

The Oswald Road Medical Centre

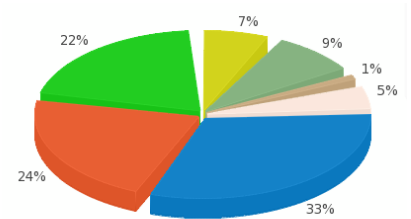
Patient Satisfaction Survey 2015 Results Summary

Number of records in this query: 102
 Total records in survey: 102
 Percentage of total: 100.00%

Question 1

Appointments: Ease of getting an appointment

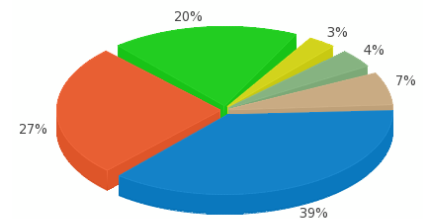
Answer	Count	Percentage
Excellent (A1)	34	33.33%
Very Good (A2)	24	23.53%
Good (A3)	22	21.57%
Fair (A4)	7	6.86%
Poor (A5)	9	8.82%
Not Applicable (A6)	1	0.98%
No answer	5	4.90%



Question 2

Appointments: Able to have an appointment with GP of choice

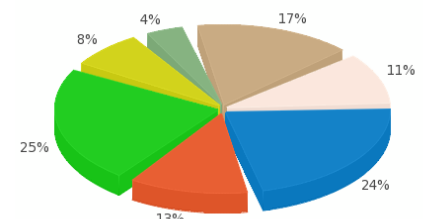
Answer	Count	Percentage
Excellent (A1)	40	39.22%
Very Good (A2)	28	27.45%
Good (A3)	20	19.61%
Fair (A4)	3	2.94%
Poor (A5)	4	3.92%
Not Applicable (A6)	0	0.00%
No answer	7	6.86%



Question 3

Appointments: Able to get an urgent appointment

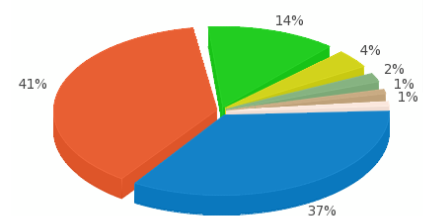
Answer	Count	Percentage
Excellent (A1)	24	23.53%
Very Good (A2)	13	12.75%
Good (A3)	25	24.51%
Fair (A4)	8	7.84%
Poor (A5)	4	3.92%
Not Applicable (A6)	17	16.67%
No answer	11	10.78%



Question 4

Waiting: Length of waiting time to check in at Reception

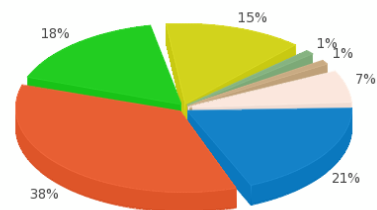
Answer	Count	Percentage
Excellent (A1)	38	37.25%
Very Good (A2)	42	41.18%
Good (A3)	14	13.73%
Fair (A4)	4	3.92%
Poor (A5)	2	1.96%
Not Applicable (A6)	1	0.98%
No answer	1	0.98%



Question 5

Waiting: Length of waiting time to see Doctor/GP

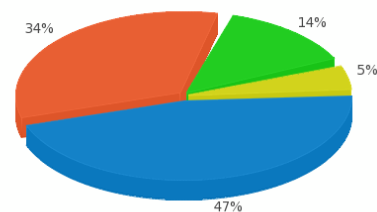
Answer	Count	Percentage
Excellent (A1)	21	20.59%
Very Good (A2)	39	38.24%
Good (A3)	18	17.65%
Fair (A4)	15	14.71%
Poor (A5)	1	0.98%
Not Applicable (A6)	1	0.98%
No answer	7	6.86%



Question 6

Reception: How helpful did you find Reception Staff?

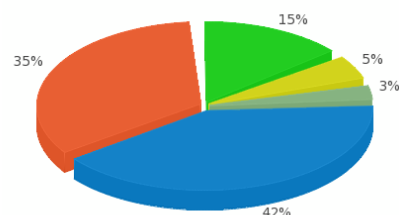
Answer	Count	Percentage
Excellent (A1)	48	47.06%
Very Good (A2)	35	34.31%
Good (A3)	14	13.73%
Fair (A4)	5	4.90%
Poor (A5)	0	0.00%
Not Applicable (A6)	0	0.00%
No answer	0	0.00%



Question 7

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

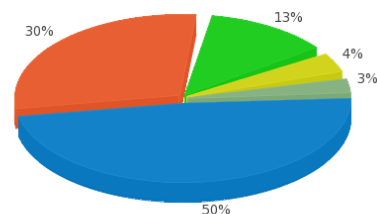
Answer	Count	Percentage
Excellent (A1)	43	42.16%
Very Good (A2)	36	35.29%
Good (A3)	15	14.71%
Fair (A4)	5	4.90%
Poor (A5)	0	0.00%
Not Applicable (A6)	0	0.00%
No answer	3	2.94%



Question 8

Doctors/Nursing Staff: Were they helpful and friendly?

