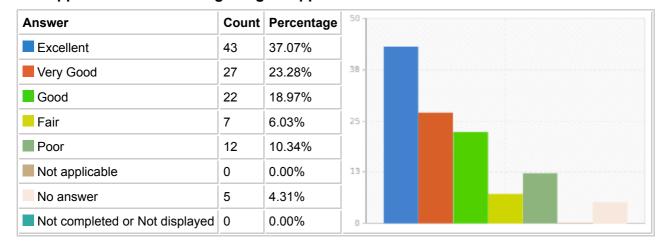
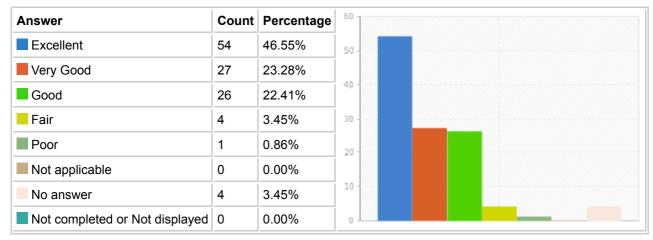
The Oswald Road Medical Centre Patient Satisfaction Survey 2017 Results Summary

Number of records in this query: 117 Total records in survey: 117 Percentage of total: 100%

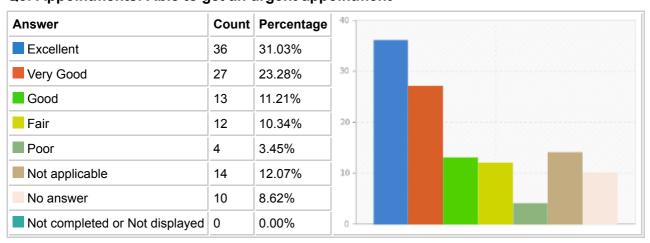
Q1: Appointments: Ease of getting an appointment



Q2: Appointments: Able to have an appointment with GP of choice



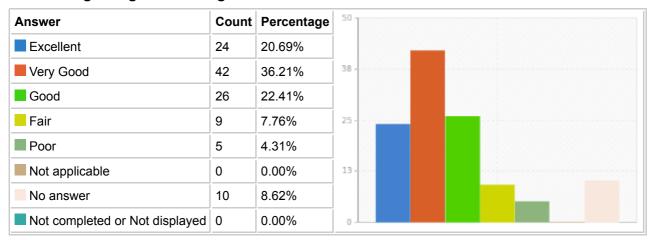
Q3: Appointments: Able to get an urgent appointment



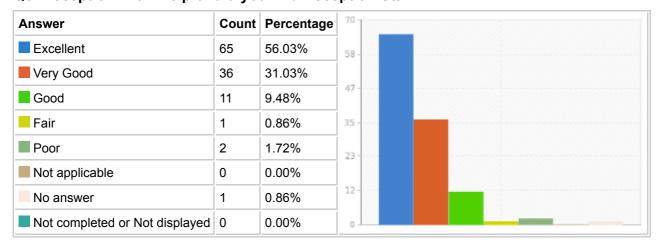
Q4: Waiting: Length of waiting time to check in at Reception

Answer	Count	Percentage	50 -
Excellent	49	42.24%	
Very Good	38	32.76%	38 -
Good	16	13.79%	
F air	6	5.17%	25 -
Poor	0	0.00%	
Not applicable	0	0.00%	13 -
No answer	7	6.03%	
Not completed or Not displayed	0	0.00%	0 -

Q5: Waiting: Length of waiting time to see Doctor/GP



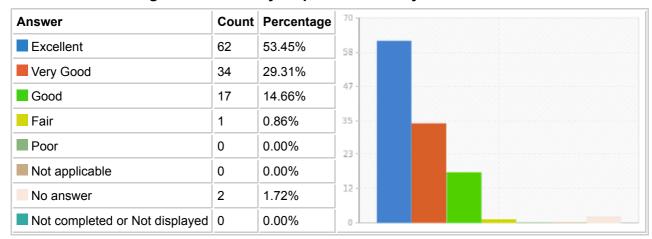
Q6: Reception: How helpful did you find Reception Staff?



