



# The Chestnuts Surgery

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## PATIENT SURVEY 2014 - 2015

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	78
Gender	Men	25
	Women	53
Ages	Aged under 16	0
	Aged 16-44	23
	Aged 45-64	28
	Aged 65-74	16
	Aged 75 and Over	11
Health	Have a long term health condition	37
	Don't Have a long term health condition	39
	Don't Know	2
Ethnicity	White	71
	Asian/Asian British	1
	Black/Black British	4
	Mixed	2
Status	Employed	34
	Unemployed	1
	At school or in full time education	7
	Unable to Work Due ToLong Term Sick	5
	Looking after home/family	3
	Retired	28

### 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**