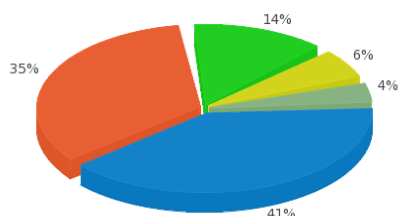
Answer	Count	Percentage
Excellent (A1)	51	50.00%
Very Good (A2)	31	30.39%
Good (A3)	13	12.75%
Fair (A4)	4	3.92%
Poor (A5)	0	0.00%
Not Applicable (A6)	0	0.00%
No answer	3	2.94%



Question 9

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

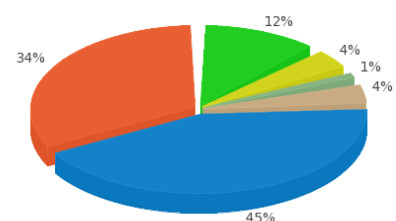
Answer	Count	Percentage
Excellent (A1)	42	41.18%
Very Good (A2)	36	35.29%
Good (A3)	14	13.73%
Fair (A4)	6	5.88%
Poor (A5)	0	0.00%
Not Applicable (A6)	0	0.00%
No answer	4	3.92%



Question 10

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

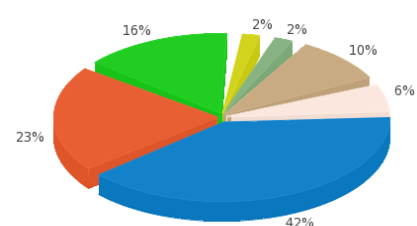
Answer	Count	Percentage
Excellent (A1)	46	45.10%
Very Good (A2)	35	34.31%
Good (A3)	12	11.76%
Fair (A4)	4	3.92%
Poor (A5)	1	0.98%
Not Applicable (A6).....	0	0.00%
No answer	4	3.92%



Question 11

Repeat Prescriptions: Satisfaction with ordering/collection procedures

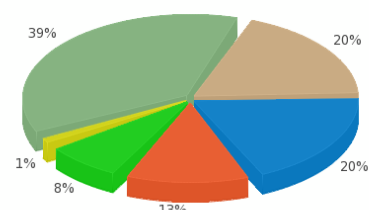
Answer	Count	Percentage
Excellent (A1)	43	42.16%
Very Good (A2)	23	22.55%
Good (A3)	16	15.96%
Fair (A4)	2	1.96%
Poor (A5)	2	1.96%
Not Applicable (A6).....	10	9.80%
No answer	6	5.88%



Question 12

Repeat Prescriptions: Satisfaction with new online ordering service

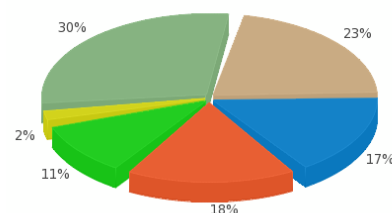
Answer	Count	Percentage
Excellent (A1)	20	19.61%
Very Good (A2)	13	12.75%
Good (A3)	8	7.84%
Fair (A4)	1	0.98%
Poor (A5)	0	0.00%
Not Applicable (A6).....	40	39.22%
No answer	20	19.61%



Question 13

Practice Website: Satisfaction with information provided on website

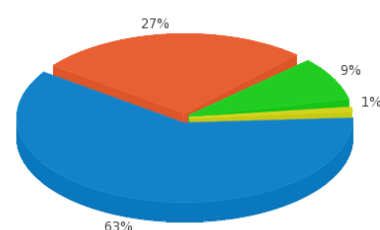
Answer	Count	Percentage
Excellent (A1)	17	16.67%
Very Good (A2)	18	17.65%
Good (A3)	11	10.78%
Fair (A4)	2	1.96%
Poor (A5)	0	0.00%
Not Applicable (A6).....	31	30.39%
No answer	23	22.55%



Question 14

Cleanliness: Satisfaction with the cleanliness of the surgery?

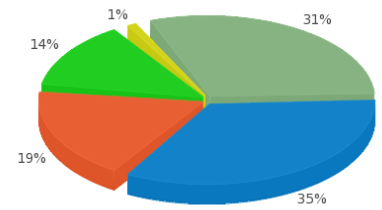
Answer	Count	Percentage
Excellent (A1)	64	62.75%
Very Good (A2)	28	27.45%
Good (A3)	9	8.82%
Fair (A4)	0	0.00%
Poor (A5)	0	0.00%
Not Applicable (A6).....	0	0.00%
No answer	1	0.98%



Question 15

Overall satisfaction with the practice

Answer	Count	Percentage
Excellent (A1)	36.....	35.29%
Very Good (A2)	19.....	18.63%
Good (A3)	14.....	13.73%
Fair (A4)	1.....	0.98%
Poor (A5)	0.....	0.00%
Not Applicable (A6).....	0.....	0.00%
No answer	32.....	31.37%



Question 16

Is there anything we could do to improve the quality of our service?

Answer	Count	Percentage
Answer	24	23.53%
No answer	78	76.47%

