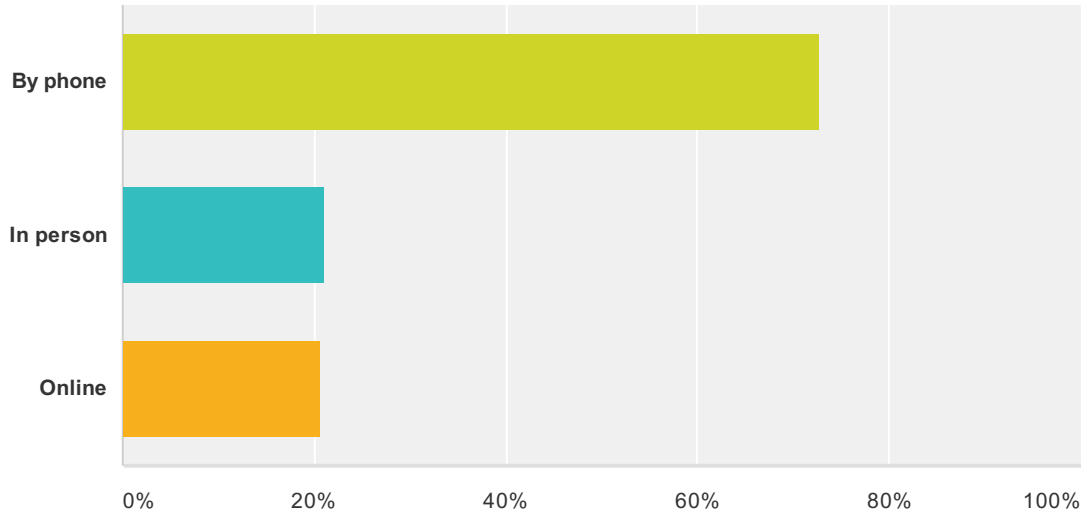


### Q1 When booking an appointment how do you normally do this?

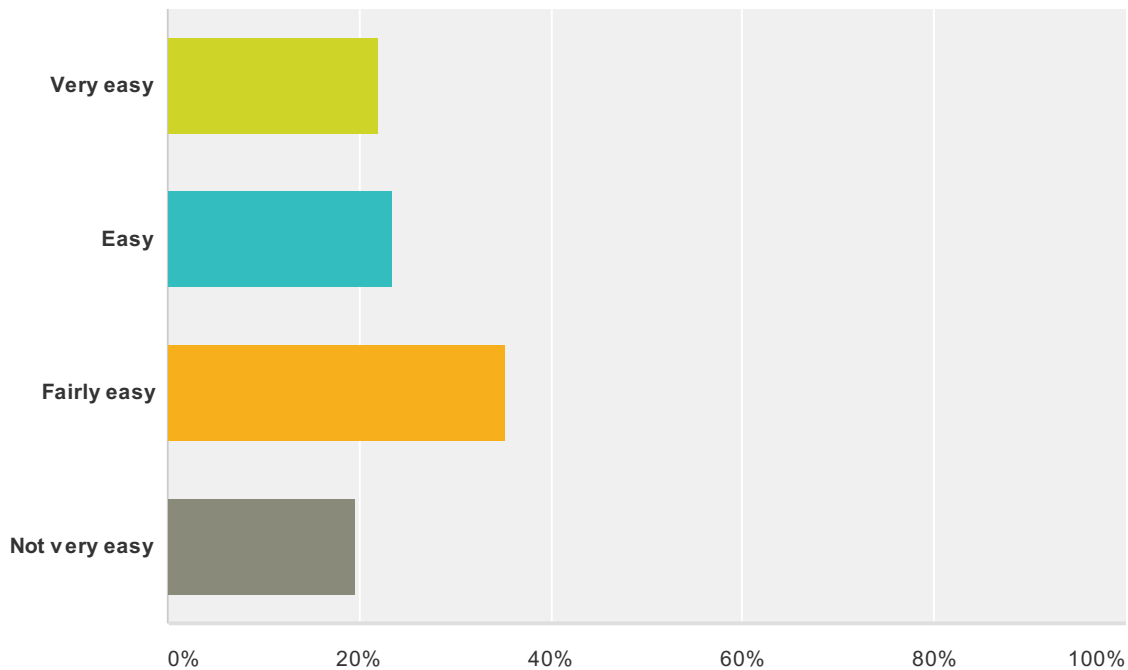
Answered: 246 Skipped: 1



Answer Choices	Responses
By phone	72.76% 179
In person	21.14% 52
Online	20.73% 51
<b>Total Respondents: 246</b>	

