**PARKSIDE MEDICAL PRACTICE**

**OUTCOME/ANALYSIS OF PATIENT SURVEY 03.03.15 (2014/15)**

1. How helpful is your doctor at explaining your medical condition(s)?

31.63% thought they were extremely helpful

39.80% thought they were very helpful

20.41% thought they were moderately helpful

7.14% thought they were slightly helpful

1.02% thought they were not at all helpful

**OVERALL 39.80% THOUGHT THEY WERE VERY HELPFUL**

1. Overall, how often do you wait more that 15 minutes to see your doctor? (Wait time includes time spent in the waiting room and examination room).

18.37% said always

44.90% said most of the time

11.22% said about half of the time

23.47% said once in a while

2.04% said never

**OVERALL 18.37% SAID ALWAYS**

1. In the last 12 months, how difficult has been to get an appointment with your doctor when you needed one?

18.37% thought it was always difficult

44.90% thought most of the time

11.22% thought half of the time

23.47% thought once in a while

2.04% thought never

**OVERALL 18.37% THOUGHT IT WAS ALWAYS DIFFICULT**

1. During your most recent visit, were the receptionists at your surgery as helpful as you thought they should be?

72.45% thought definitely

23.47% thought somewhat

4.08% thought no

**OVERALL 72.45% THOUGHT DEFINITELY**

1. Overall, how would you rate the service you received from the reception staff at our Practice?

34.85% thought that they were excellent

28.79% thought that they were very good

25.76% thought that they were good

9.09% thought that they were fair

1.52% thought that they were poor

**OVERALL 34.85% THOUGHT THAT THEY WERE EXCELLENT**

1. How likely are you to recommend your doctor to your family or friends?

30.77% thought extremely likely

35.38% thought very likely

23.08% thought moderately likely

6.15% thought slightly likely

4.52% thought not at all likely

**OVERALL 35.38% THOUGHT VERY LIKELY**

1. How easy or difficult was it to schedule your appointment at a time that was convenient for you?

43.08% thought it was very easy

29.23% thought it was somewhat easy

9.23% thought it was neither easy nor difficult

9.23% thought it was somewhat difficult

9.23% thought it was difficult

**OVERALL 43.08% THOUGHT IT WAS VERY EASY**