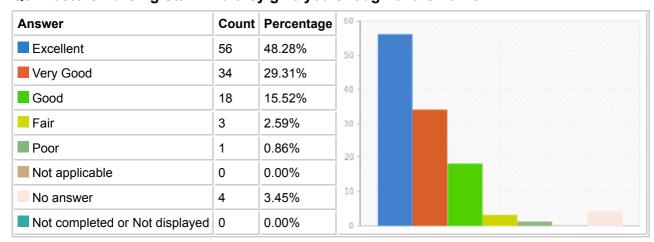
Q7: Doctors/Nursing Staff: Did they listen to your needs?

Answer	Count	Percentage	60 -
Excellent	57	49.14%	50 -
Very Good	37	31.90%	
Good	13	11.21%	40 -
Fair	5	4.31%	30 -
Poor	0	0.00%	20 -
Not applicable	0	0.00%	
No answer	4	3.45%	10 -
Not completed or Not displayed	0	0.00%	0

Q8: Doctors/Nursing Staff: Were they helpful and friendly?



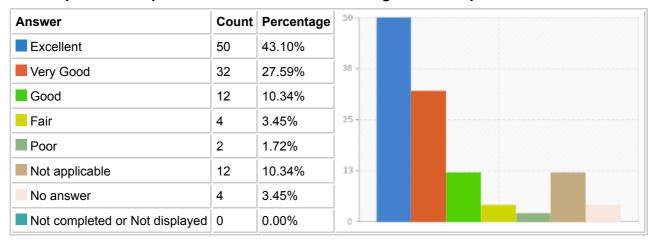
Q9: Doctors/Nursing Staff: Did they give you enough of their time?



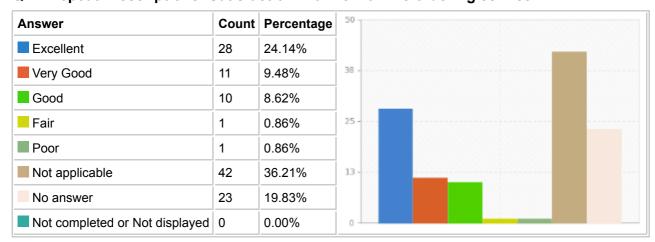
Q10. Doctors/Nursing Staff: How satisfied were you with the quality of care?

Answer	Count	Percentage	60
Excellent	56	48.28%	50 -
Very Good	35	30.17%	
Good	17	14.66%	40 -
Fair	4	3.45%	30 -
Poor	0	0.00%	20 -
Not applicable	0	0.00%	
No answer	4	3.45%	10 -
Not completed or Not displayed	0	0.00%	0

Q11. Repeat Prescriptions: Satisfaction with ordering/collection procedures



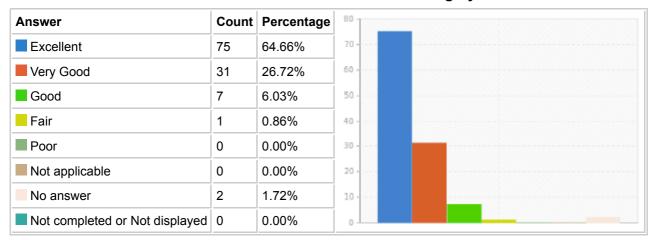
Q12. Repeat Prescriptions: Satisfaction with new online ordering service



Q13. Practice Website: Satisfaction with information provided on website

Answer	Count	Percentage	40 -
Excellent	31	26.72%	
Very Good	21	18.10%	30 -
Good	9	7.76%	
Fair	2	1.72%	20
Poor	1	0.86%	
Not applicable	30	25.86%	10
No answer	22	18.97%	
Not completed or Not displayed	0	0.00%	0

Q14. Cleanliness: Satisfaction with the cleanliness of the surgery?



Q15. Overall satisfaction with the practice