## Q2 When contacting us by telephone, how easy is it?

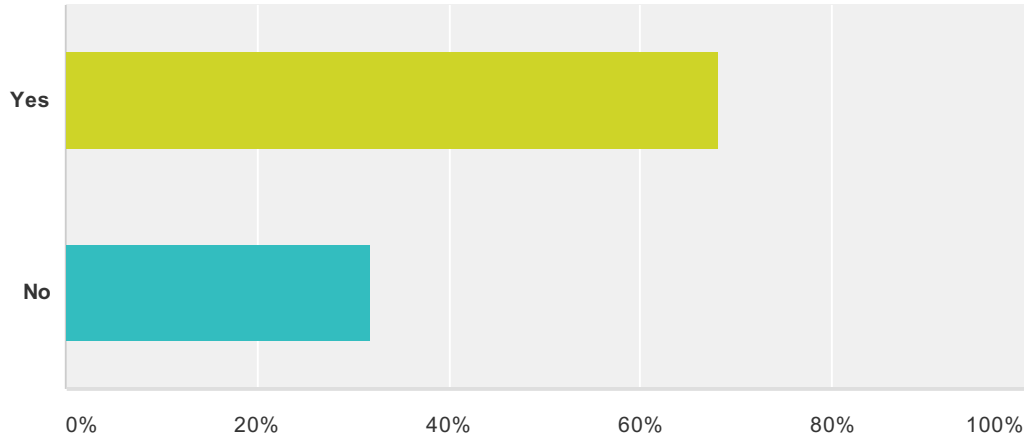
Answered: 244 Skipped: 3



Answer Choices	Responses	
Very easy	22.13%	54
Easy	23.36%	57
Fairly easy	35.25%	86
Not very easy	19.67%	48
<b>Total Respondents: 244</b>		

### Q3 Did you know that you can book and cancel appointments on line 24/7?

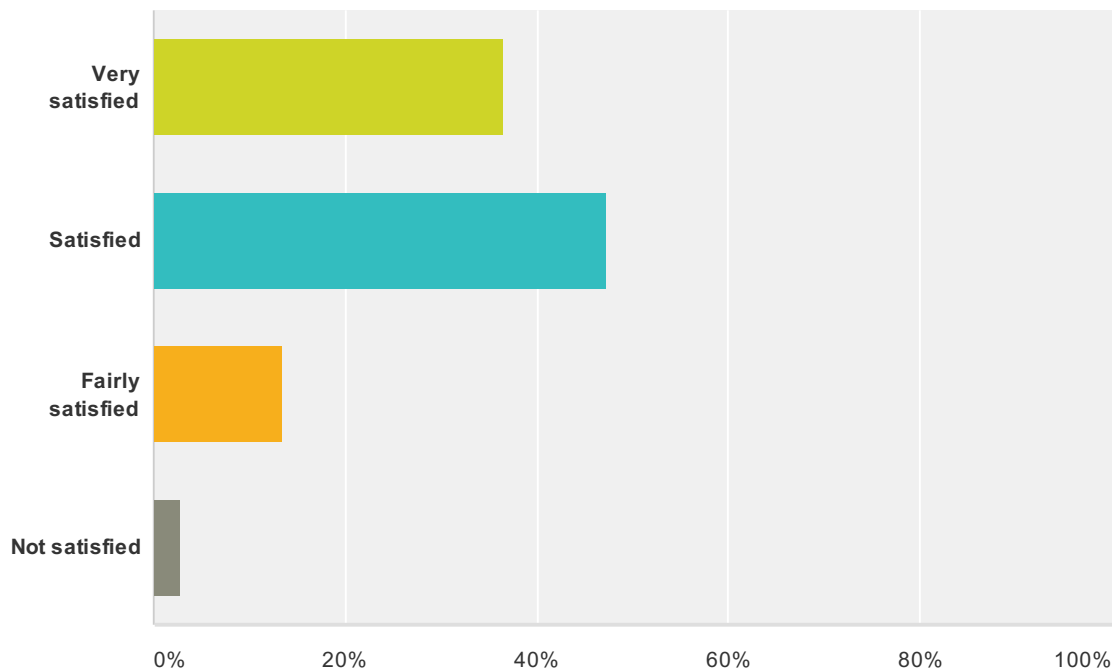
Answered: 238 Skipped: 9



Answer Choices	Responses
Yes	68.07% 162
No	31.93% 76
<b>Total Respondents: 238</b>	

**Q4 Are you satisfied with our surgery opening times for appointments at Salisbury House Surgery? Monday 8.30am - 6.00pm Tuesday 8.30am - 6.00pm Wednesday 8.30am - 6.00pm Thursday 8.30am - 6.00pm and 6.30pm - 8.00pm (3 Thursdays per month) Friday 7.00am - 8.00am and 8.30am - 6.00pm Saturday 8.30am - 12.30pm (third Saturday of the month)**

