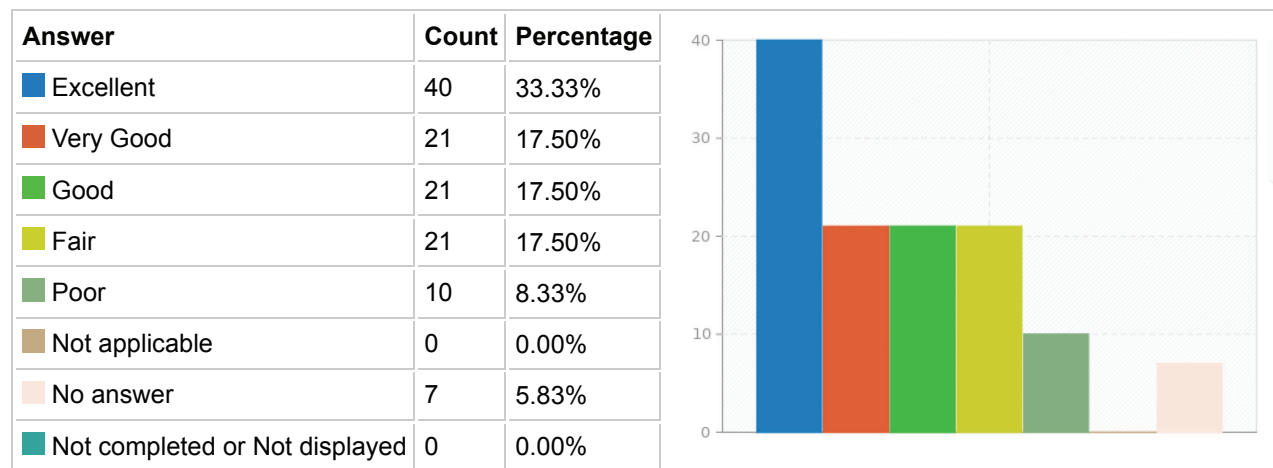


The Oswald Road Medical Centre

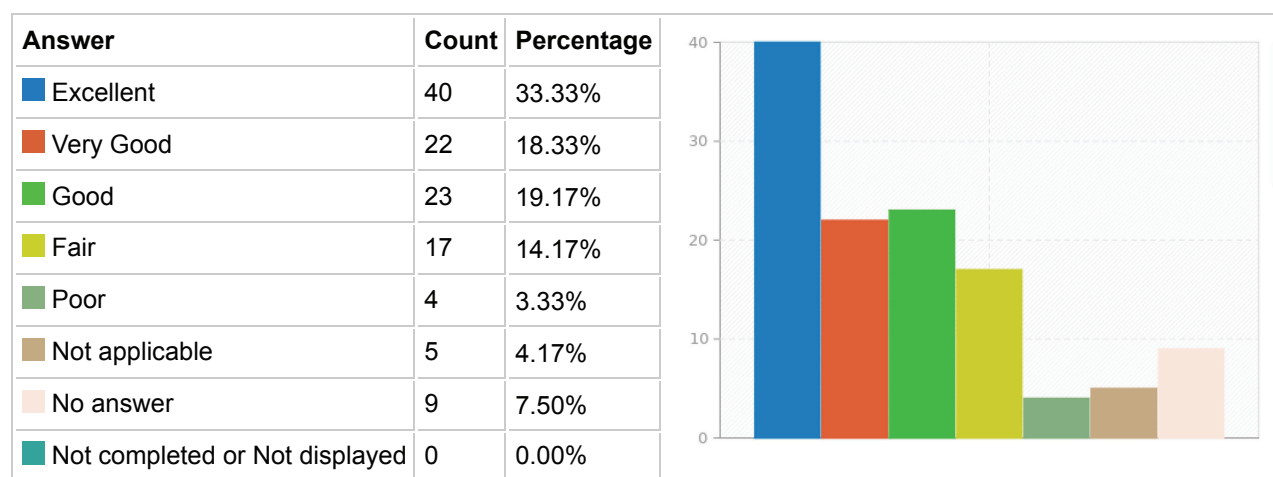
Patient Satisfaction Survey 2019 Results Summary

Number of records in this query: 120 Total records in survey: 120 Percentage of total: 100%

