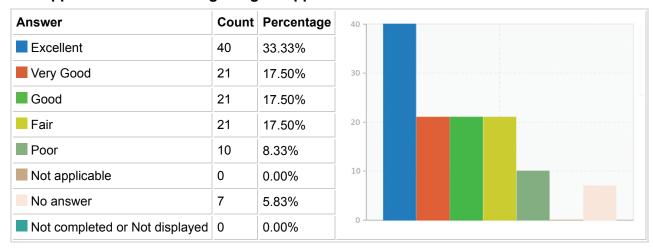
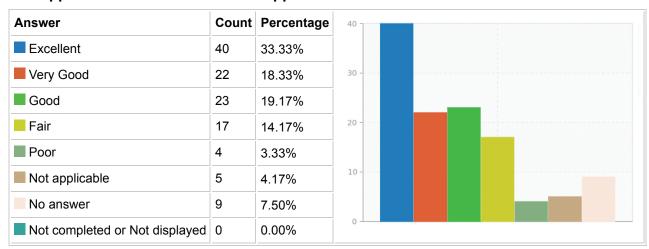
The Oswald Road Medical Centre Patient Satisfaction Survey 2019 Results Summary

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



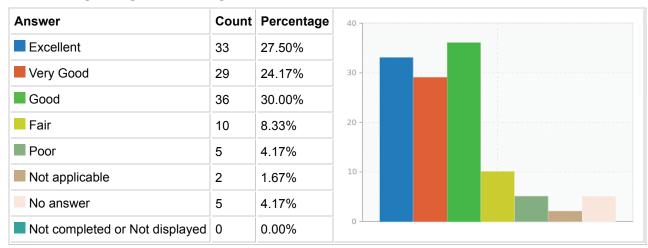
Q3: Appointments: Able to get an urgent appointment

Answer	Count	Percentage	40 -
Excellent	37	30.83%	
Very Good	18	15.00%	30 -
Good	18	15.00%	
Fair	12	10.00%	20 -
Poor	7	5.83%	
Not applicable	15	12.50%	10 -
No answer	13	10.83%	
Not completed or Not displayed	0	0.00%	0 —

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

Answer	Count	Percentage
Excellent	54	45.00%
■ Very Good	35	29.17%
Good	24	20.00%
Fair	5	4.17%
Poor	0	0.00%
Not applicable	0	0.00%
No answer	2	1.67%
Not completed or Not displayed	0	0.00%

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



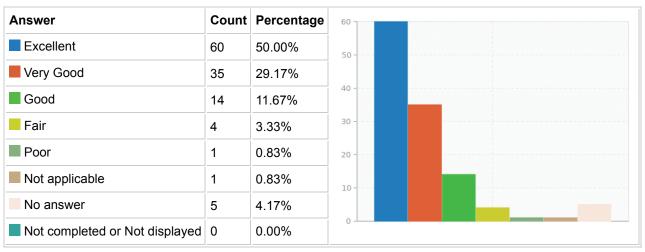
Q6: Reception: How helpful did you find Reception Staff?

Answer	Count	Percentage
Excellent	70	58.33%
Very Good	25	20.83%
Good	16	13.33%
Fair	7	5.83%
Poor	1	0.83%
Not applicable	0	0.00%
No answer	1	0.83%
Not completed or Not displayed	0	0.00%

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

Answer	Count	Percentage
Excellent	53	44.17%
Very Good	43	35.83%
Good	15	12.50%
F air	3	2.50%
Poor	1	0.83%
Not applicable	1	0.83%
No answer	4	3.33%
Not completed or Not displayed	0	0.00%

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



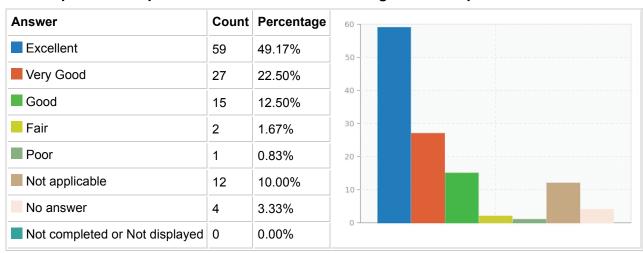
Q9: Doctors/Nursing Staff: Did they give you enough of their time?

Answer	Count	Percentage
Excellent	57	47.50%
Very Good	33	27.50%
Good	19	15.83%
F air	3	2.50%
Poor	1	0.83%
Not applicable	1	0.83%
No answer	6	5.00%
Not completed or Not displayed	0	0.00%

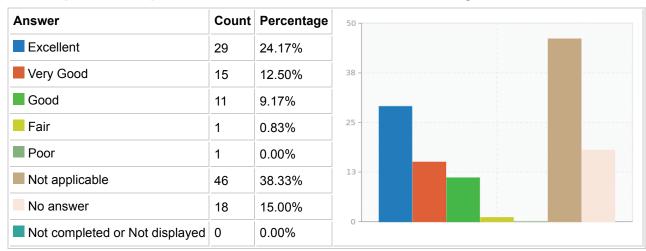
Q10. Doctors/Nursing Staff: How satisfied were you with the quality of care?

Answer	Count	Percentage
Excellent	62	51.67%
Very Good	28	23.33%
Good	22	18.33%
F air	2	1.67%
Poor	1	0.83%
Not applicable	1	0.83%
No answer	4	3.33%
Not completed or Not displayed	0	0.00%

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
Excellent	29	24.17%
Very Good	17	14.17%
Good	15	12.50%
Fair	1	0.83%
Poor	0	0.00%
Not applicable	45	37.50%
No answer	13	10.83%
Not completed or Not displayed	0	0.00%

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

Answer	Count	Percentage	70
Excellent	69	57.50%	58 -
Very Good	35	29.17%	
Good	13	10.83%	47
Fair	2	1.67%	35
Poor	0	0.00%	23
Not applicable	0	0.00%	12
No answer	1	0.83%	
Not completed or Not displayed	0	0.00%	0 -

Q15. Overall satisfaction with the practice

Answer	Count	Percentage	50
Excellent	35	29.17%	
Very Good	29	24.17%	38 -
Good	11	9.17%	
Fair	1	0.83%	25 -
Poor	0	0.00%	
Not applicable	0	0.00%	13 -
No answer	44	36.67%	
Not completed or Not displayed	0	0.00%	0