

The Chestnuts Surgery - Patient Participation Group

Patient Survey 2014 - 2015

	Excellent/Very Good	Satisfactory / Yes	Not Satisfactory / No	Does Not Apply	Don't Know	Have Not Tried	In Person	On Line	Phone	Responses	% Satisfaction
Customer Services & Environment											
Our Customer Services	63	12	3							78	96%
Disabled Support and Access	9	5								14	100%
Communication and Information	66	12								78	100%
The Environment	70	8								78	100%
Access to the surgery											
Satisfied with opening times		65	13							78	83%
Getting through on the phone	24	46	5		1	2				78	95%
Speaking to a GP on the phone	8	31	10		2	27				78	80%
Getting seen the same day		60	6		12					78	91%
Booking appointments in advance	21	33	16		2	6				78	77%
Do you prefer on-line, phone or in person access							39	27	63	129	
The speed you are seen for pre booked appointments	40	18	5	15						78	92%
Do you see the GP you prefer		48	30							78	62%
Your Last GP Appointment											
How good was your last GP appt overall (5 Questions)	282	85	3	8						380	99%
Confidence in your GP	67	8	2		1					78	97%
Your Last Nurse Appointment											
How good was your last Nurse appt overall (5 Questions)	288	81		9						380	100%
Confidence in your Nurse	68	8			2					78	100%
Your Overall Care											
How good is your overall care / Patient experience	71	7								78	100%
Recommendation											
Would you recommend the surgery to someone new to the area	67	8	2		1					78	97%

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