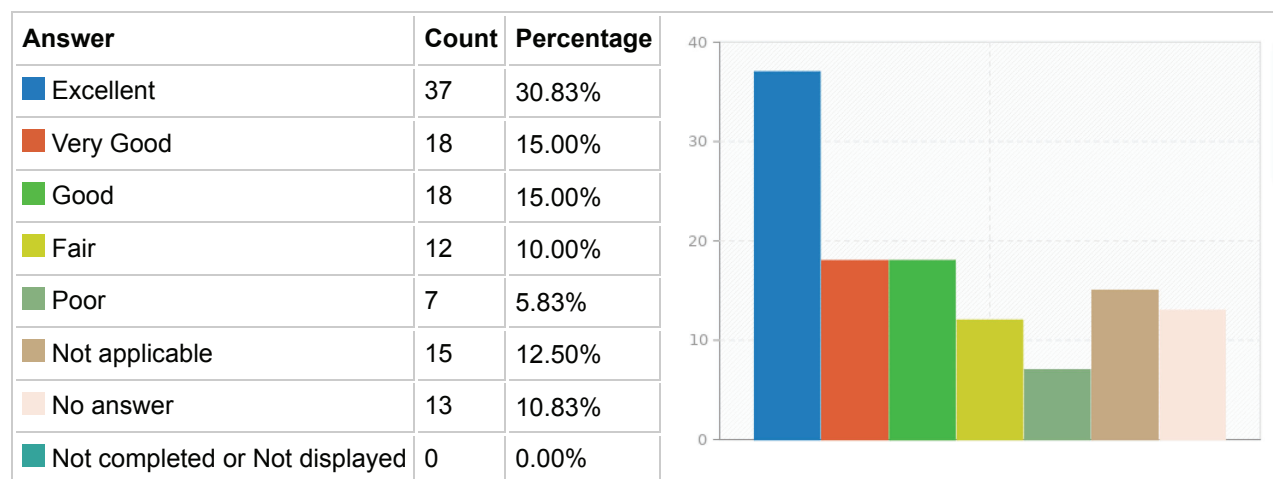
Q1: Appointments: Ease of getting an appointment



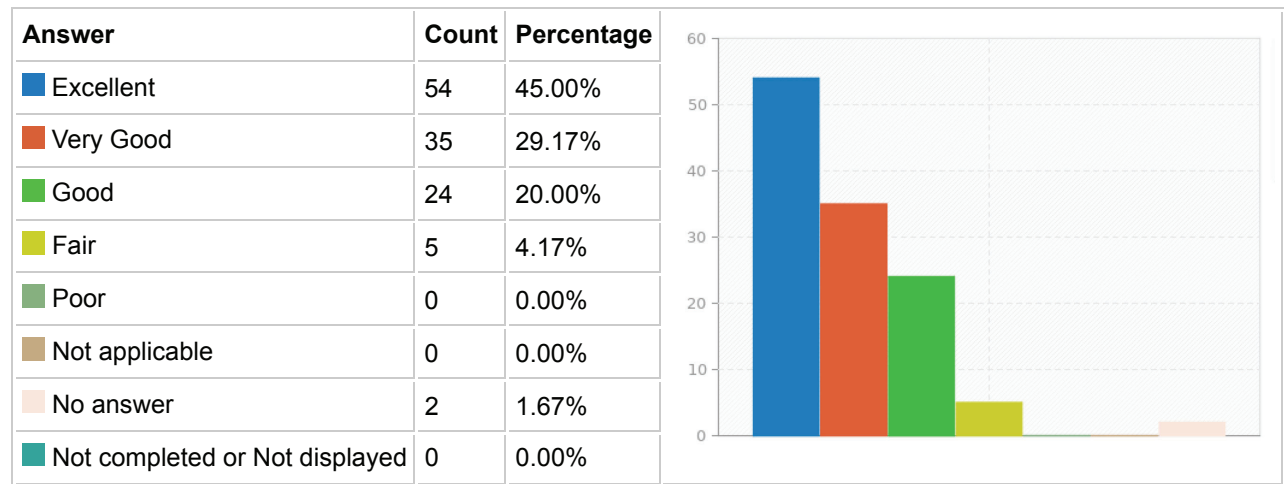
Q2: Appointments: Able to have an appointment with GP of choice



