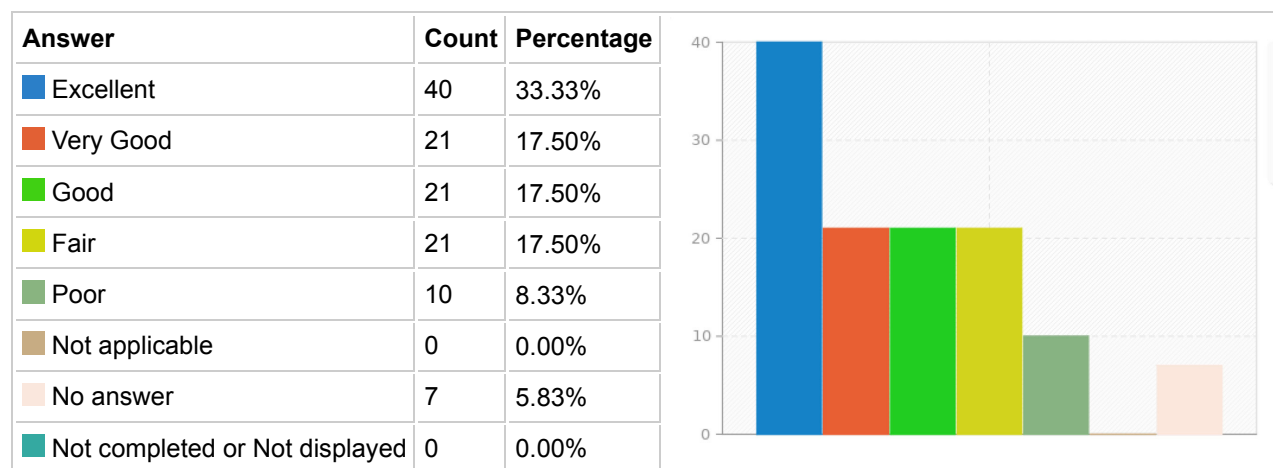


# The Oswald Road Medical Centre

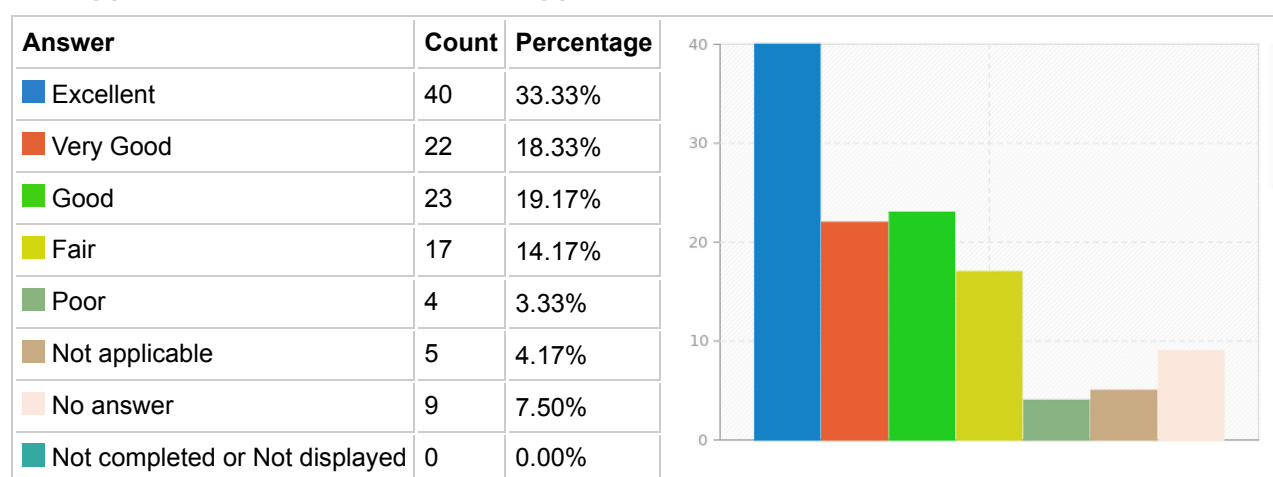
## Patient Satisfaction Survey 2019 Results Summary

