

The Marshside Surgery

"Improving the Practice" Questionnaire Results June 2015

	No Experience	Poor	Fair	Good	Very Good	Excellent
Access to a Doctor or Nurse						
Speed at which the telephone was answered initially	8.33%	0.00%	22.92%	35.42%	14.58%	18.75%
Speed at which the telephone was answered if call transferred	50.00%	0.00%	8.33%	14.58%	18.75%	8.33%
Length of time you had to wait for an appointment	2.08%	0.00%	10.42%	25.00%	25.00%	37.50%
Convenience of day and time of you appointment	4.17%	0.00%	8.33%	18.75%	25.00%	43.75%
Seeing the doctor of your choice	10.42%	0.00%	8.33%	16.67%	16.67%	47.92%
Length of time waiting to check in with Reception	0.00%	0.00%	2.08%	16.67%	20.83%	60.42%
Length of time waiting to see the Doctor or Nurse	2.08%	0.00%	6.25%	16.67%	41.67%	33.33%
Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	47.92%	2.08%	2.08%	18.75%	12.50%	16.67%
Opportunity of obtaining a home visit when necessary	68.75%	4.17%	0.00%	8.33%	6.25%	12.50%
Level of satisfaction with the out of hours service	47.92%	0.00%	4.17%	18.75%	6.25%	22.92%
Obtaining a Repeat Prescription						
Prescription ready on time	4.17%	0.00%	0.00%	14.58%	33.33%	47.92%
Prescription correctly issued	4.17%	0.00%	0.00%	12.50%	39.58%	43.75%
Handling of any queries	8.33%	0.00%	2.08%	14.58%	31.25%	43.75%
Obtaining Test Results						
Were you told when to contact us for your results?	14.58%	0.00%	6.25%	10.42%	41.67%	27.08%
Results available when you contacted us	12.50%	0.00%	2.08%	20.83%	35.42%	29.17%
Level of satisfaction with the amount of information provided	14.58%	0.00%	2.08%	12.50%	37.50%	33.33%
Level of satisfaction in the manner in which the result was given	12.50%	0.00%	4.17%	12.50%	31.25%	39.58%
About the Staff						
The information provided by the reception staff	2.08%	0.00%	4.17%	12.50%	18.75%	62.50%
The helpfulness of the Reception staff	2.08%	0.00%	2.08%	14.58%	20.83%	60.42%
The information provided by other staff	12.50%	0.00%	4.17%	20.83%	22.92%	39.58%
The helpfulness of the other staff	12.50%	0.00%	4.17%	16.67%	27.08%	39.58%
Overall Satisfaction						
My overall satisfaction with this practice	0.00%	0.00%	0.00%	10.42%	39.58%	50.00%

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