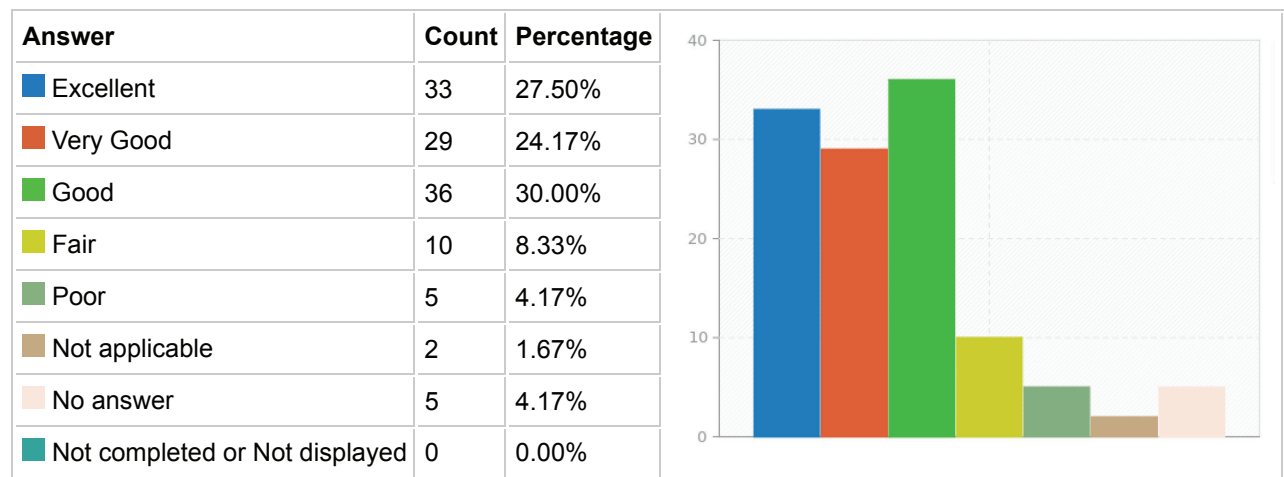
Q3: Appointments: Able to get an urgent appointment



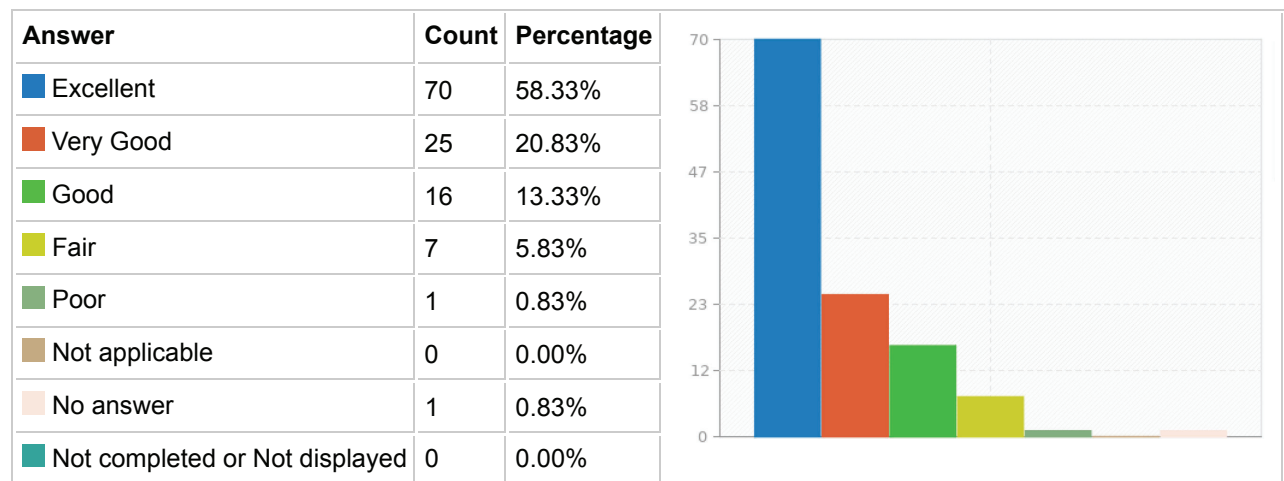
Q4: Waiting: Length of waiting time to check in at Reception