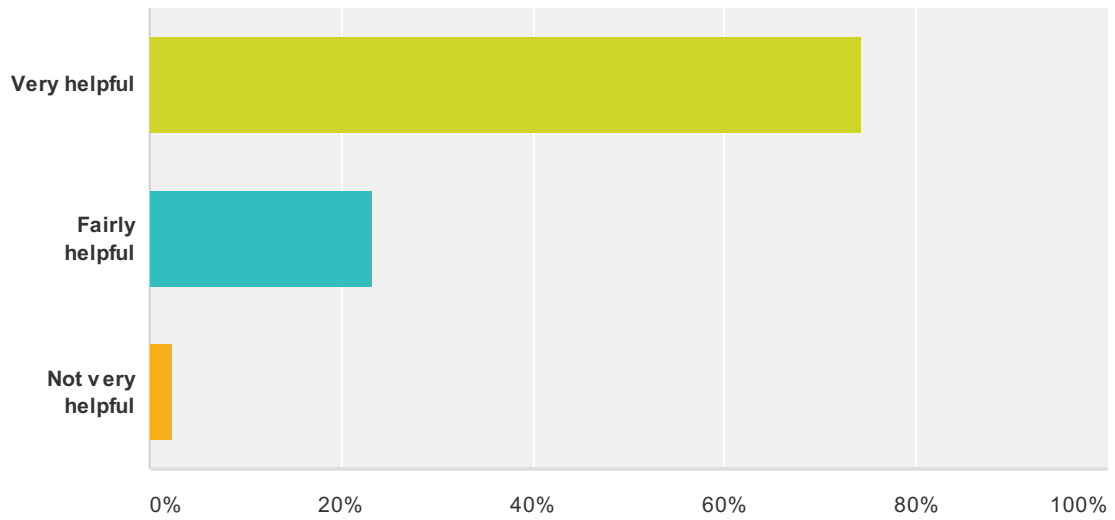
Answered: 247 Skipped: 0



Answer Choices	Responses
Very satisfied	36.44% 90
Satisfied	47.37% 117
Fairly satisfied	13.36% 33
Not satisfied	2.83% 7
<b>Total Respondents: 247</b>	

### Q5 How helpful are the reception staff?

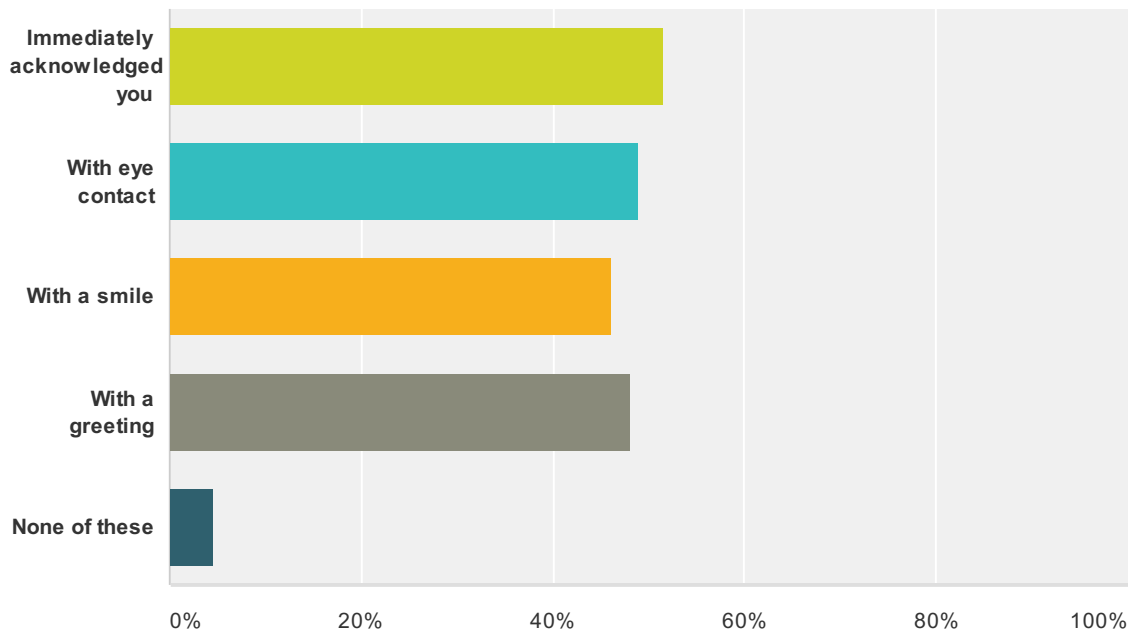
Answered: 246 Skipped: 1



Answer Choices	Responses	Count
Very helpful	74.39%	183
Fairly helpful	23.17%	57
Not very helpful	2.44%	6
<b>Total Respondents: 246</b>		