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

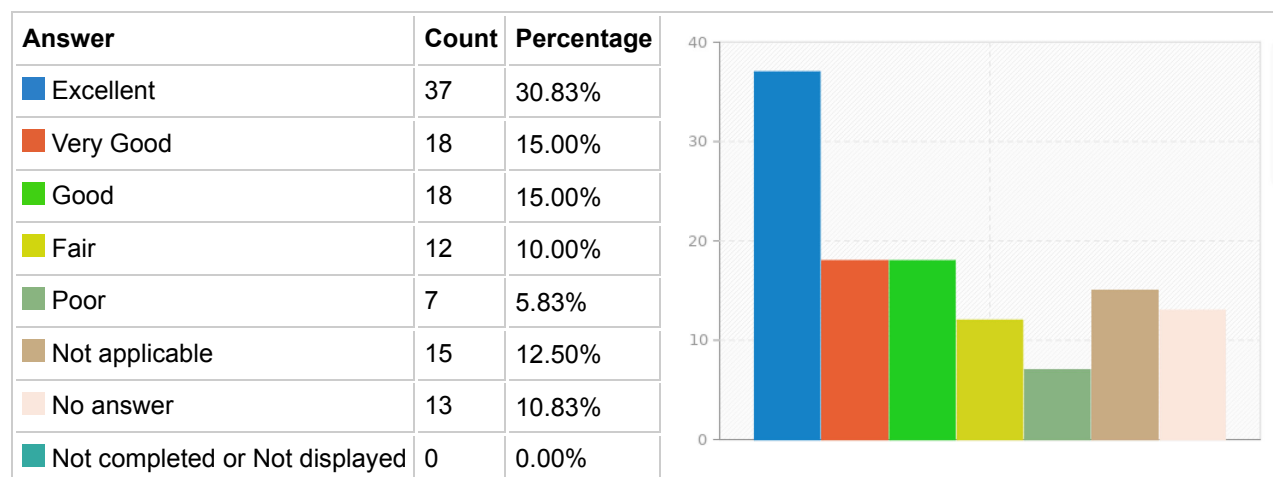
### Q1: Appointments: Ease of getting an appointment



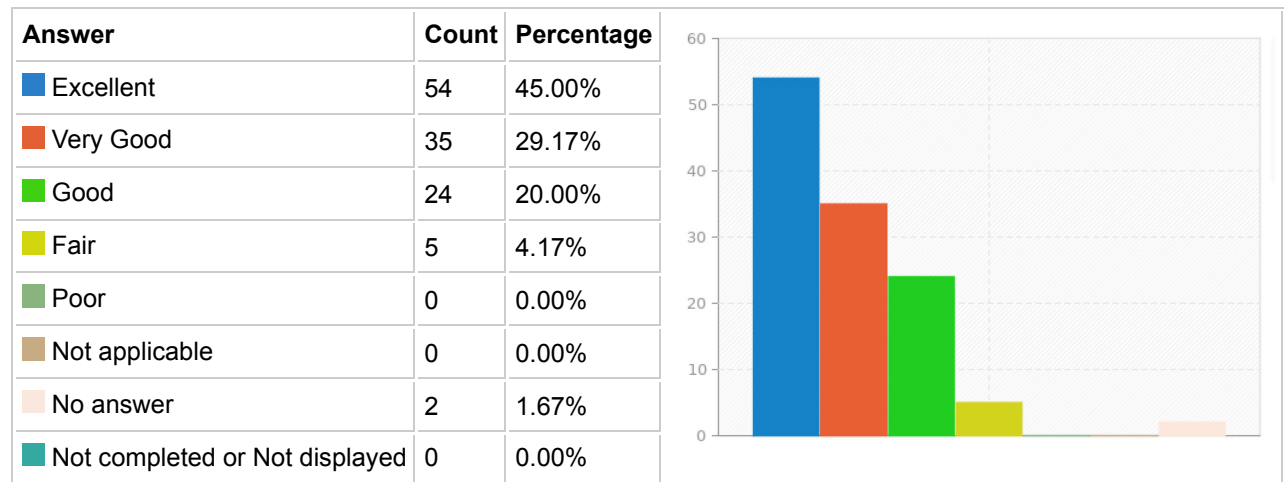
### Q2: Appointments: Able to have an appointment with GP of choice



