

The practice issued patient surveys as hand-out forms in reception, and as downloadable forms on the Website, between 12th January 2015 and 23rd February 2015. During this period, 43 forms were submitted.

The Questions:

1	The practice aims to offer an appointment to see a doctor within 48 hours of request. How satisfied are you with the day and time offered
2	Were you given enough time?
3	Were you listened to?
4	Were tests and treatments explained?
5	Were you involved in decisions made about your care?
6	Were you treated with respect, care and concern?
7	Did you have confidence and trust in the clinical staff you saw or spoke to?
8	Telephone Access - ability to get through to the practice
9	How well does the practice respond to requests for advice from clinicians?
10	How do you rate the hours that the practice is open for appointments?
11	The manner you were treated by reception staff?
12	Respect shown for your privacy and confidentiality?
13	How useful do you find the practice website?
14	How satisfied are you with the provision of information in the reception area?
15	What is your overall satisfaction with the practice?

Responses were ticks against each question to indicate satisfaction, against the following options:

No answer
Very Poor
Poor
Fair
Good
Very Good
Excellent

Additional information requested:

Sex
Length of time with Practice
First 4 characters of PostCode
Any Comments

Response No.	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	MF 16	5-10-10+	Postcode	Comments
1	5	6	6	5	5	5	5	6	6	5	6	6	5	6	6	F	11	WN7 3	
2	5	5	5	5	5	5	5	5	5	5	5	5	5	5	6	M	11	WN7 3	
3	6	5	5	5	4	5	5	5	4	5	4	5	4	5	5	F	11	WN7 3	
4	6	5	5	3	4	5	5	5	4	5	6	6	4	5	5	M	11	WN7 3	
5	6	6	6	6	6	6	6	6	6	6	6	6	6	6	6	F	11	WN7 3	Never had any problems with services or staff whatsoever
6	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	M	11	WN7 1	
7	6	6	6	5	5	6	6	6	5	6	5	6	5	6	6	F	11		Always able to get an appointment
8	6	6	6	5	6	6	5	5	6	6	6	6	0	6	6	F	11	WN7 3	
9	6	5	6	6	5	6	5	6	5	6	6	6	4	6	6	F	11	WN7 2	
10	6	6	6	6	6	6	5	5	6	6	6	6	5	6	6	M	7	WN7 2	
11	5	6	4	6	5	6	6	5	4	5	6	6	5	4	6	F	11	WN7 3	
12	6	6	6	5	6	6	6	6	5	6	6	6	6	6	6	M	11	WN7 3	An excellent practice with courteous and helpful staff
13	6	6	6	6	5	5	5	5	5	5	6	6	5	6	6	F	11	WN7 3	
14	6	5	5	5	6	6	6	5	5	6	5	6	0	5	6	F	3	WN7 3	Better than my last practice
15	6	6	6	5	5	6	6	5	5	6	6	6	0	6	6	F	7	WN7 3	I do not use the website
16	5	5	5	5	4	4	6	5	5	4	4	5	4	4	5	F	11		
17	6	6	6	6	6	6	6	6	6	6	6	6	0	0	6	F	11	WN7 3	
18	6	4	5	4	5	6	6	4	5	5	6	6	0	4	6	F	11	WN7	
19	5	4	4	4	4	5	3	0	0	4	5	5	0	0	5	M	11	WN7 3	
20	6	6	6	6	6	6	5	4	5	4	6	6	3	4	6	F	11	WN7 4	
21	6	5	5	5	5	5	5	6	6	6	6	6	4	6	6	F	3		
22	6	5	5	5	5	5	5	5	5	5	6	6	6	5	5	M	11		
23	6	5	6	5	6	6	6	5	5	5	6	5	5	6	6	M	11	WN7 2	DR Soong and Dr Kumar both excellent
24	6	6	6	6	6	6	6	6	6	5	5	5	6	6	6	F	11	WN7 2	
25	6	5	6	5	5	6	6	5	5	6	5	6	0	6	6	M	11	WN7 4	
26	5	5	5	5	6	6	5	5	6	6	6	5	5	0	6	F	11	WN7 3	
27	6	6	5	5	5	6	5	5	5	6	6	6	4	6	6	M	11	WN7 1	
28	6	5	5	5	5	6	6	5	5	6	5	5	5	5	5	M	7	WN7 3	
29	6	6	5	5	6	6	5	5	5	6	6	6	6	6	6	F	7	WN7 2	
30	5	5	5	5	5	6	6	5	5	6	6	6	4	5	6	M	3		
31	6	6	6	5	6	6	6	5	5	5	5	6	4	5	6	F	3	WN7 2	
32	5	4	4	4	4	5	5	5	4	5	5	5	4	4	5	M	3	WN7	
33	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	M	7		
34	6	6	5	5	6	6	5	5	5	5	6	6	0	5	6	F	11		
35	6	6	6	5	5	6	5	5	5	5	6	6	0	5	6	F	11	WN7 4	
36	6	5	5	5	6	6	5	4	6	6	5	6	5	6	6	F	11	WN7 2	
37	6	6	5	5	5	6	5	4	5	6	5	6	5	5	6	M	7	WN7 1	
38	4	4	4	4	4	4	4	4	4	4	4	4	4	4	4	M	3		
39	5	5	5	5	5	5	5	5	5	5	5	5	5	5	6	F	7	WN7 4	
40	6	6	6	6	6	6	6	6	6	6	6	6	0	6	6	M	11	WN7 4	
41	6	6	6	6	5	6	5	5	5	6	5	6	0	5	6	F			
42	6	6	5	5	5	6	6	5	5	5	6	6	0	6	6	M			
43	5	5	5	5	5	5	6	5	5	5	6	6	4	5	6	F	7	WN7 3	

