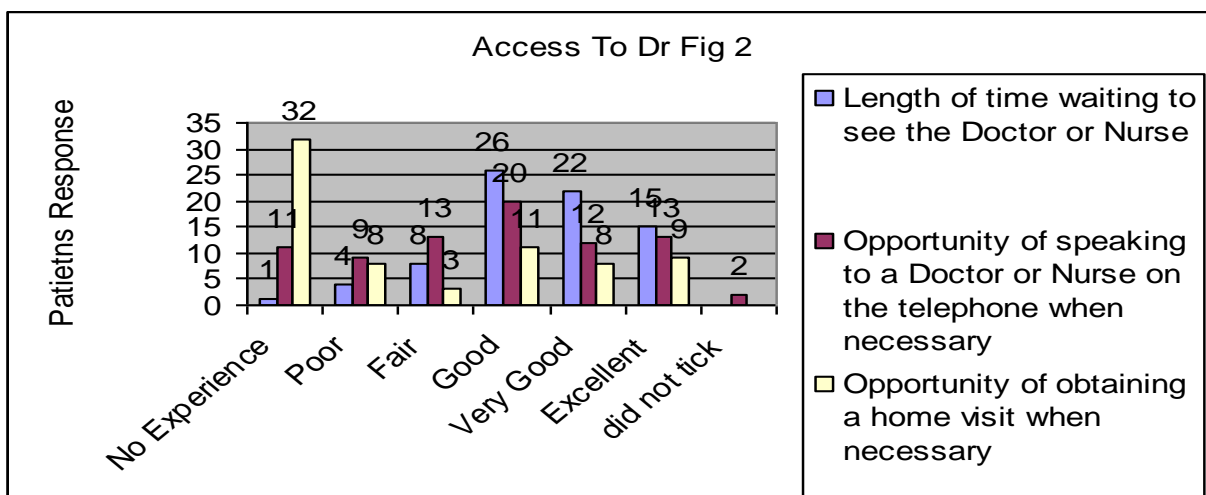
Access to a Doctor or Nurse Fig 1

Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick
How satisfied are you with the appointment system	2	5	6	27	19	20	
Length of time you had to wait for an appointment		3	13	22	20	13	
Seeing the Doctor of your choice	1	2	5	15	23	32	



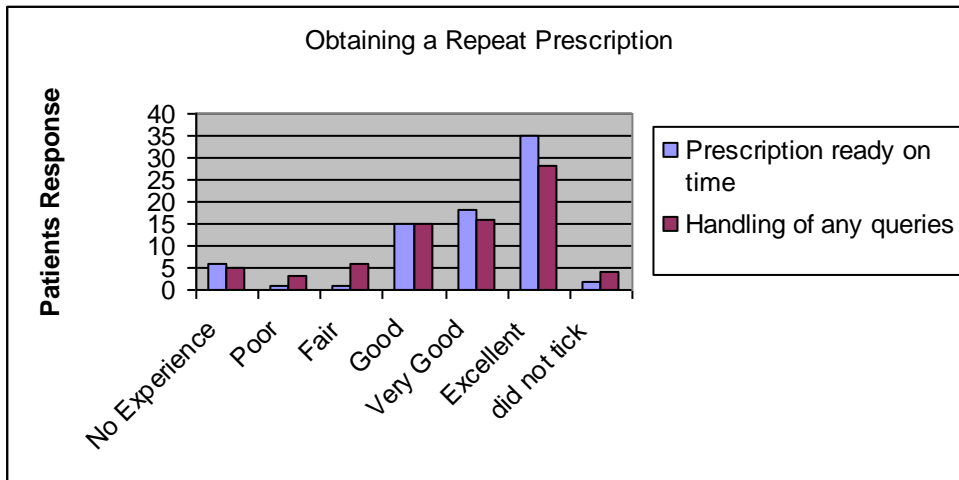
Access to a Doctor or Nurse Fig 2

Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick
Length of time waiting to see the Doctor or Nurse	1	4	8	26	22	15	
Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	11	9	13	20	12	13	2
Opportunity of obtaining a home visit when necessary	32	8	3	11	8	9	



