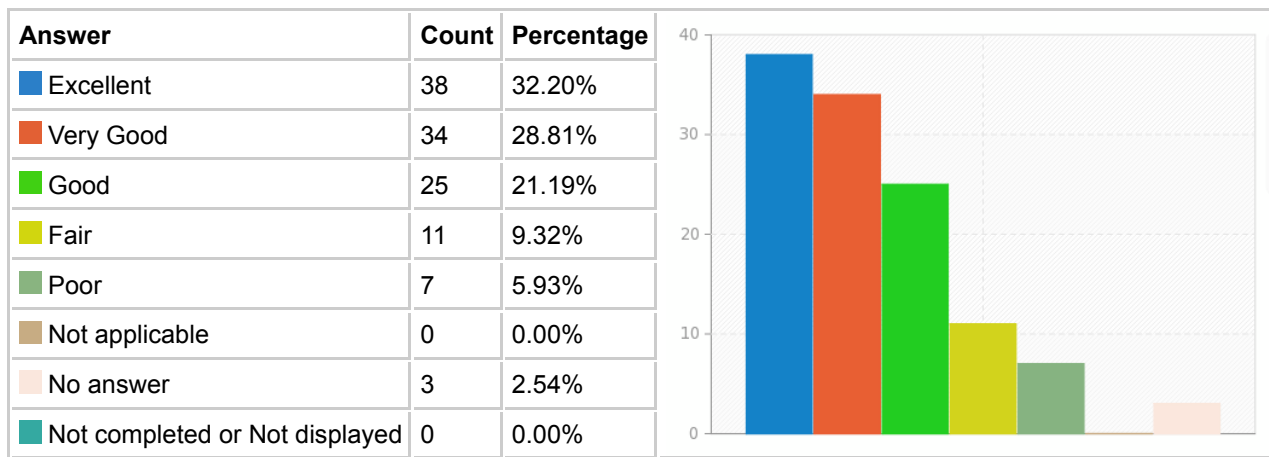


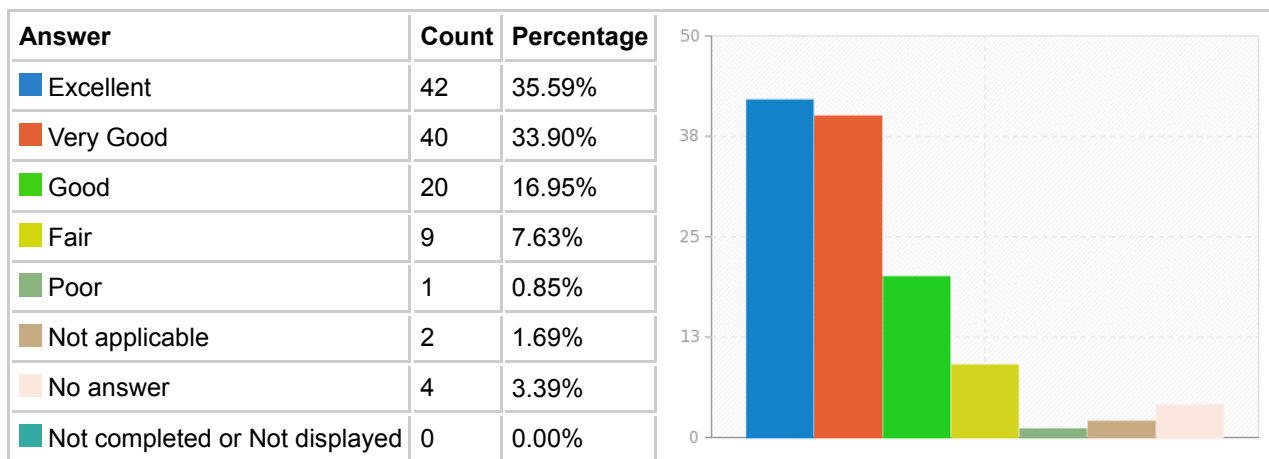
The Oswald Road Medical Centre Patient Satisfaction Survey 2018 Results Summary

Number of records in this query: 118 Total records in survey: 118 Percentage of total: 100%