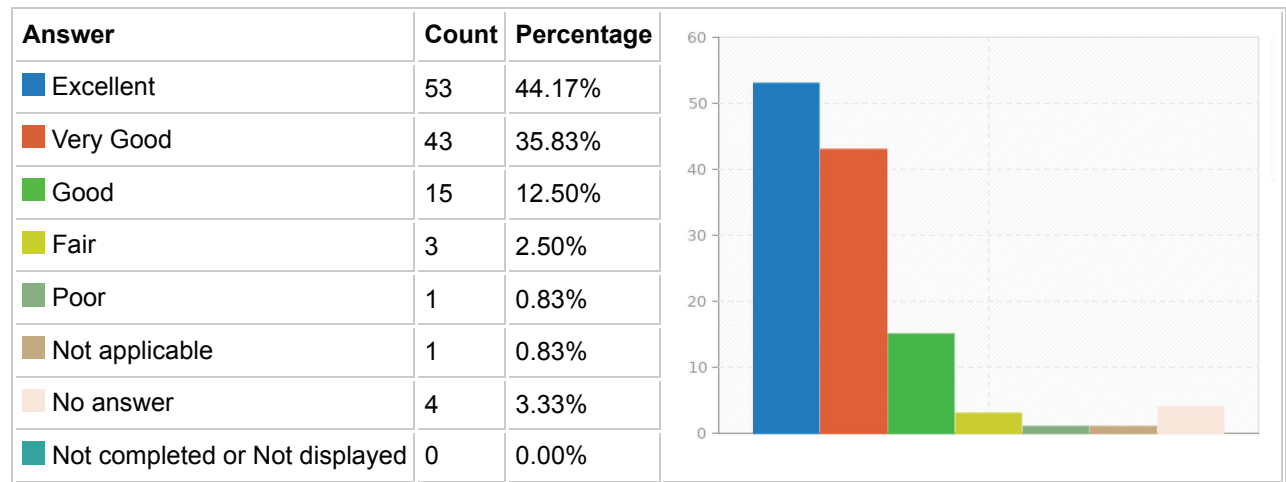
Q5: Waiting: Length of waiting time to see Doctor/GP



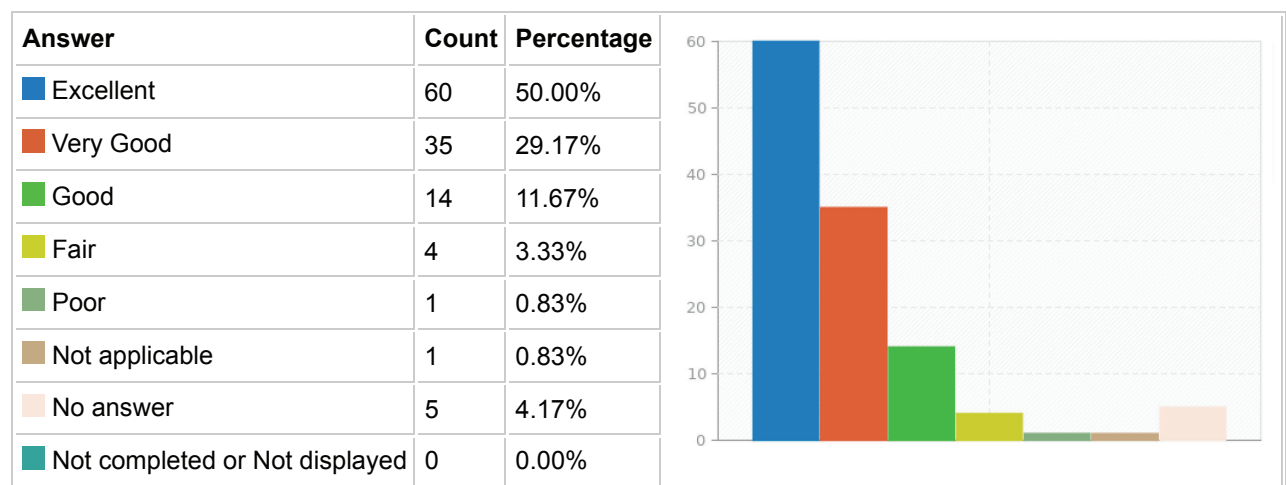
Q6: Reception: How helpful did you find Reception Staff?