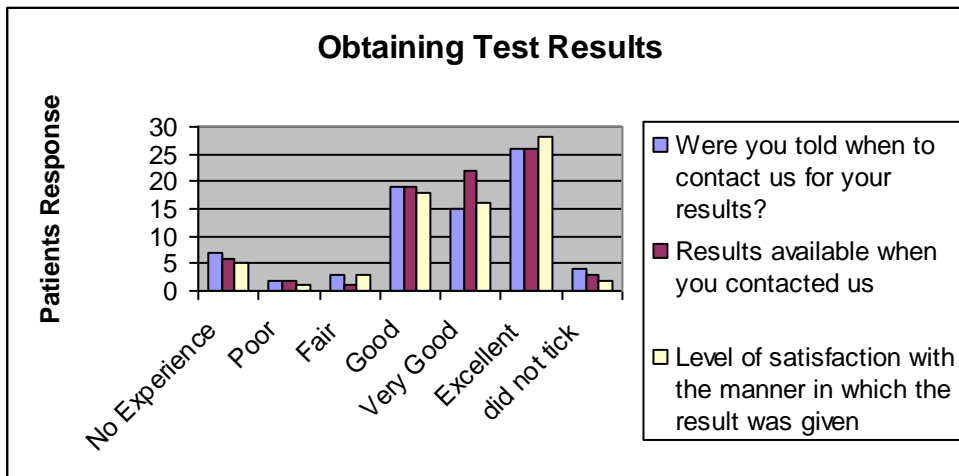
Obtaining a repeat prescription

Description	No Experience	Poor	Fair	Good	Very Good	Excellent	did not tick
Prescription ready on time	6	1	1	15	18	35	2
Handling of any queries	5	3	6	15	16	28	4



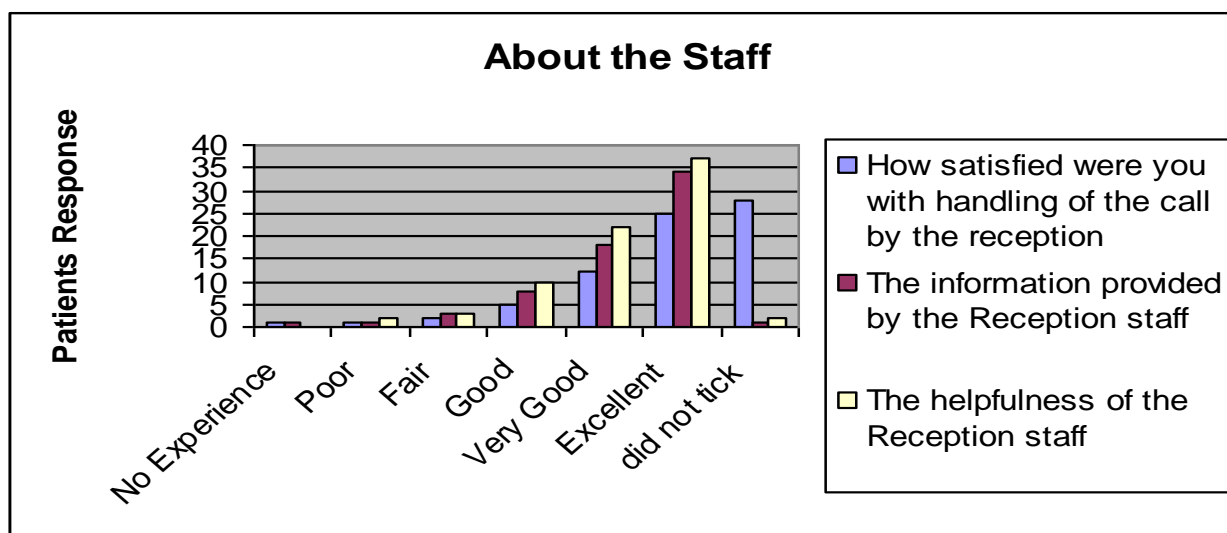
Obtaining test results

Description	No Experience	Poor	Fair	Good	Very Good	Excellent	Did not tick
Were you told when to contact us for your results?	7	2	3	19	15	26	4
Results available when you contacted us	6	2	1	19	22	6	3
Level of satisfaction with the manner in which the result was given	5	1	3	18	16	28	2



