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**Patient Satisfaction Report**

**September 2013**

**Access to a Doctor or Nurse**

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

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**Convenience of day and time of your appointment**

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**Seeing a Doctor of your choice**

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**Length of time waiting to see the Doctor or Nurse after your appointment time**

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**Opportunity of speaking to a Doctor or Nurse on the telephone when necessary**

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**How well do you understand the information given by the doctor/nurse about your condition**

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**Obtaining a repeat Prescription**

**Prescription ready on time (within48 hours)**

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**Prescription correctly issued**

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**Handling of any queries**

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**Obtaining test results**

**Were you told when to contact us for your results?**

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**Results available when you contacted us?**

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**Level of satisfaction with the amount of information provided**

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**Level of satisfaction with the manner in which the result was given**

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**Level of satisfaction with the manner in which the result was given** |  |  |  |  |  |  |  |
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**About the staff**

**The information provided by the reception staff**

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**The helpfulness of the reception staff**

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| **The information** **provided by other staff** |  |  |  |  |  |  |  |
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**The helpfulness of other staff**

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**General questions about the Practice**

**Do you find the information provided in the reception area useful**

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**Are you able to find the information you need on the Practice Website**

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**Would you like our surgery to have an online appointment booking system**

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| N | 1 |  |  |  |  |  |  |
| Don't know | 3 |  |  |  |  |  |  |
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| **Other Information** |  |  |  |  |  |  |  |
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| Male | Female |
| 5 | 12 |

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One person did not answer

**Age Range of Patients**

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| Under 18 |  |
| 18 – 30 | 3 |
| 30 – 45 | 5 |
| 46– 65 | 5 |
| 66 - 80 | 4 |

**Number of Years At the Practice**

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| --- | --- |
| Less than 5 | 5 |
| 5 – 10 | 0 |
| 10 -20 | 2 |
| 20 -30 | 5 |
| 40 – 50 | 3 |