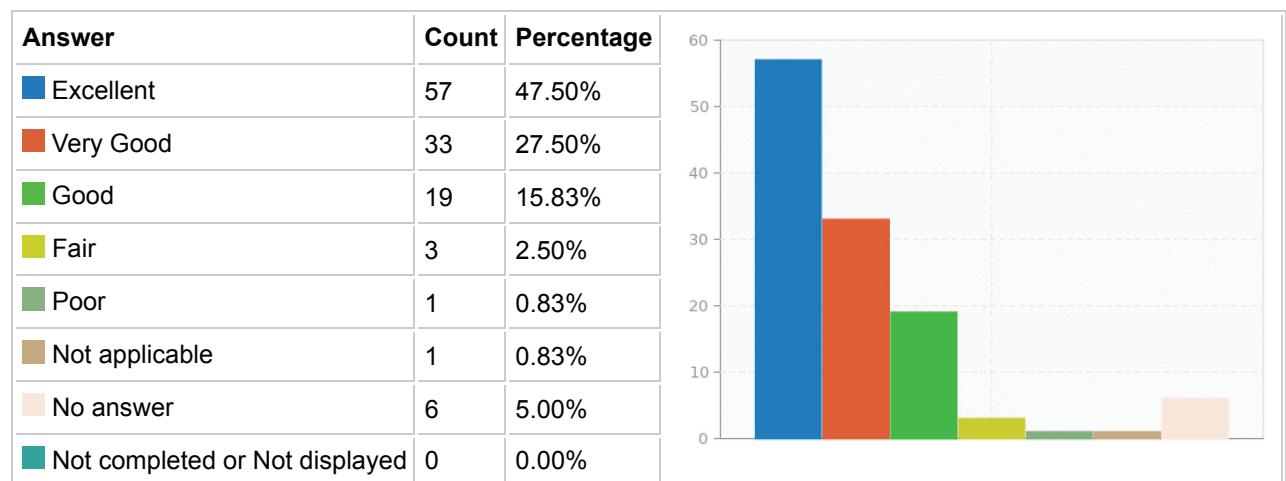
Q7: Doctors/Nursing Staff: Did they listen to your needs?



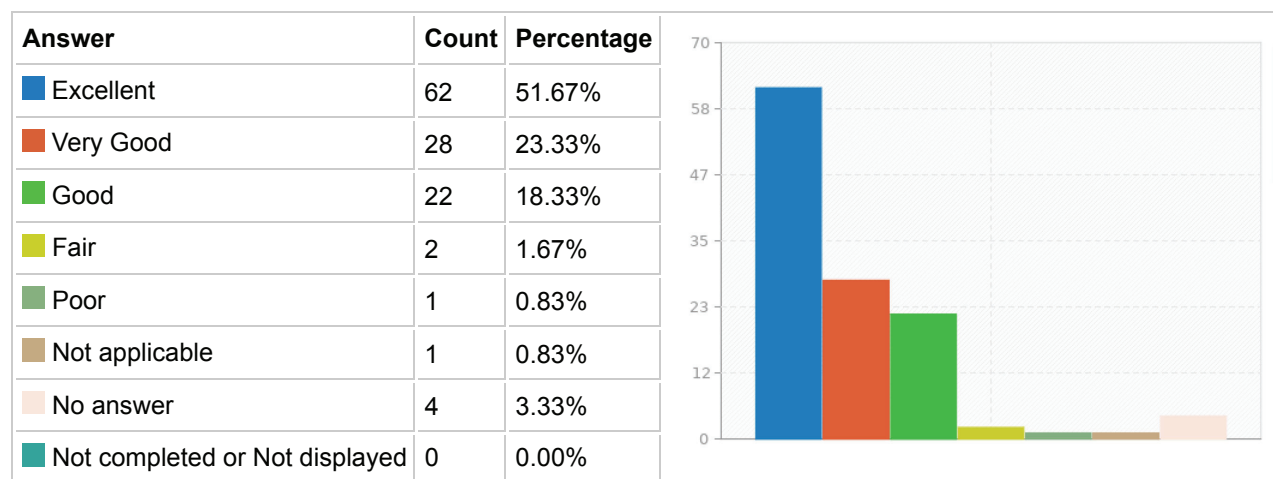
Q8: Doctors/Nursing Staff: Were they helpful and friendly?