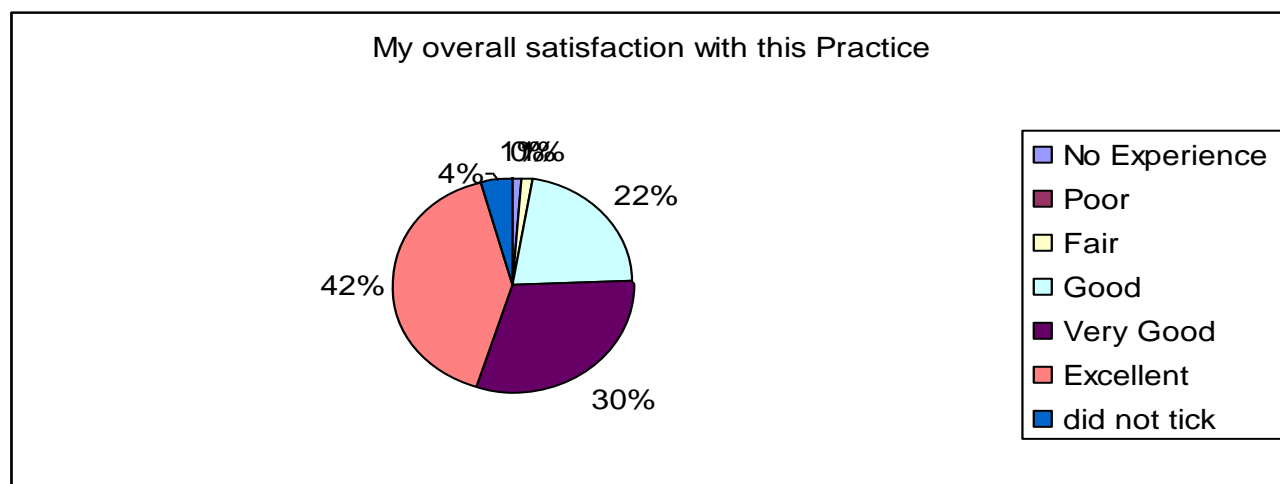
About the staff

<u>Description</u>	<u>No Experience</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Excellent</u>	<u>did not tick</u>
How satisfied were you with handling of the call by the reception	1	1	2	5	12	25	28
The information provided by the Reception staff	1	1	3	8	18	34	1
The helpfulness of the Reception staff		2	3	10	22	37	2



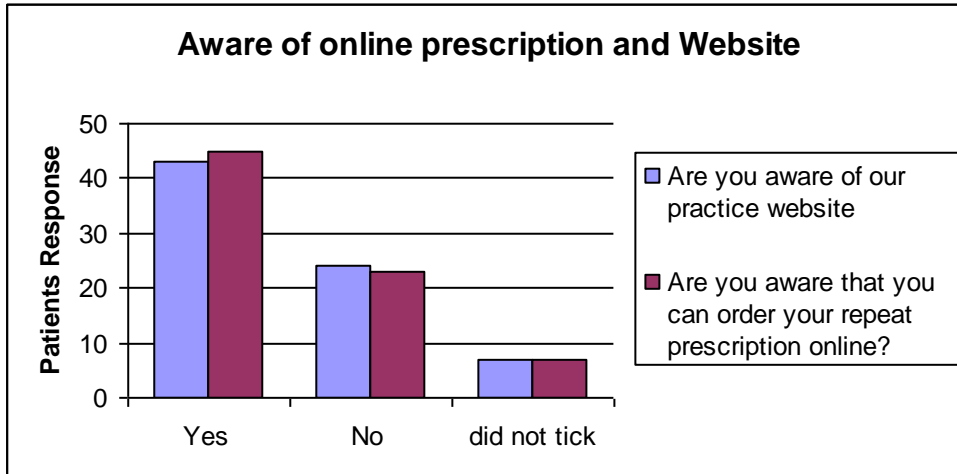
And finally

<u>Description</u>	<u>No Experience</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	<u>Very Good</u>	<u>Excellent</u>	<u>did not tick</u>
My overall satisfaction with this Practice	1		1	16	22	30	3



Aware of Online Prescription and Website

Description	<u>Yes</u>	<u>No</u>	<u>did not tick</u>
Are you aware of our practice website	43	24	7
Are you aware that you can order your repeat prescription online?	45	23	7



<u>Comments</u>
would like appointment to be made on day(8:30 to 9:00) if needed sometime you cant wait
Excellent Service
I would prefer female doctors for personal and religious reasons.
Could be improved if all appointments kept within its time given.
I have been with my doctor for a long time. I am very happy with the service.
I think it a very good practice
good all time
Go back to the old system of appointment
Kepp up the good work
Nurse that takes blood test her service to me are unsatisfactory.
Do not change the new system of appointment is good
Great Surgery to be very happy with the service I receive