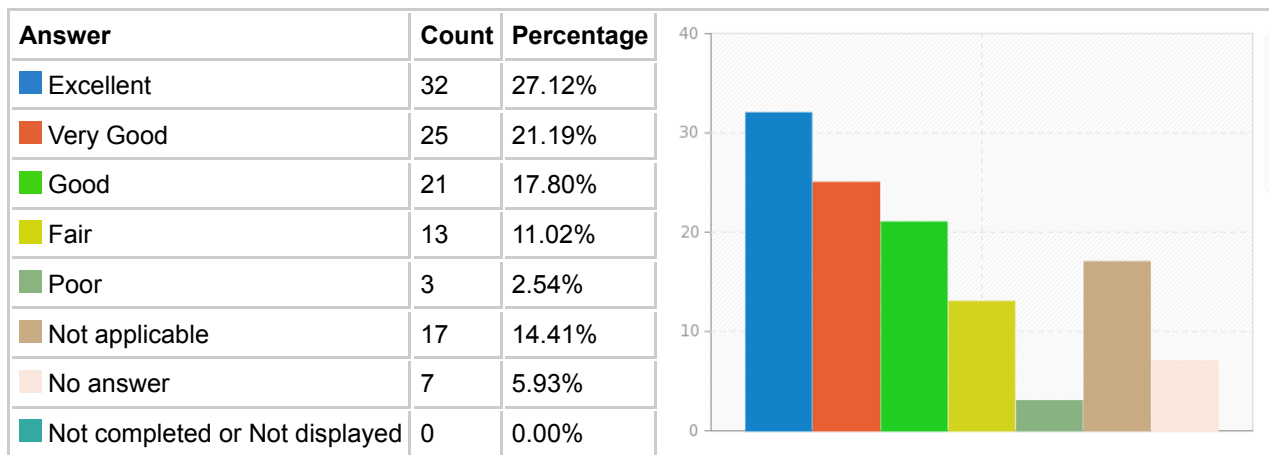
Q1: Appointments: Ease of getting an appointment



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

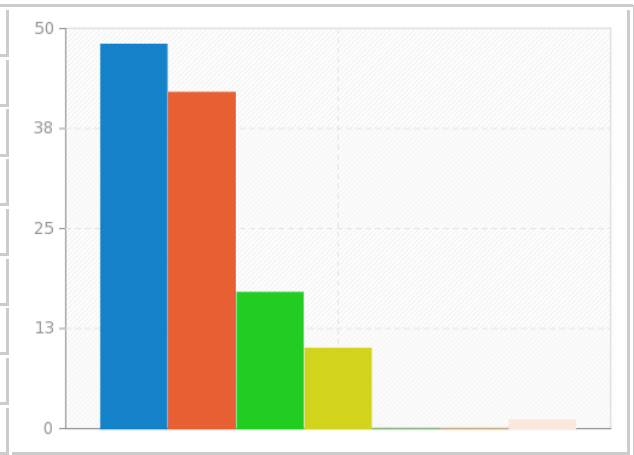


Q3: Appointments: Able to get an urgent appointment



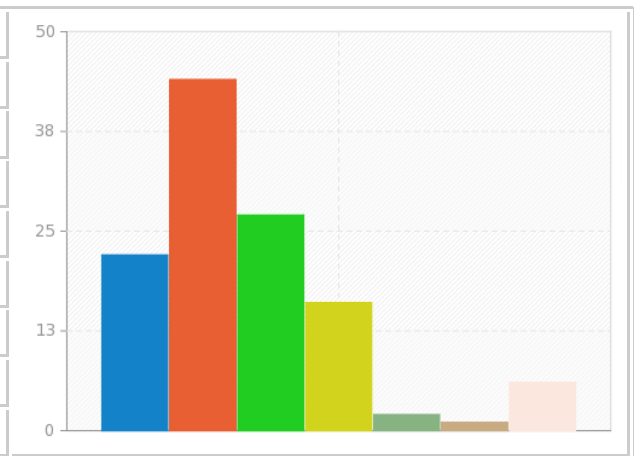
Q4: Waiting: Length of waiting time to check in at Reception

Answer	Count	Percentage
Excellent	48	40.68%
Very Good	42	35.59%
Good	17	14.41%
Fair	10	8.47%
Poor	0	0.00%
Not applicable	0	0.00%
No answer	1	0.85%
Not completed or Not displayed	0	0.00%



