Outcome of patient’s survey – Overall summary

1. Generally how was the Doctor’s or Nurse Practitioners attitude towards you when you saw them?

83% thought they were very good

13% thought they were fairly good

1% thought they were not very good

1% thought they made you feel at ease

2% thought they did not listen

**Overall 83% thought they were very good**

1. How convenient was the appointment you were able to get? (Was it with a clinician of your choice)?

51% thought it was very convenient

43% thought it was fairly convenient

3% thought it was not very convenient

3% thought it was not at all convenient

**Overall 51% thought it was very convenient**

1. Overall, how would you describe your experience of making an appointment with the clinician you have seen?

51.2% thought it was very easy

41.8% thought it was fairly easy

6.6% thought it was not very easy

0% thought it was not easy at all

1.4% have not tried

**Overall 51.2% thought it was very easy**

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

59% were very satisfied

32% were fairly satisfied

3% were neither satisfied nor dissatisfied

4% were fairly dissatisfied

1% were very dissatisfied

1% were not sure about the opening hours of the practice

**Overall 59% were very satisfied**

1. Overall, how would you describe the reception staff in your practice?

71% thought they were very good

26% thought they were fairly good

3% thought they were neither good or poor

0% thought they were fairly poor

0% thought they were poor

**Overall 71% thought they were very good**