**Premises Survey 2013**

Premises survey was given to 100 patients who attended the surgery from February to March for a month, following our refurbishments. The percentages are same as the number of responses and omitted the “no answers” from the pie chart.

The results are as below

**Question 1**

Did the provision of additional parking spaces have a positive impact on the time required by you to keep the appointment time?

Yes: 70

No: 4

Not applicable: 26

**Question 2**

Did the refurbishment improve access to the rooms and appointment to the practice?

Yes: 97

No: 2

Not applicable: 1

**Question 3**

Did the refurbishment have a positive impact on your ability to attend appointments?

Yes: 68

No: 14

Not applicable: 17

No answer: 1

**Question 4**

Did the refurbishment create a better environment for you when you were waiting to see Doctor/Nurse/Midwife/Phlebotomist?

Yes: 97

No: 1

Not applicable: 1

No answer: 1

**Question 5**

Will the improved access and better general décor a considering factor when you recommend this practice to others?

Yes: 88

No: 4

Not applicable: 8

Question 6 was for patient comments and 40 of the patients have given their comments. Majority of the patients have positive experience regarding the premises development and most of them do verbally appreciate the development, when they come to the surgery. This survey has proven their satisfaction with Oswald Road Medical Centre.