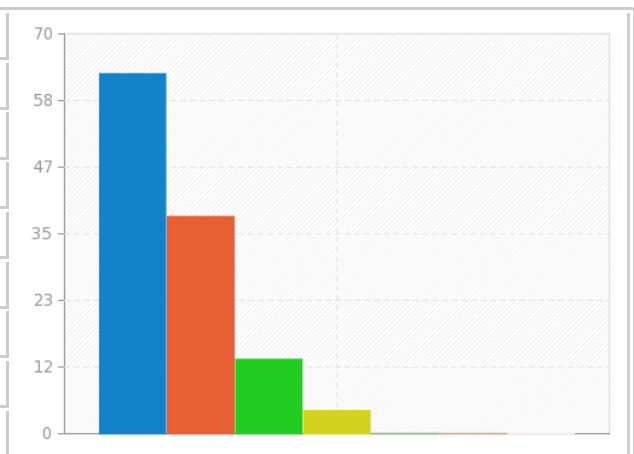
Q5: Waiting: Length of waiting time to see Doctor/GP

Answer	Count	Percentage
Excellent	22	18.64%
Very Good	44	37.29%
Good	27	22.88%
Fair	16	13.56%
Poor	2	1.69%
Not applicable	1	0.85%
No answer	6	5.08%
Not completed or Not displayed	0	0.00%

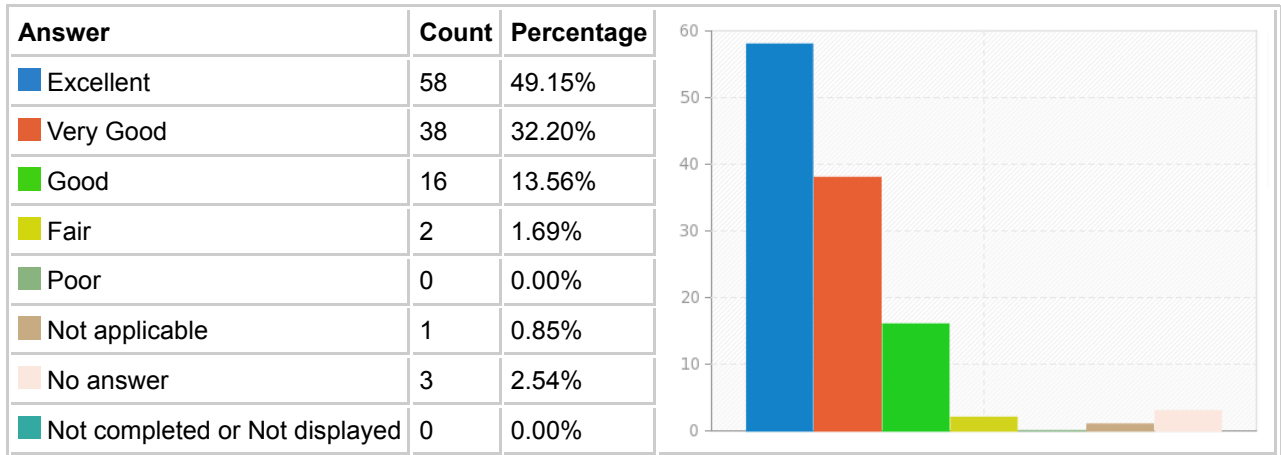


Q6: Reception: How helpful did you find Reception Staff?