### Q6 How were you greeted by the reception staff? Tick each that applied

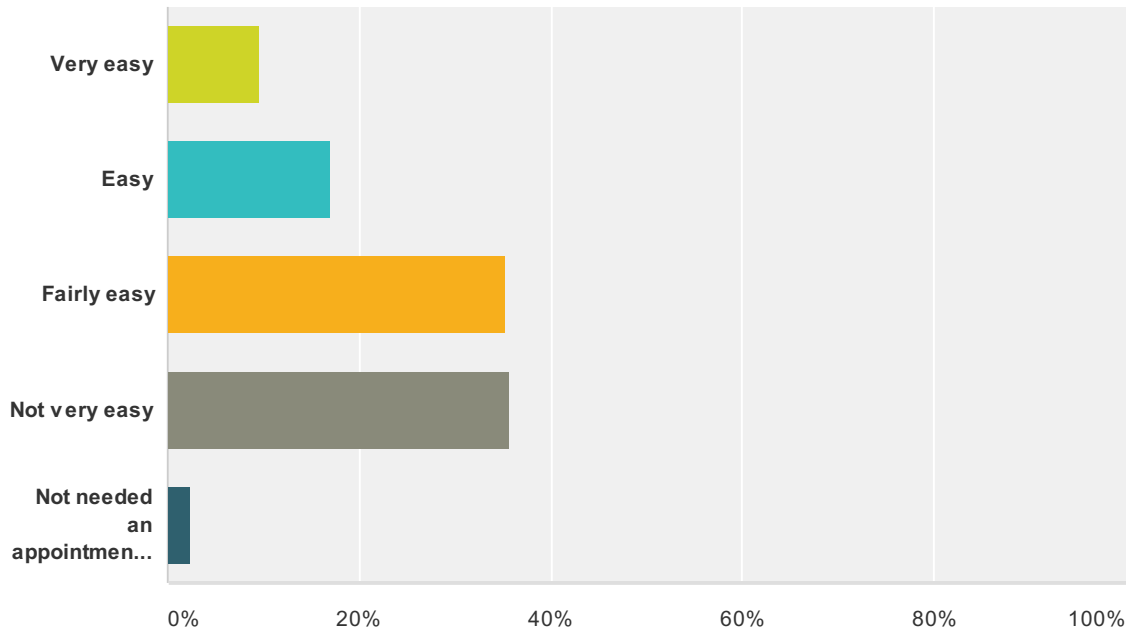
Answered: 241 Skipped: 6



Answer Choices	Responses	
Immediately acknowledged you	51.45%	124
With eye contact	48.96%	118
With a smile	46.06%	111
With a greeting	48.13%	116
None of these	4.56%	11
<b>Total Respondents: 241</b>		

### Q7 How easy is it for you to get an appointment with a doctor at the surgery?

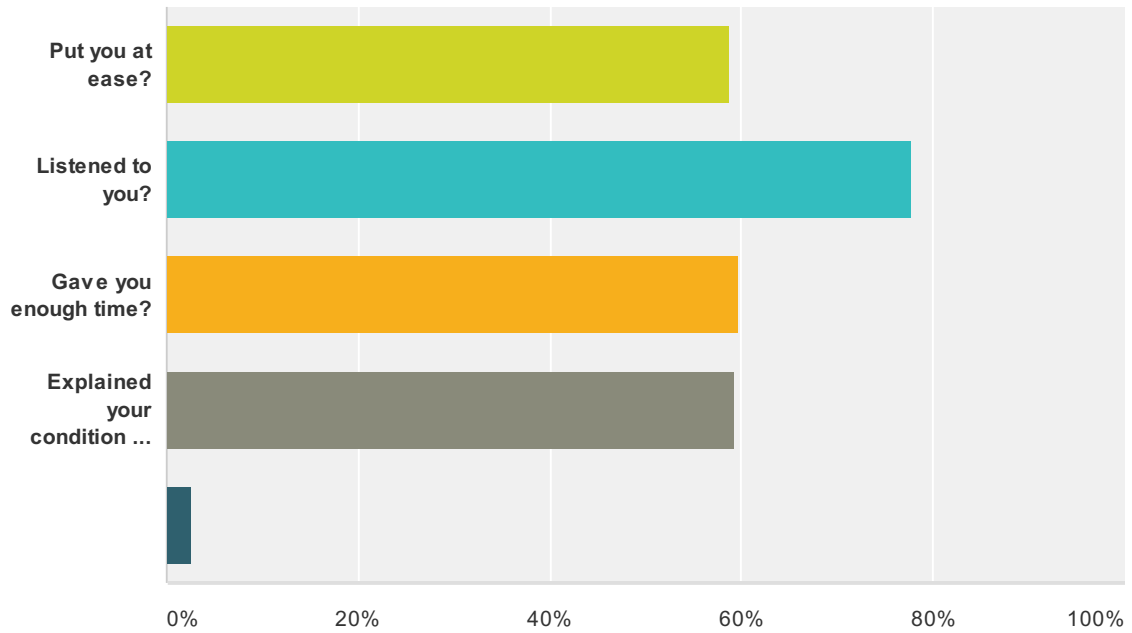
Answered: 241 Skipped: 6



Answer Choices	Responses	
Very easy	9.54%	23
Easy	17.01%	41
Fairly easy	35.27%	85
Not very easy	35.68%	86
Not needed an appointment recently	2.49%	6
<b>Total</b>		<b>241</b>

