OUTCOME OF PATIENT SURVEY - Started 2014/2015

1. Generally how easy is it to get through to someone at your GP surgery on the phone?

20% thought it was very easy

51.96% thought it was fairly easy

8% thought it was not very easy

21.6% thought not at all easy

1.44% have not tried

**OVERALL 20% THOUGHT IT WAS VERY EASY**

1. How convenient was the appointment you were able to get?

46% thought it was very convenient

50% thought it was fairly convenient

4% thought it was not very convenient

**OVERALL 46% THOUGHT IT WAS VERY CONVENIENT**

1. Overall how would you describe your experience of making an appointment?

32% thought it was very easy

44% thought it was fairly easy

17% thought it was not very easy

6% thought it was not easy at all

**OVERALL 32% THOUGHT IT WAS VERY EASY**

1. How satisfied are you with the hours that your GP surgery is open?

50% were very satisfied

35% were fairly satisfied

10% were neither satisfied nor dissatisfied

2% were fairly dissatisfied

1% were very dissatisfied

2% were not sure the GP opening times

**OVERALL 50% WERE VERY SATISFIED**

1. Overall, how would you describe your experience of your GP surgery?

48% thought they were very good

36% thought they were fairly good

10% thought they were neither good nor poor

5% thought they were fairly poor

1% thought they were poor

**OVERALL 48% THOUGHT THEY WERE VERY GOOD**