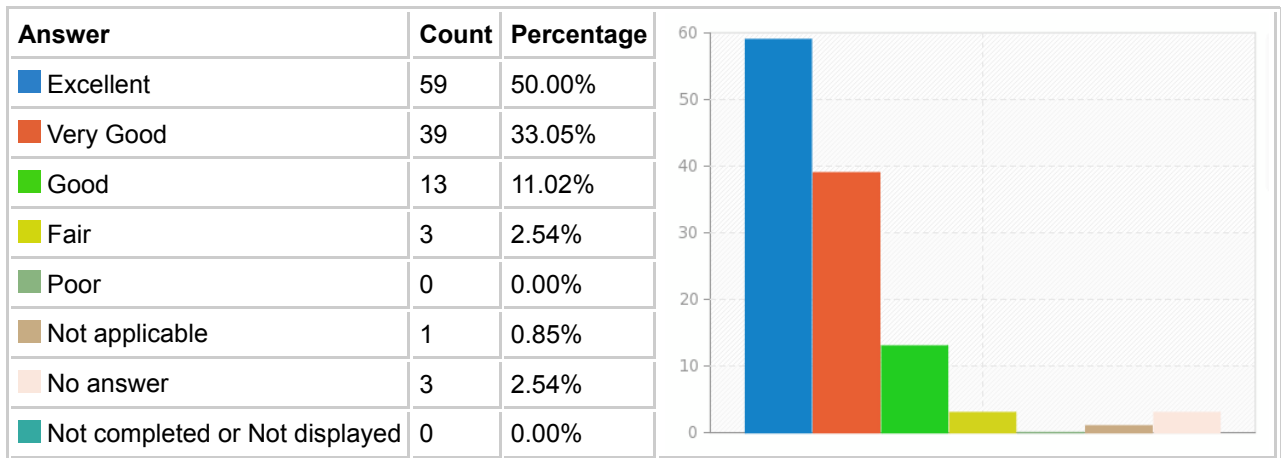
Answer	Count	Percentage
Excellent	63	53.39%
Very Good	38	32.20%
Good	13	11.02%
Fair	4	3.39%
Poor	0	0.00%
Not applicable	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	0	0.00%



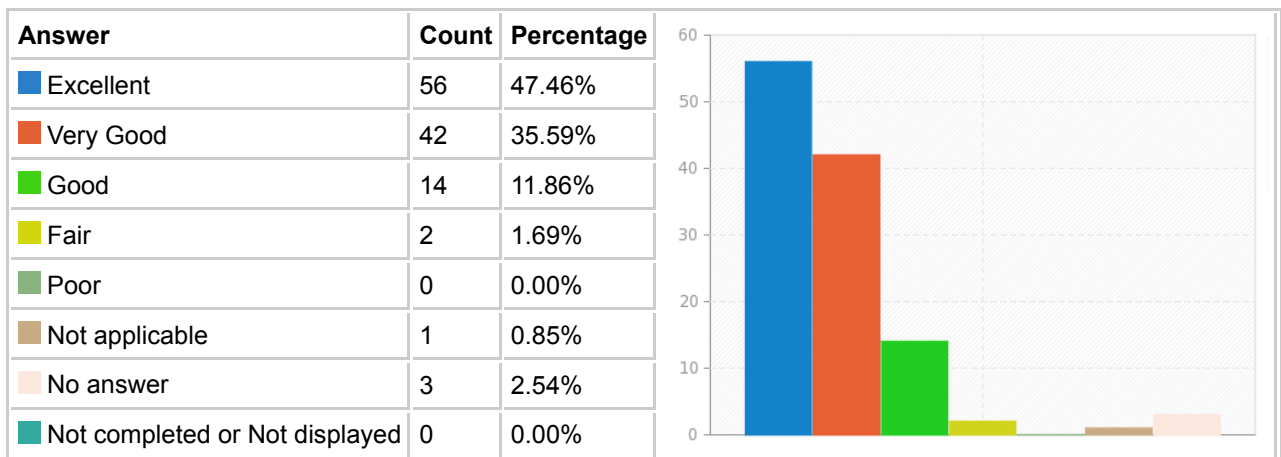
Q7: Doctors/Nursing Staff: Did they listen to your needs?