### Q8 How helpful was the doctor at your last encounter? Tick each that applied

Answered: 233 Skipped: 14

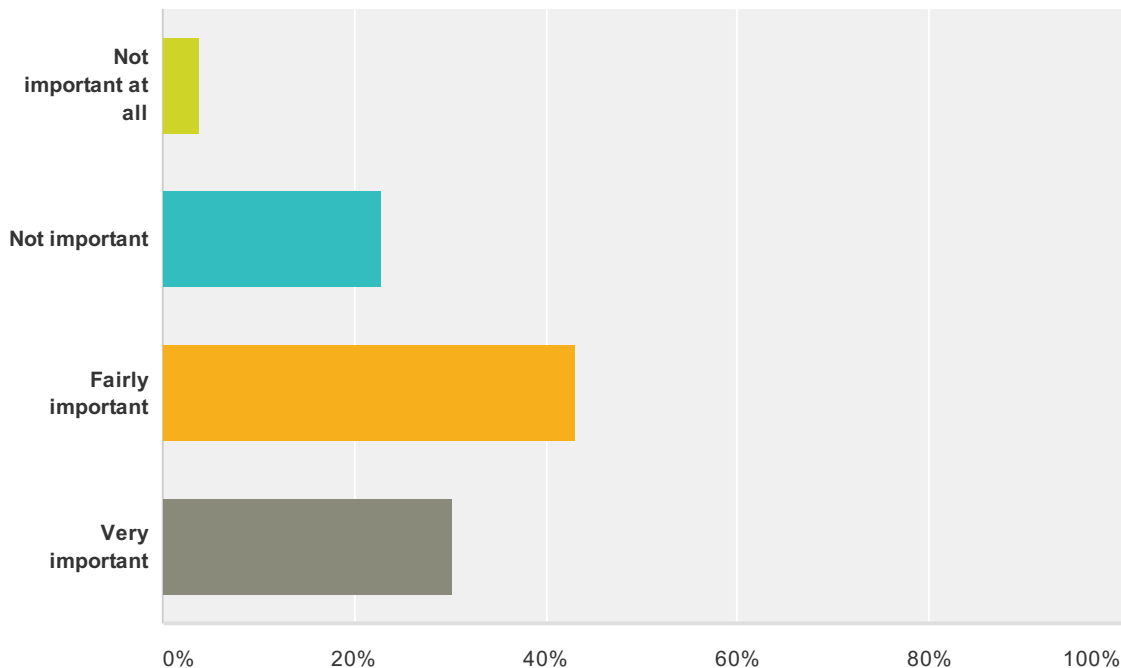


Answer Choices	Responses	
Put you at ease?	58.80%	137
Listened to you?	77.68%	181
Gave you enough time?	59.66%	139
Explained your condition and any treatment?	59.23%	138
Please add any comments in the box below	2.58%	6
<b>Total Respondents: 233</b>		



### Q9 How important is it for you to see the same doctor each time you visit?

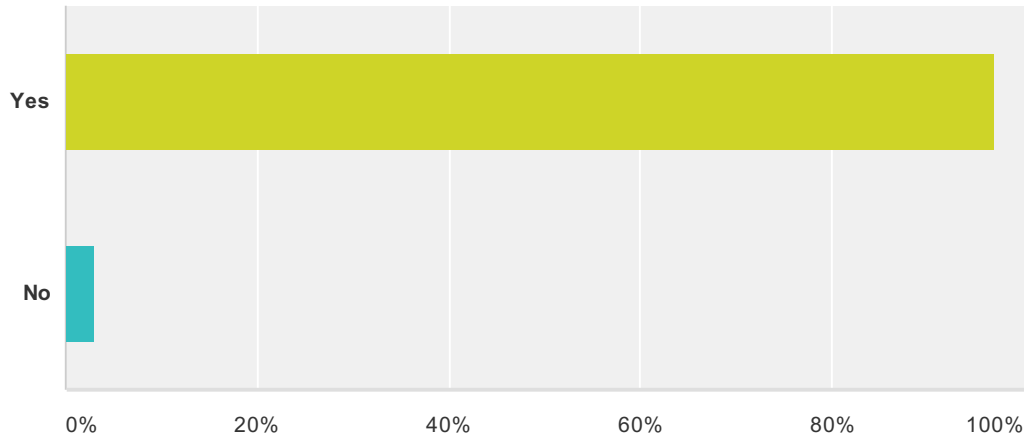
Answered: 241 Skipped: 6



Answer Choices	Responses
Not important at all	3.73% 9
Not important	22.82% 55
Fairly important	43.15% 104
Very important	30.29% 73
<b>Total</b>	<b>241</b>

