

**Patient Satisfaction Report**

**May 2014**

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| **Access to a Doctor or Nurse** |

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| **1 Length of time you had to wait to make an appointment** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **2 Convenience of day and time of your appointment** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **3 Seeing the Doctor of your choice** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **4 Length of time waiting to see the Doctor or Nurse after your appointment time** |

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| **5 Opportunity of speaking to a Doctor or Nurse after your appointment time** |

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| **6 How well do you understand given by the doctor/nurse about your condition** |

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| **Obtaining a repeat Prescription** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **7 Prescription ready on time (within 48hrs)** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **8 Prescription correctly issued** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **9 Handling of any queries** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Obtaining test results****10 Were you told when to contact us for your results?** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **11 Results available when you contacted us** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **12 Level of satisfaction with the amount of information provided** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **13 Level of satisfaction with the manner in which the result was given** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **About the staff****14 The information provided by the Reception staff** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **15 The helpfulness of the Reception staff** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **16 The information provided by other staff** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **17 The helpfulness of other staff** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **General questions about the Practice****18 Do you find the information provided in the reception area useful** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **19 Are you able to find the information you need on the Practice Website** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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 **Other Information**

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| Male | Female | Unknown |
| 16 | 24 | 2 |

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 **Age Range of Patients**

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| Under 18 | 0 |
| 18 – 30 | 2 |
| 31 – 45 | 12 |
| 46– 65 | 19 |
| > 66  | 7 |
| Unknown | 2 |

 **Number of Years At the Practice**

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| --- | --- |
| Less than 5 | 4 |
| 5 - 10 | 8 |
| 11 - 20 | 7 |
| 21 - 30 | 4 |
| 31 - 50 | 16 |
| Unknown | 3 |