



The Chestnuts Surgery

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PATIENT SURVEY 2015 - 2016

YOUR PATIENT GROUP HAVE SPOKEN TO YOU AND THIS IS WHAT YOU TOLD US

1. WHO DID YOUR PATIENT GROUP ASK?

STATISTICS		
Surveys	Surveys Completed	62
Gender	Men	23
	Women	39
Ages	Aged under 16	0
	Aged 16-44	13
	Aged 45-64	25
	Aged 65-74	14
	Aged 75 and Over	10
Health	Have a long term health condition	31
	Don't Have a long term health condition	30
	Don't Know	1
Ethnicity	White	58
	Asian/Asian British	1
	Black/Black British	2
	Mixed	1
Status	Employed	31
	Unemployed	0
	At school or in full time education	1
	Unable to Work Due To Long Term Sick	1
	Looking after home/family	4
	Retired	21
	Other	4

2. HOW DID THEY ASK?

- Face to face in the waiting room
- Via Reception
- On our web site
- By Post
- By Email

3. WHAT DID THEY ASK?

The patient group asked you 38 questions covering:

- Your Welcome
- Your Environment
- Access to the surgery and your Health Care Specialists
- Your GPs care and expertise
- Your Nurses care and expertise
- Your overall patient experience
- Would you recommend us to someone moving into the area

HERE IS A SUMMARY OF WHAT YOU THOUGHT