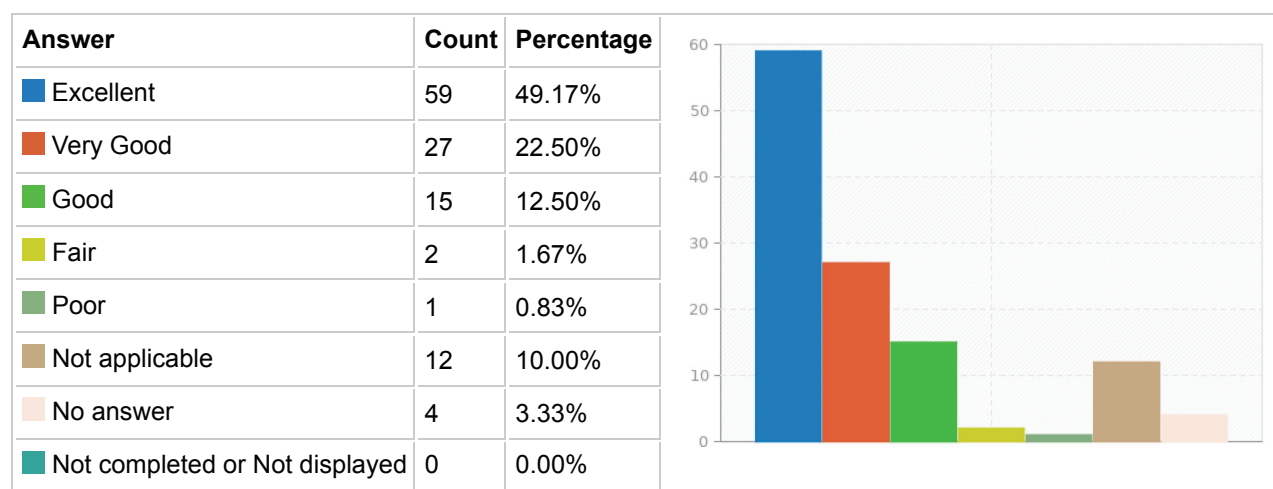
Q9: Doctors/Nursing Staff: Did they give you enough of their time?



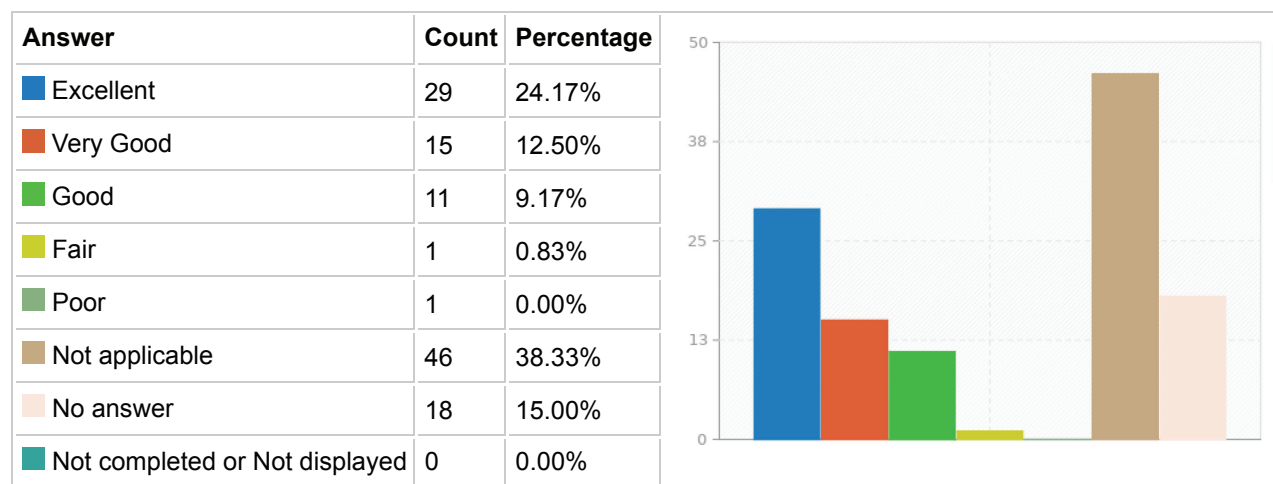
Q10. Doctors/Nursing Staff: How satisfied were you with the quality of care?