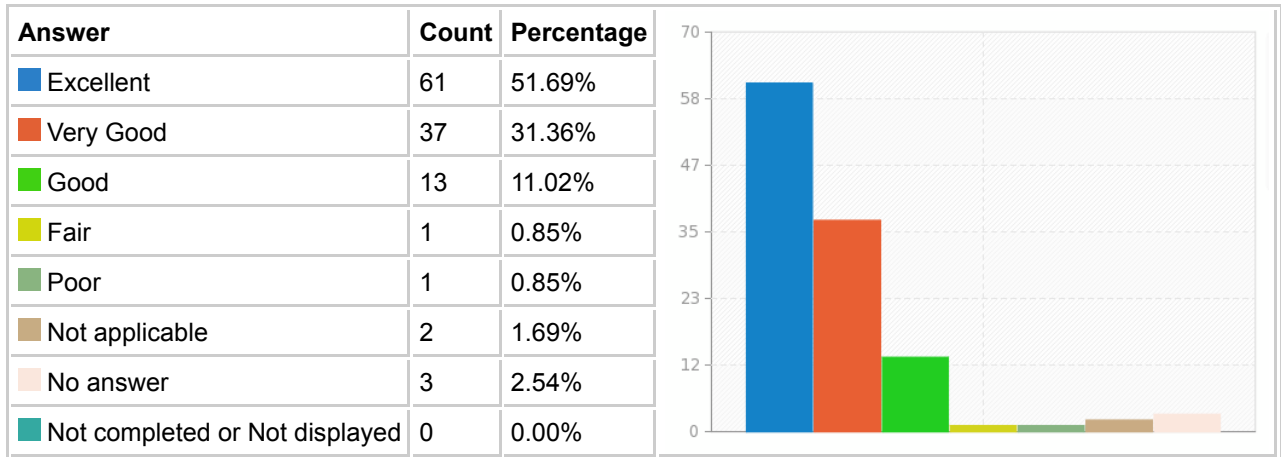
Q8: Doctors/Nursing Staff: Were they helpful and friendly?



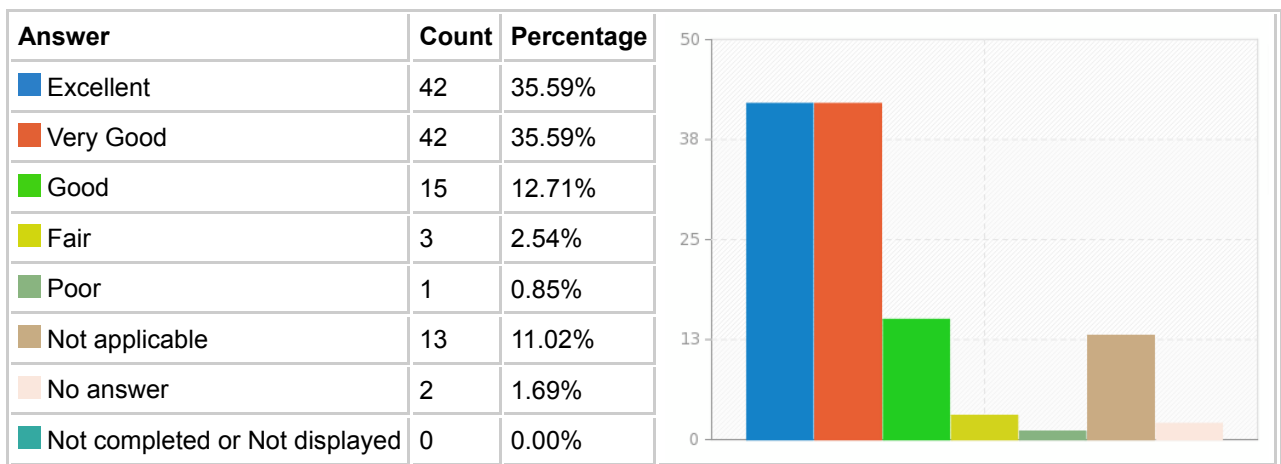
Q9: Doctors/Nursing Staff: Did they give you enough of their time?



