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**Patient Satisfaction Report**

**January 2014**

**Access to a Doctor or Nurse**

1. **Length of time you had to wait to make an appointment.**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
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1. **Convenience of day and time of your appointment.**
2. **Seeing a Doctor of your choice.**
3. **Length of time waiting to see the Doctor or Nurse after your appointment time.**
4. **Opportunity of speaking to a Doctor or Nurse on the telephone when necessary.**
5. **How well do you understand the information given by the doctor/nurse about your condition?**

**Obtaining a repeat Prescription**

1. **Prescription ready on time (within48 hours).**
2. **Prescription correctly issued.**
3. **Handling of any queries.**

**Obtaining test results**

1. **Were you told when to contact us for your results?**
2. **Were your results available when you contacted us?**
3. **Level of satisfaction with the amount of information provided.**
4. **Level of satisfaction with the manner in which the result was given.**

**About the staff**

1. **The information provided by the reception staff.**
2. **The helpfulness of the reception staff.**
3. **The information provided by other staff.**
4. **The helpfulness of other staff.**

**General questions about the Practice**

1. **Do you find the information provided in the reception area useful?**
2. **Are you able to find the information you need on the Practice Website?**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Other Information** |  |  |  |  |  |  |  |
| |  |  |  | | --- | --- | --- | | Male | Female | Unknown | | 21 | 37 | 4 | |  |  |  |  |  |  |  |

**Age Range of Patients**

|  |  |
| --- | --- |
| Under 18 | 1 |
| 18 – 30 | 12 |
| 31 – 45 | 10 |
| 46– 65 | 22 |
| > 66 | 13 |
| Unknown | 4 |

**Number of Years At the Practice**

|  |  |
| --- | --- |
| Less than 5 | 12 |
| 5 - 10 | 8 |
| 11 - 20 | 13 |
| 21 - 30 | 13 |
| 31 - 50 | 11 |
| Unknown | 5 |