**Q10 For minor illness are you happy to see a nurse practitioner who can issue prescriptions?**

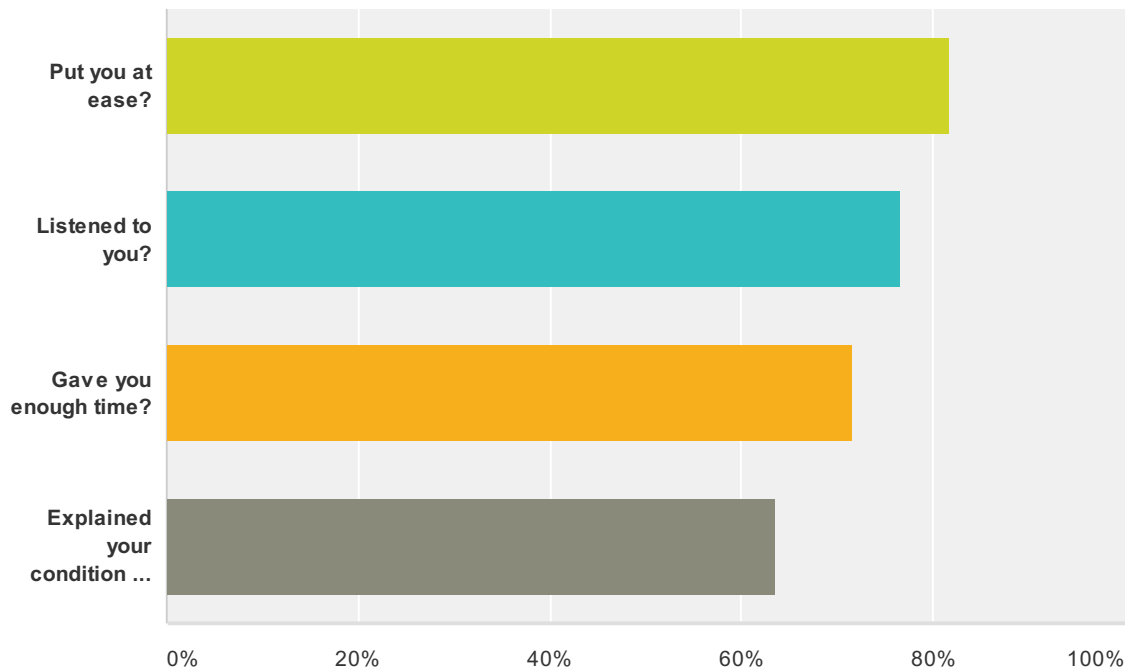
Answered: 230 Skipped: 17



Answer Choices	Responses	
Yes	96.96%	223
No	3.04%	7
<b>Total</b>		<b>230</b>

### Q11 How helpful was the nurse at your last encounter? Tick each that applied

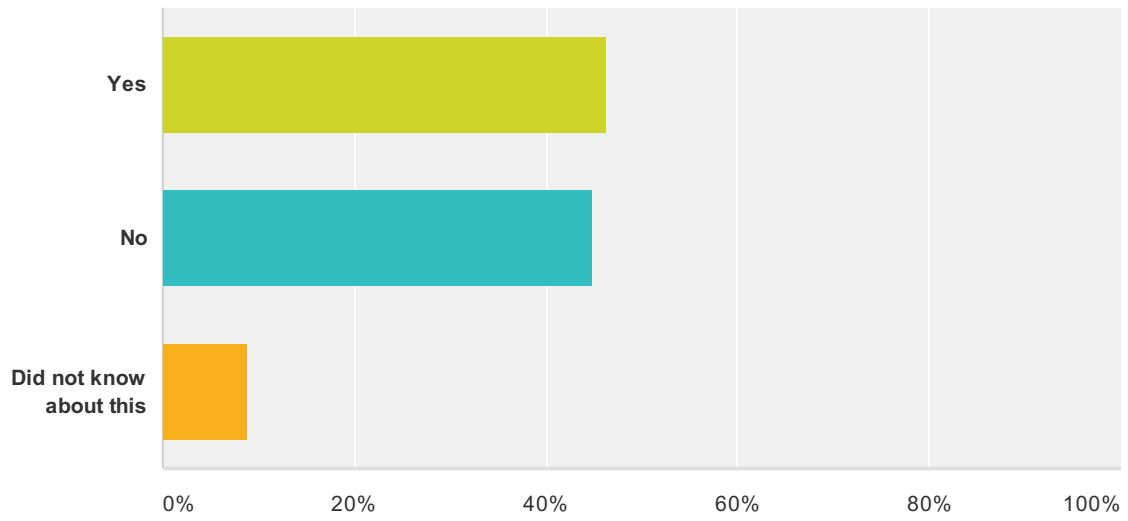
Answered: 214 Skipped: 33



Answer Choices	Responses
Put you at ease?	81.78% 175
Listened to you?	76.64% 164
Gave you enough time?	71.50% 153
Explained your condition and any treatment?	63.55% 136
<b>Total Respondents: 214</b>	