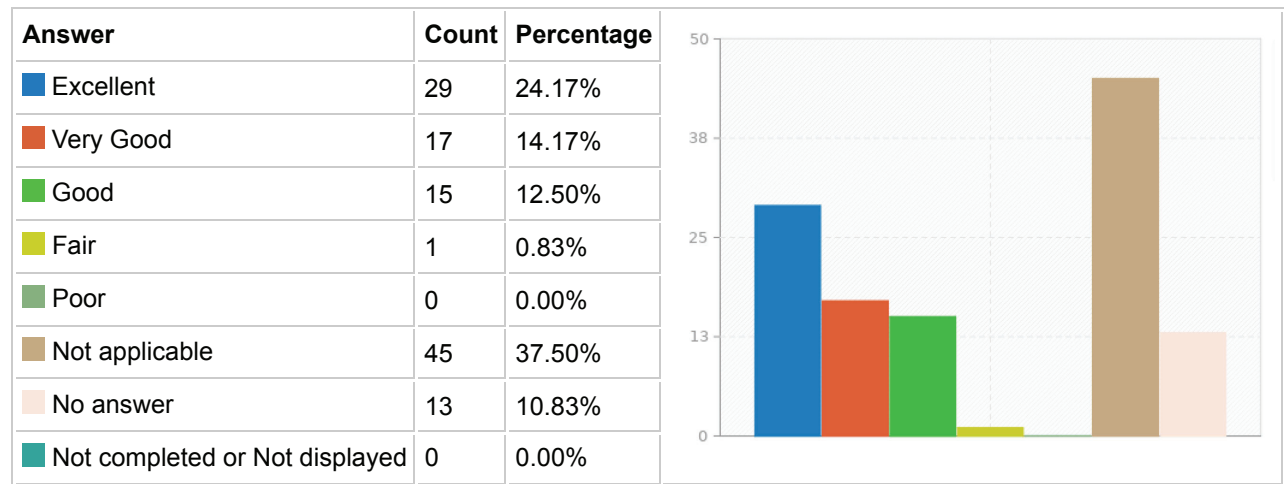
Q11. Repeat Prescriptions: Satisfaction with ordering/collection procedures



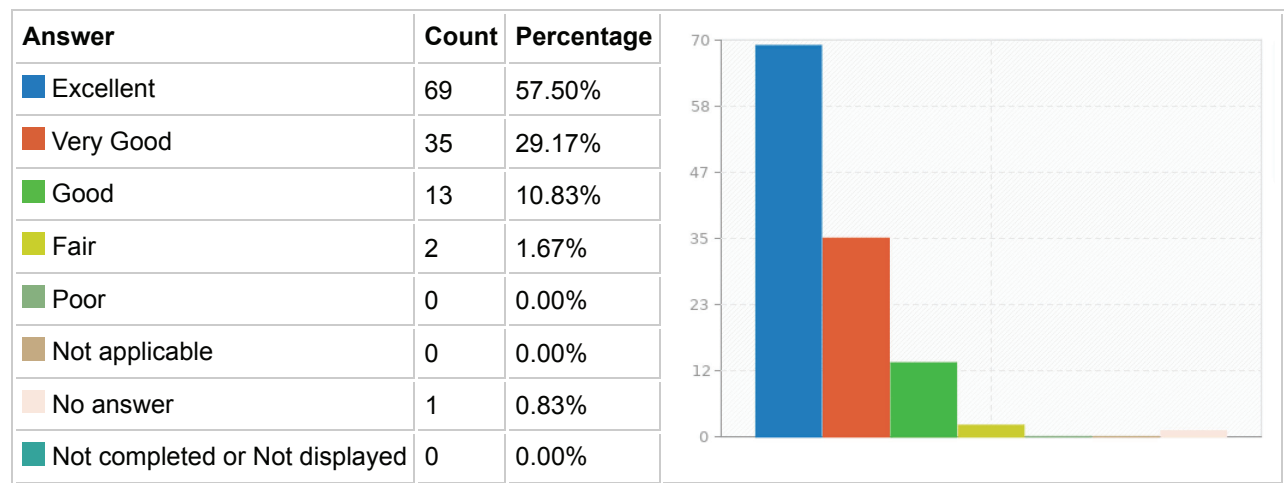
Q12. Repeat Prescriptions: Satisfaction with new online ordering service



Q13. Practice Website: Satisfaction with information provided on website



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



Q15. Overall satisfaction with the practice

