

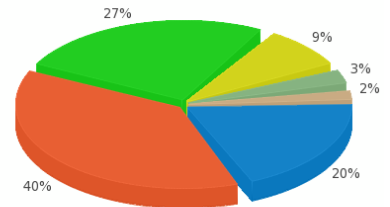
The Oswald Road Medical Centre 2011/2012 Survey Results Summary

Number of records in this query: 105
 Total records in survey:..... 105
 Percentage of total: 100.00%

Question 1

Appointments: Ease of getting an appointment

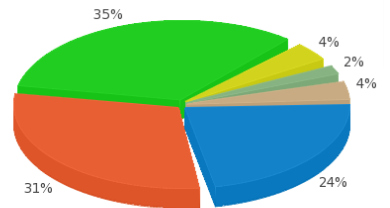
Answer	Count	Percentage
Excellent (A1).....	21.....	20.00%
Very Good (A2).....	42.....	40.00%
Good (A3).....	28.....	26.67%
Fair (A4).....	9.....	8.57%
Poor (A5).....	3.....	2.86%
No answer	2.....	1.90%



Question 2

Appointments: Able to have an appointment with GP if choice

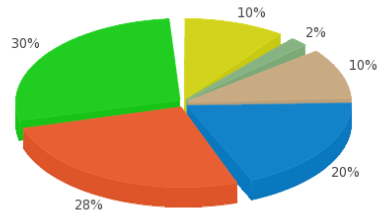
Answer	Count	Percentage
Excellent (A1)	25	23.81%
Very Good (A2)	33	31.43%
Good (A3)	37	35.24%
Fair (A4)	4	3.81%
Poor (A5)	2	1.90%
No answer	4	3.81%



Question 3

Appointments: Able to get an urgent appointment

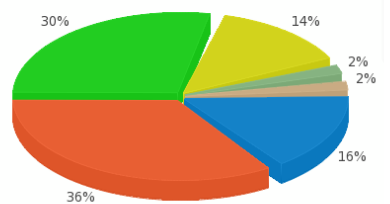
Answer	Count	Percentage
Excellent (A1).....	21.....	20.00%
Very Good (A2)	29.....	27.62%
Good (A3).....	31.....	29.52%
Fair (A4).....	11.....	10.48%
Poor (A5).....	2.....	1.90%
No answer	11.....	10.48%



Question 4

Waiting: Length of waiting time to check in at Reception

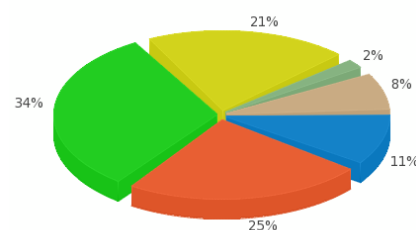
Answer	Count	Percentage
Excellent (A1)	17.....	16.19%
Very Good (A2)	38.....	36.19%
Good (A3)	31.....	29.52%
Fair (A4)	15.....	14.29%
Poor (A5)	2.....	1.90%
No answer	2.....	1.90%



Question 5

Waiting: Length of waiting time to see Doctor/GP

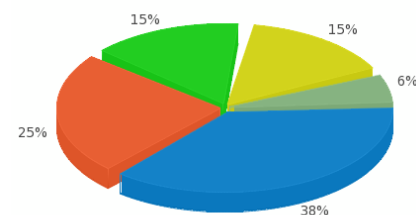
Answer	Count	Percentage
Excellent (A1)	11	10.58%
Very Good (A2)	26	25.00%
Good (A3)	35	33.65%
Fair (A4)	22	21.15%
Poor (A5)	2	1.92%
No answer	8	7.69%



Question 6

Reception: How helpful did you find Reception Staff?

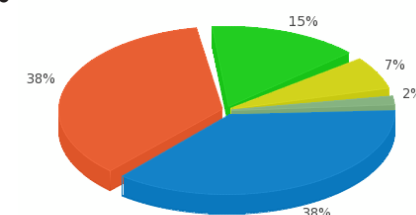
Answer	Count	Percentage
Excellent (A1)	40	38.46%
Very Good (A2)	26	25.00%
Good (A3)	16	15.38%
Fair (A4)	16	15.38%
Poor (A5)	6	5.77%
No answer	0	0.00%



Question 7

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

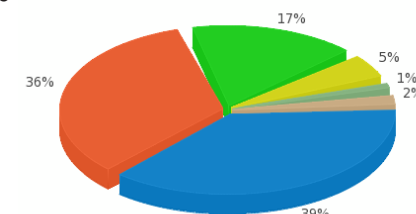
Answer	Count	Percentage
Excellent (A1)	40	38.46%
Very Good (A2)	39	37.50%
Good (A3)	16	15.38%
Fair (A4)	7	6.73%
Poor (A5)	0	0.00%
No answer	2	1.92%



Question 8

Doctors/Nursing Staff: Were they helpful and friendly?

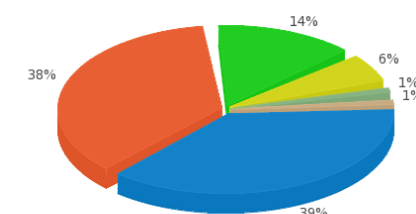
Answer	Count	Percentage
Excellent (A1)	41	39.42%
Very Good (A2)	37	35.58%
Good (A3)	18	17.31%
Fair (A4)	5	4.81%
Poor (A5)	1	0.96%
No answer	2	1.92%



Question 9

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

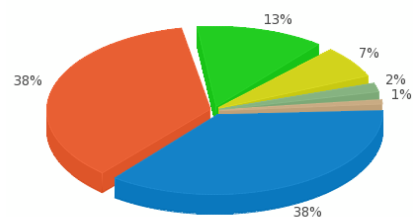
Answer	Count	Percentage
Excellent (A1)	41	39.42%
Very Good (A2)	40	38.46%
Good (A3)	15	14.42%
Fair (A4)	6	5.77%
Poor (A5)	1	0.96%
No answer	1	0.96%



Question 10

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

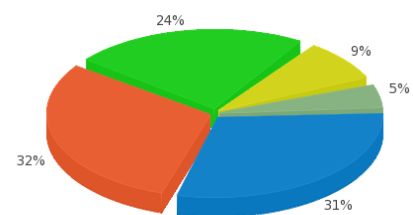
Answer	Count	Percentage
Excellent (A1)	40	38.46%
Very Good (A2)	40	38.46%
Good (A3)	14	13.46%
Fair (A4)	7	6.73%
Poor (A5)	2	1.92%
No answer	1	0.96%



Question 11

Overall satisfaction with the practice?

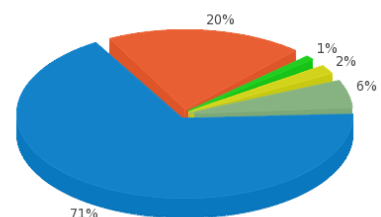
Answer	Count	Percentage
Excellent (A1)	32	30.77%
Very Good (A2)	33	31.73%
Good (A3)	25	24.04%
Fair (A4)	9	8.65%
Poor (A5)	0	0.00%
No answer	5	4.81%



Question 12

Who did you see today?

Answer	Count	Percentage
Doctor (A1)	74	71.15%
Nurse (A2)	21	20.19%
Midwife (A3)	1	0.96%
Health Care Assistant (A4)	2	1.92%
No answer	6	5.77%



Question 13

Any Comments?

Answer	Count	Percentage
Answer	25	24.04%
No answer	79	75.96%

