

## **Patient Survey 2022**

**50 patients surveyed**

**7-page form**

**16 returned = 32% response rate**

### **1. Appointments**

Last seen doctor past 3 months - 12

No response 3- 6 months ago - 3

Longer than 6 months – 0

No response - 1

*Conclusion: majority of patients are regular users of the surgery*

### **2. Which is better?**

Booked appointments – 9

Sit and wait – 0

Indifferent – 6

No response – 1

*Conclusion: majority of patients prefer booked appointments as opposed to sitting and waiting*

### **3. By which of following methods would you be preferred to be seen?**

In person - 4

By phone – 10

Online - 1

No preference – 1

*Conclusion: majority of patients prefer phone consultation.*

### **4. Are the staff polite on the phone?**

Yes – 15

No – 0

No response – 0

### **5. Were the phone calls answered in a timely manner?**

Yes – 14

No – 1

No response – 1

*Conclusion: The phones are answered in a timely manner and staff are polite on the phone.*

**6. Were you able to see a doctor on the same day or within the next two working days?**

Yes – 11  
No – 2  
Can't remember – 2  
No response – 1

*Conclusion: Most patients can be seen on the same day or within a couple of days.*

**7. How satisfied are you with the surgery's opening hours?**

Very satisfied – 7  
Fairly satisfied – 4  
Neutral – 3  
Dissatisfied – 0  
No response – 2

*Conclusion: The majority of patient are satisfied by the surgery's opening hours.*

**8. Do you have confidence and trust in the doctor you saw?**

Yes – 13  
Yes to some extent – 1  
No – 0  
Don't know/Can't say – 0  
No response – 2

*Conclusion: The majority have confidence and trust in their doctor.*

**9. How was your experience with other clinicians at the surgery?**

Very good – 7  
Good – 6  
Neutral – 0  
Poor – 0  
No response – 3

*Conclusion: The majority of patient are satisfied by our other clinicians.*

**10. Overall satisfaction?**

Satisfied – 12  
Neutral – 3

Dissatisfied – 0  
Don't know – 0  
No response – 1

**11. Would you recommend the surgery to someone else?**

Yes – 10  
Maybe – 2  
No – 1  
Don't know – 1  
No response – 2

*Conclusion: The majority of patient are satisfied and would recommend the surgery.*