### Q12 Are you registered to use Online services ie do you have a username and password?

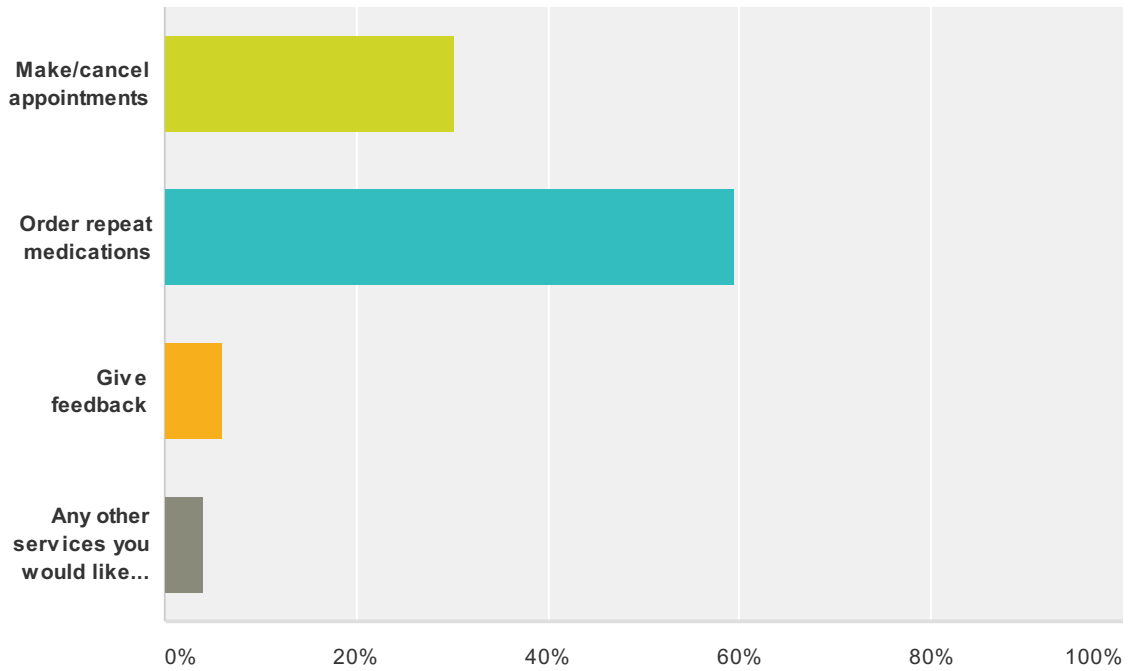
Answered: 227 Skipped: 20



Answer Choices	Responses
Yes	46.26% 105
No	44.93% 102
Did not know about this	8.81% 20
<b>Total</b>	<b>227</b>

### Q13 If yes, which Online services do you use?

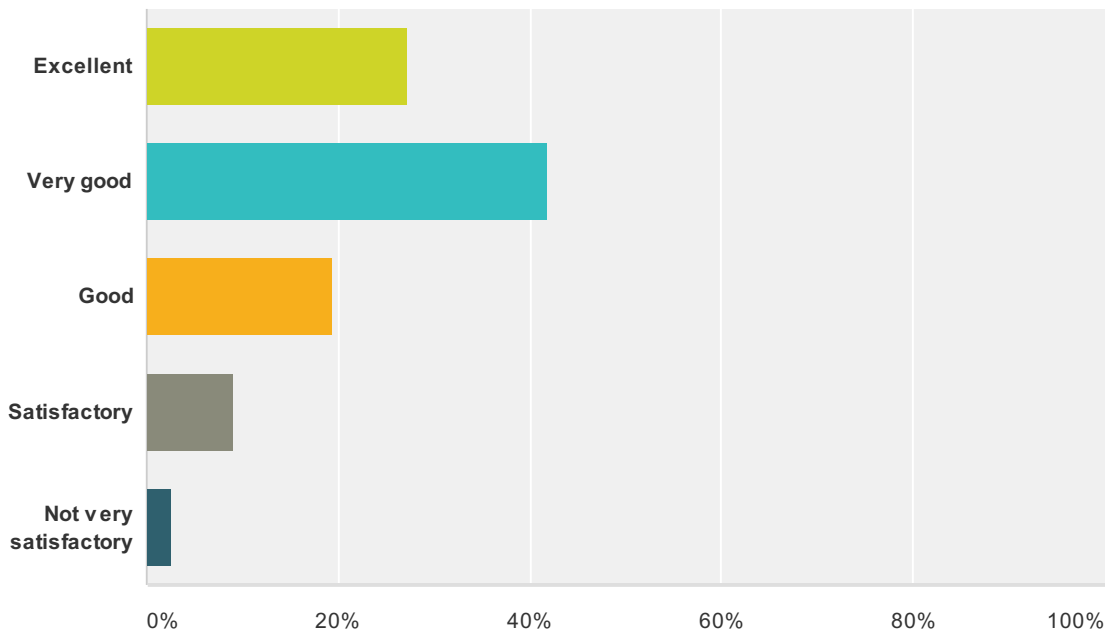
Answered: 99 Skipped: 148



Answer Choices	Responses
Make/cancel appointments	30.30% 30
Order repeat medications	59.60% 59
Give feedback	6.06% 6
Any other services you would like to see available	4.04% 4
<b>Total</b>	<b>99</b>