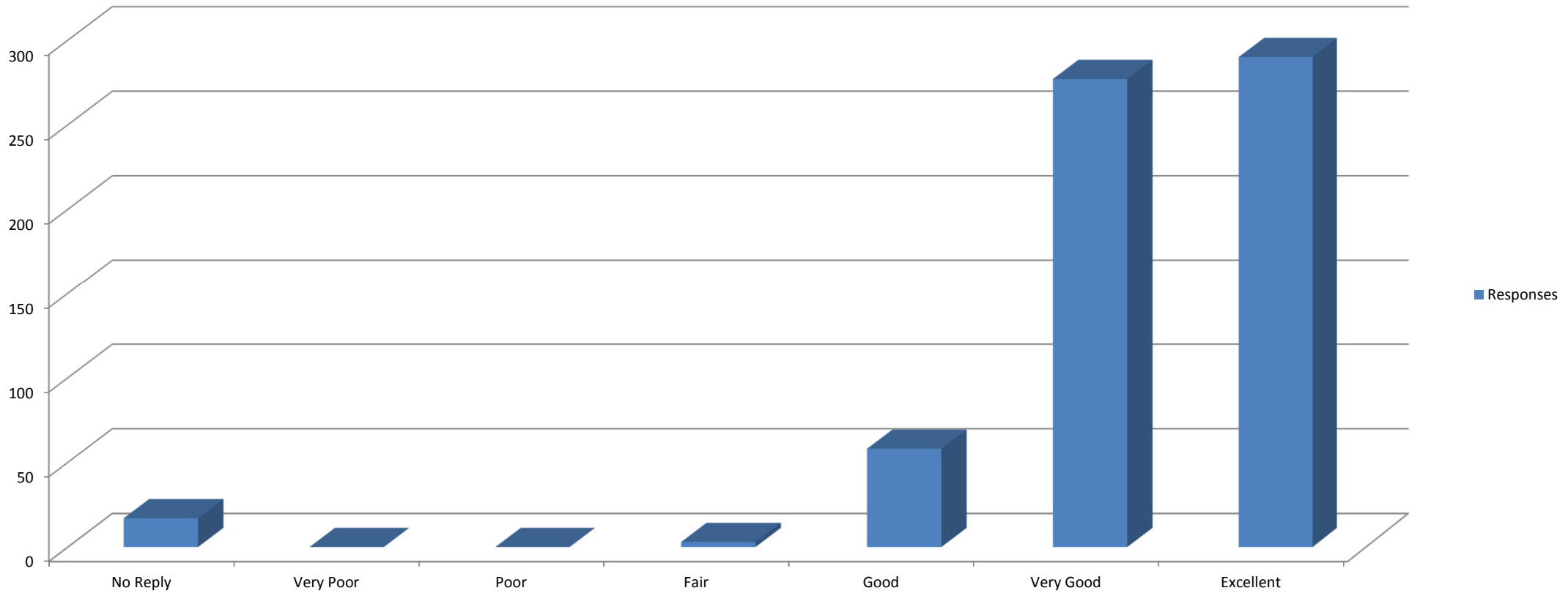
Count of 0	0	0	0	0	0	0	0	1	1	0	0	0	12	3	0	No answer	
Count of 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	V. Poor
Count of 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Poor
Count of 3	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	3	Fair
Count of 4	1	4	4	4	6	2	1	5	5	4	3	1	11	6	1	58	Good
Count of 5	12	18	21	28	22	13	23	28	27	19	15	12	14	16	9	277	V. Good
Count of 6	30	21	18	10	15	28	18	9	10	20	25	30	5	18	33	290	Excellent

Count of M	18	41.9%
Count of F	25	58.1%
Count No Sex	0	0.0%

Count of 0-5yrs	6	14.0%
Count of 5-10yrs	8	18.6%
Count of 10yrs+	27	62.8%
No time	0	0.0%

