

# The Chestnuts Surgery - Patient Participation Group

## Patient Survey 2015 - 2016

	Excellent/Very Good	Satisfactory / Yes	Not Satisfactory / No	Does Not Apply	Don't Know	Have Not Tried	In Person	On Line	Phone	Responses	% Satisfaction
<b>Customer Services &amp; Environment</b>											
Our Customer Services	51	11								62	100%
Disabled Support and Access	7	2								9	100%
Communication and Information	52	9		1						62	100%
The Environment	57	5								62	100%
<b>Access to the surgery</b>											
Satisfied with opening times		52	10							62	82%
Getting through on the phone	30	22	4		1	5				62	93%
Speaking to a GP on the phone	12	13	6		5	26				62	81%
Getting seen the same day		51	3		8					62	96%
Booking appointments in advance	24	22	4		2	10				62	92%
Do you prefer on-line, phone or in person access				7			30	20	38	95	N/A
The speed you are seen for pre booked appointments	36	15	2	9						62	96%
Do you see the GP you prefer		43	19							62	69%
<b>Your Last GP Appointment</b>											
How good was your last GP appt overall (5 Questions)	255	45		10						310	100%
Confidence in your GP	58	3			1					62	100%
<b>Your Last Nurse Appointment</b>											
How good was your last Nurse appt overall (5 Questions)	239	47		24						310	100%
Confidence in your Nurse	56	2			4					62	100%
<b>Your Overall Care</b>											
How good is your overall care / Patient experience	60	2								62	100%
<b>Recommendation</b>											
Would you recommend the surgery to someone new to the area	54	7	1							62	98%

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