

**Patient Satisfaction Report**

**May 2014**

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

**Age Range of Patients**

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

**Number of Years At the Practice**

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