

**2017/2018 Practice Survey Results**

In order to help us provide the highest standard of care, we asked patients to rate us on the following questions. The survey was anonymous.

* We received **280** complete surveys back and the results were as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **EXCELLENT** | **VERY GOOD** | **GOOD** | **FAIR** | **POOR** |
| Ability to get through to practice by telephone | 78% | 8% | 1% | 5% | 8% |
| Helpfulness of receptionists | 89% | 9% | 0% | 1% | 1% |
| Opening hours of the practice | 88% | 7% | 1% | 2% | 2% |
| Choice of appointment times | AM Surgery  | 82% | 9% | 0% | 4% | 5% |
| PM Surgery  | 75% | 15% | 1% | 2% | 7% |
| Waiting times upon arrival at surgery for appointment | 77% | 13% | 0% | 5% | 5% |
| Quality of care by doctor during consultation | 89% | 6% | 0% | 2% | 3% |
| Quality of care by nurse during consultation | 87% | 11% | 0% | 1% | 1% |
| Quality of services provided by the surgery | 87% | 7% | 3% | 0% | 3% |
| Accessibility of the practice | 76% | 8% | 1% | 8% | 7% |

Below are the results of the Friends and family test that we conducted as part of the survey:

How likely are you to recommend our service/Practice to friends and family if they needed similar care?

* Extremely 89% (thank you)
* Likely 3%
* Neither likely nor likely 4%
* Unlikely 0%
* Extremely Unlikely 4%
* Don’t know

 **\*\*\*\*Thank you to those patients that participated in this survey\*\*\*\***