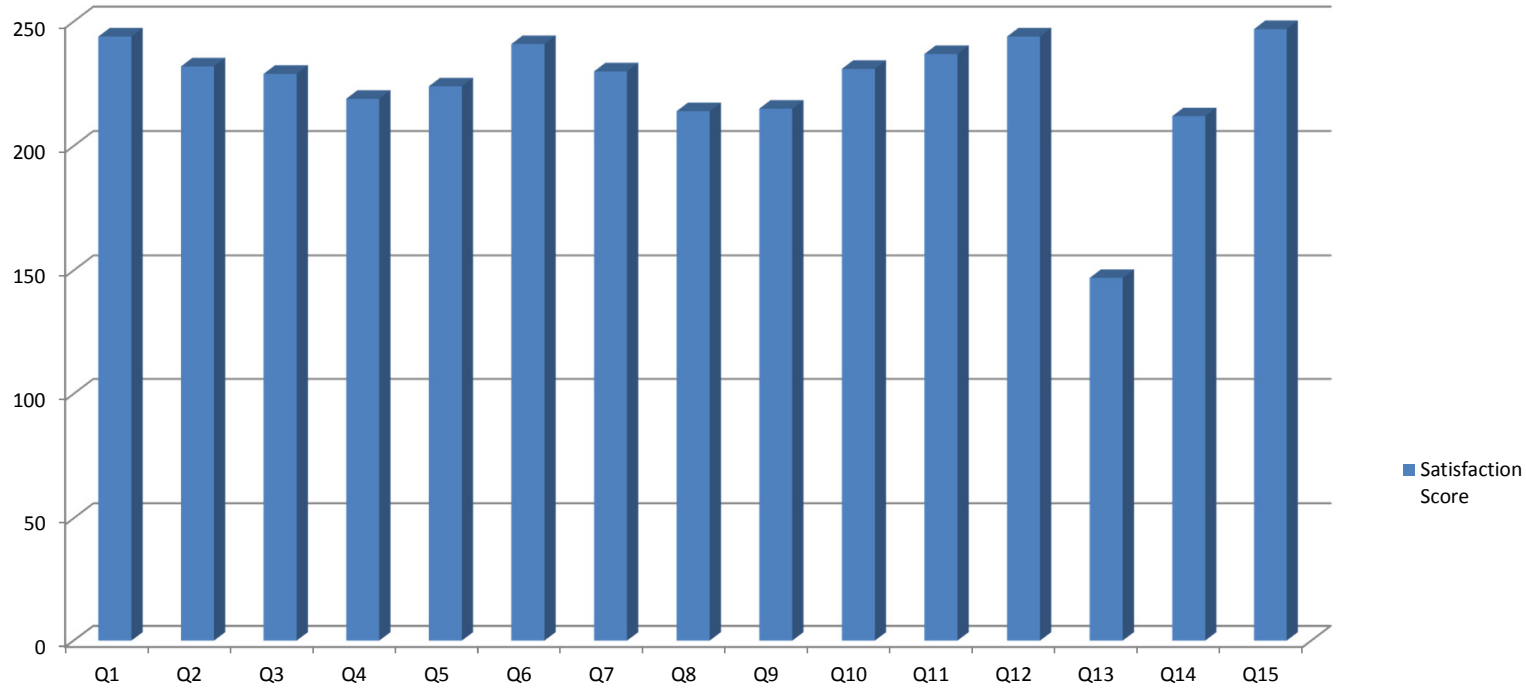
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15	Multiplier = Points		
Count of 0	0	0	0	0	0	0	0	1	1	0	0	0	12	3	0	No Reply	x 0	17
Count of 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Very Poor	x 1	0
Count of 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Poor	x 2	0
Count of 3	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	Fair	x 3	3
Count of 4	1	4	4	4	6	2	1	5	5	4	3	1	11	6	1	Good	x 4	58
Count of 5	12	18	21	28	22	13	23	28	27	19	15	12	14	16	9	Very Good	x 5	277
Count of 6	30	21	18	10	15	28	18	9	10	20	25	30	5	18	33	Excellent	x 6	290
	244	232	229	219	224	241	230	214	215	231	237	244	147	212	247			628
	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15			

Overall Responses



	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15		
Count of 0	0	0	0	0	0	0	0	1	1	0	0	0	12	3	0	No Reply	17
Count of 1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Very Poor	0
Count of 2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	Poor	0
Count of 3	0	0	0	1	0	0	1	0	0	0	0	0	1	0	0	Fair	3
Count of 4	1	4	4	4	6	2	1	5	5	4	3	1	11	6	1	Good	58
Count of 5	12	18	21	28	22	13	23	28	27	19	15	12	14	16	9	Very Good	277
Count of 6	30	21	18	10	15	28	18	9	10	20	25	30	5	18	33	Excellent	290

Satisfaction Score



Question Number	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11	Q12	Q13	Q14	Q15
Satisfaction Score	244	232	229	219	224	241	230	214	215	231	237	244	147	212	247
Average Satisfaction	5.7	5.4	5.3	5.1	5.2	5.6	5.3	5.0	5.0	5.4	5.5	5.7	3.4	4.9	5.7

The satisfaction score reflects the total score per question from all responses. Dividing the score by 43 (the number of responses) gives an "Average satisfaction" rating : The low score on Q13 (Average 3.4) reflects the high number of patients who have not used the Website and therefore gave a zero rating.