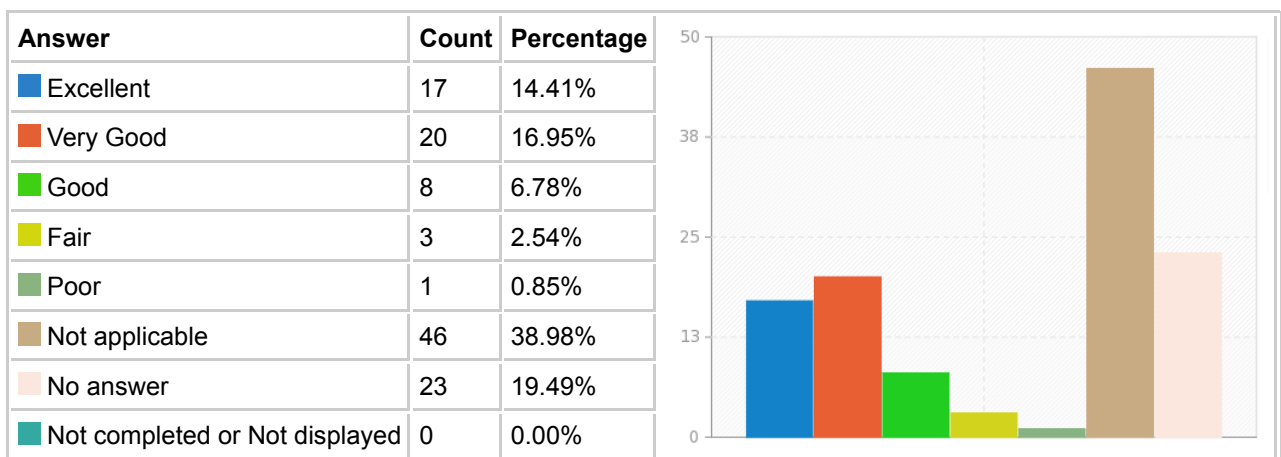
Q10. Doctors/Nursing Staff: How satisfied were you with the quality of care?



Q11. Repeat Prescriptions: Satisfaction with ordering/collection procedures

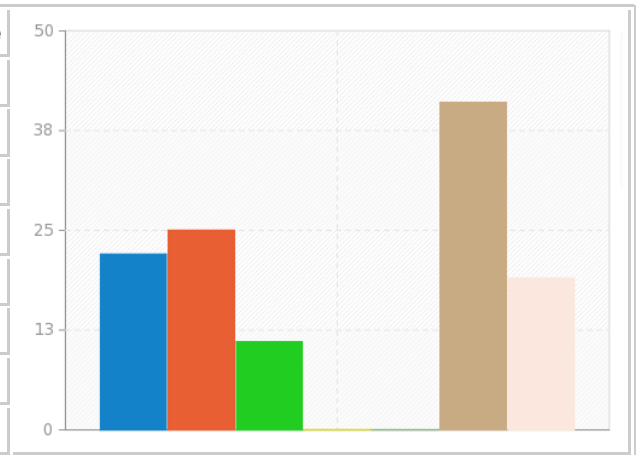


Q12. Repeat Prescriptions: Satisfaction with new online ordering service



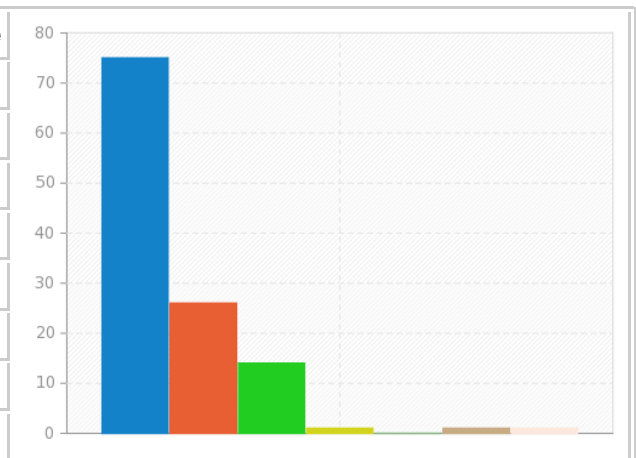
Q13. Practice Website: Satisfaction with information provided on website

Answer	Count	Percentage
Excellent	22	18.64%
Very Good	25	21.19%
Good	11	9.32%
Fair	0	0.00%
Poor	0	0.00%
Not applicable	41	34.75%
No answer	19	16.10%
Not completed or Not displayed	0	0.00%



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

Answer	Count	Percentage
Excellent	75	63.56%
Very Good	26	22.03%
Good	14	11.86%
Fair	1	0.85%
Poor	0	0.00%
Not applicable	1	0.85%
No answer	1	0.85%
Not completed or Not displayed	0	0.00%



Q15. Overall satisfaction with the practice

Answer	Count	Percentage
Excellent	38	32.20%
Very Good	20	16.95%
Good	12	10.17%
Fair	1	0.85%
Poor	0	0.00%
Not applicable	1	0.85%
No answer	46	38.98%
Not completed or Not displayed	0	0.00%