### Q14 Overall how would you describe your experiences of Salisbury House Surgery?

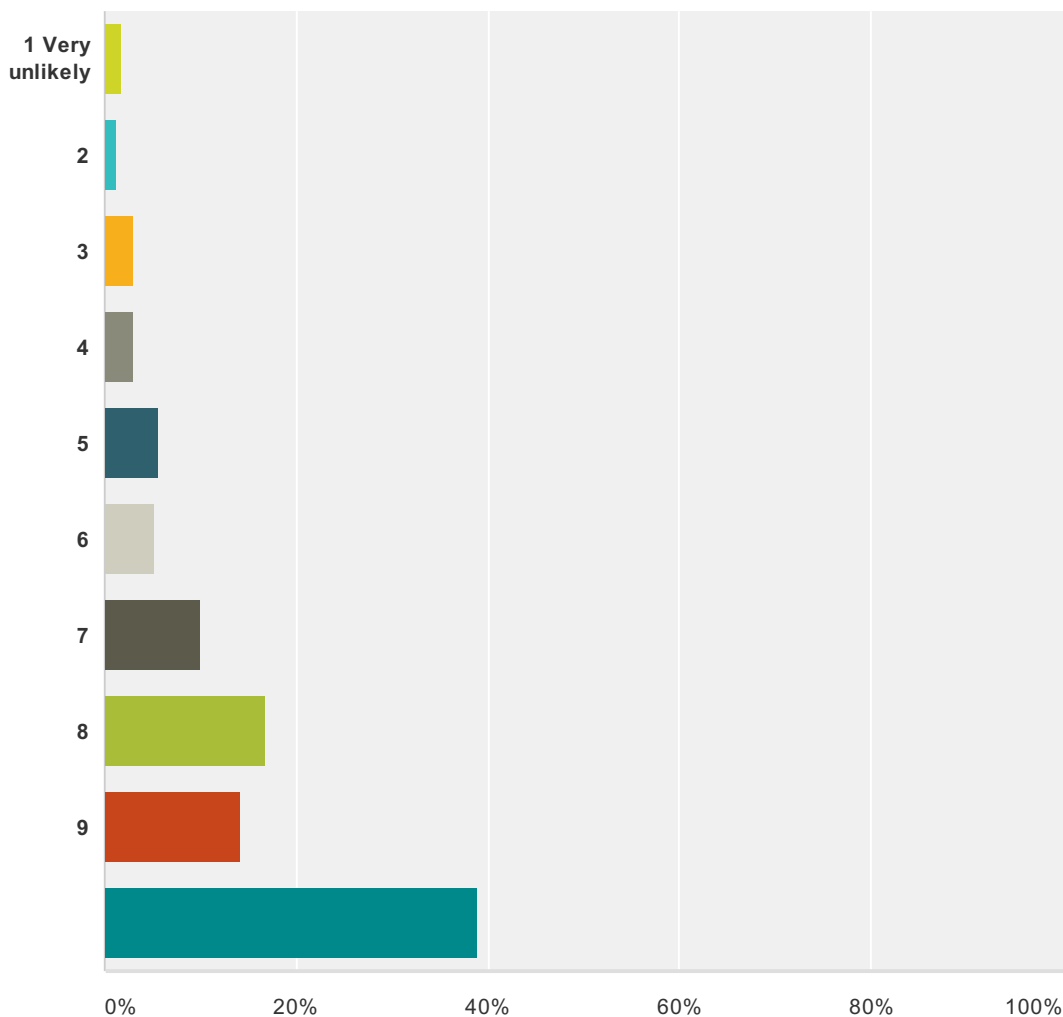
Answered: 232 Skipped: 15



Answer Choices	Responses
Excellent	27.16% 63
Very good	41.81% 97
Good	19.40% 45
Satisfactory	9.05% 21
Not very satisfactory	2.59% 6
<b>Total</b>	<b>232</b>

**Q15 How likely is it that you would recommend this Practice to a friend or family member? Please indicate your answer where 1 is very unlikely to recommend and 10 is would strongly recommend**

Answered: 231 Skipped: 16



Answer Choices	Responses
1 Very unlikely	1.73% 4
2	1.30% 3
3	3.03% 7
4	3.03% 7
5	5.63% 13
6	5.19% 12
7	9.96% 23

## Salisbury House Surgery Patient Survey 2013/14

8	16.88%	39
9	14.29%	33
10 Would strongly recommend	38.96%	90
<b>Total</b>		<b>231</b>

Thank you for participating in our survey. Both accolades and critiques have been discussed with the Salisbury House Surgery Patient Participation Group and staff.

You said the phones are always engaged at 8.30am which is impossible with the school run.

We are going to open and take calls from 8am - commencement date to be arranged.

Although there was significant praise for our receptionists, there was some criticism and we will be continuing to improve our patient care at the first point of call.

We will continue to look at our appointment availability.