



# Patient Satisfaction Survey

2015/16

**RESULTS**

Please note that this survey is printed as a double sided document  
to reduce our carbon footprint.

## PATIENT ACCESS TO SERVICES

Are you aware of our morning Open Access surgery for acute (urgent on the day) problems? **198 responses**

Yes	<b>97%</b>	No	<b>3%</b>
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How long, on average, do you have to wait to be seen in Open Access surgery? **183 responses**

Less than 15 minutes	<b>3%</b>	30 - 60 minutes	<b>51%</b>
15 – 30 minutes	<b>25%</b>	More than 60 minutes	<b>21%</b>

Do you consider the service satisfactory? **197 responses**

Yes	<b>89%</b>	No	<b>11%</b>
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Is this a service you would like Grey Gable Surgery to continue providing? **197 responses**

Yes	<b>&gt;99%</b>	No	<b>&lt;1%</b>
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## RECEPTION

Are you concerned about confidentiality in the reception area? **198 responses**

Yes	<b>10%</b>	No	<b>90%</b>
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Are you aware that a private room is available? **198 responses**

Yes	<b>57%</b>	No	<b>43%</b>
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Do you feel that the barrier in reception has improved confidentiality? **196 responses**

Yes	<b>83%</b>	No	<b>17%</b>
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Do you feel that the music playing in reception has improved confidentiality? **195 responses**

Yes	<b>75%</b>	No	<b>25%</b>
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Are you aware that there are alcohol hand dispensers in the foyer and reception area? **198 responses**

Yes	<b>&gt;99%</b>	No	<b>&lt;1%</b>
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Do you find the self-check in system for pre-booked appointments easy to use? **187 responses**

Yes	<b>93%</b>	No	<b>7%</b>
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Do you feel that staff are friendly, welcoming, helpful and understanding of your queries? **198 responses**

All of the time	<b>83%</b>	Usually	<b>&gt;16%</b>	Sometimes	<b>&lt;1%</b>
Rarely	<b>0%</b>	Never	<b>0%</b>	Other	<b>0%</b>

## GP APPOINTMENTS

How do you rate the hours that Grey Gable Surgery is open for doctor appointments? **186 responses**

Very Good	<b>44%</b>	Fair	<b>10%</b>
Good	<b>46%</b>	Poor	<b>0%</b>

How quickly do you get a **BOOKED** doctor appointment? **172 responses**

Within 1 day	<b>15%</b>	Within 5 days	<b>33%</b>
Within 3 days	<b>35%</b>	More than 5 days	<b>17%</b>

During your past doctor consultations, how thoroughly did the doctor deal with your problem? **185 responses**

Very thoroughly	<b>48%</b>	Fairly thoroughly	<b>14%</b>
Thoroughly	<b>37%</b>	Not thoroughly	<b>1%</b>

How satisfied were you that the doctor listened to what you said? **184 responses**

Very satisfied	<b>73%</b>
Fairly satisfied	<b>24%</b>
Neither satisfied nor dissatisfied	<b>0%</b>
Fairly dissatisfied	<b>2%</b>
Very dissatisfied	<b>&lt;1%</b>

How satisfied were you that the doctor put you at ease? **185 responses**

Very satisfied	<b>73%</b>
Fairly satisfied	<b>23%</b>
Neither satisfied nor dissatisfied	<b>3%</b>
Fairly dissatisfied	<b>&lt;1%</b>
Very dissatisfied	<b>&lt;1%</b>

How satisfied were you with the doctor explaining your problem/s and any treatment you may have needed? **184 responses**

Very satisfied	<b>72%</b>
Fairly satisfied	<b>25%</b>
Neither satisfied nor dissatisfied	<b>2%</b>
Fairly dissatisfied	<b>&lt;1%</b>
Very dissatisfied	<b>&lt;1%</b>

Did you feel that you could raise any concerns? **185 responses**

Yes	<b>75%</b>	No	<b>25%</b>
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Did you feel that the doctor was caring and had concern for you? **185 responses**

Yes	<b>97%</b>	No	<b>3%</b>
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## **NURSE APPOINTMENTS**

How do you rate the hours that Grey Gable Surgery is open for nurse appointments? **172 responses**

Very Good	<b>58%</b>	Fair	<b>2%</b>
Good	<b>40%</b>	Poor	<b>0%</b>

How quickly do you get a nurse appointment? **167 responses**

Within 1 day	<b>14%</b>	Within 5 days	<b>31%</b>
Within 3 days	<b>51%</b>	More than 5 days	<b>4%</b>

During your past nurse consultations, how thoroughly did the nurse deal with your problem? **173 responses**

Very thoroughly	<b>68%</b>	Fairly thoroughly	<b>5%</b>
Thoroughly	<b>27%</b>	Not thoroughly	<b>0%</b>

How satisfied were you that the nurse listened to what you said? **179 responses**

Very satisfied	<b>83%</b>
Fairly satisfied	<b>16%</b>
Neither satisfied nor dissatisfied	<b>1%</b>
Fairly dissatisfied	<b>&lt;1%</b>
Very dissatisfied	<b>0%</b>

How satisfied were you that the nurse put you at ease? **175 responses**

Very satisfied	<b>82%</b>
Fairly satisfied	<b>17%</b>
Neither satisfied nor dissatisfied	<b>&lt;1%</b>
Fairly dissatisfied	<b>1%</b>
Very dissatisfied	<b>0%</b>

How satisfied were you with the nurse explaining your problems and any treatment you may have needed? **175 responses**

Very satisfied	<b>78%</b>
Fairly satisfied	<b>21%</b>
Neither satisfied nor dissatisfied	<b>1%</b>
Fairly dissatisfied	<b>&lt;1%</b>
Very dissatisfied	<b>0%</b>

Did you feel that you could raise any concerns? **176 responses**

Yes	<b>79%</b>	No	<b>21%</b>
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Did you feel that the nurse was caring and had concern for you? **175 responses**

Yes	<b>98%</b>	No	<b>2%</b>
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## DISPENSARY

Do you have your medication dispensed at Grey Gable Surgery Dispensary?

Yes		No		<i>If no please ignore the next 5 questions</i>
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How long do you normally have to wait for your prescription to be fulfilled? **159 responses**

48 hours	<b>&gt;99%</b>	More	<b>&lt;1%</b>
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Are you happy with the service you receive from Grey Gable Dispensary? **168 responses**

All of the time	<b>78%</b>	Usually	<b>21%</b>	Sometimes	<b>1%</b>
Rarely	<b>0%</b>	Never	<b>0%</b>	Other	<b>0%</b>

Do you find the Dispensary staff helpful and polite? **170 responses**

All of the time	<b>79%</b>	Usually	<b>20%</b>	Sometimes	<b>&lt;1%</b>
Rarely	<b>&lt;1%</b>	Never	<b>0%</b>	Other	<b>0%</b>

Were you made aware of why we no longer accept telephone requests? (To reduce dispensing errors.)

**167 responses**

Yes	<b>69%</b>	No	<b>31%</b>
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Were alternative methods of ordering your prescription explained to you? (Online, in person or by post.)

**165 responses**

Yes	<b>77%</b>	No	<b>23%</b>
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Do you have access to the internet? **170 responses**

Yes	<b>95%</b>	No	<b>5%</b>
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Any other comments:

Are you happy for Grey Gable Surgery to contact you about any issues you may have raised in this survey?

Yes		No	
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If so please complete your contact details:

Name: \_\_\_\_\_

Address: \_\_\_\_\_