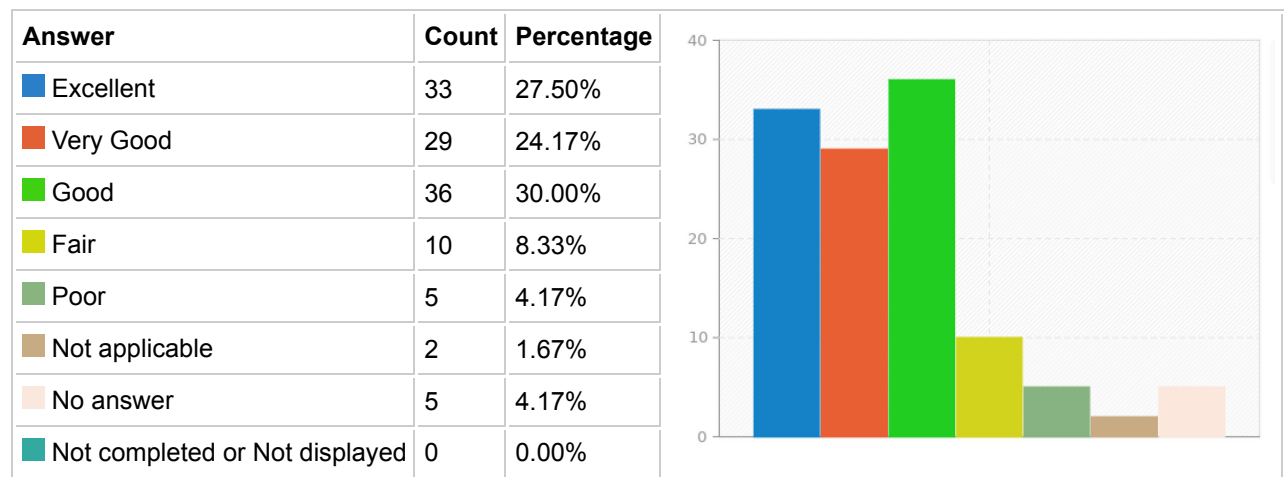
### Q3: Appointments: Able to get an urgent appointment



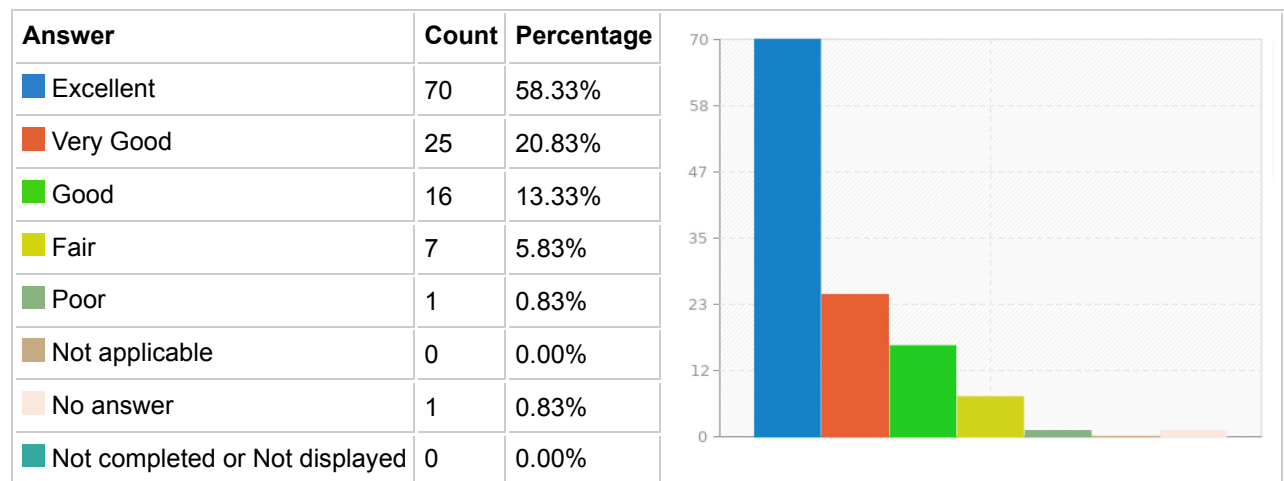
#### Q4: Waiting: Length of waiting time to check in at Reception



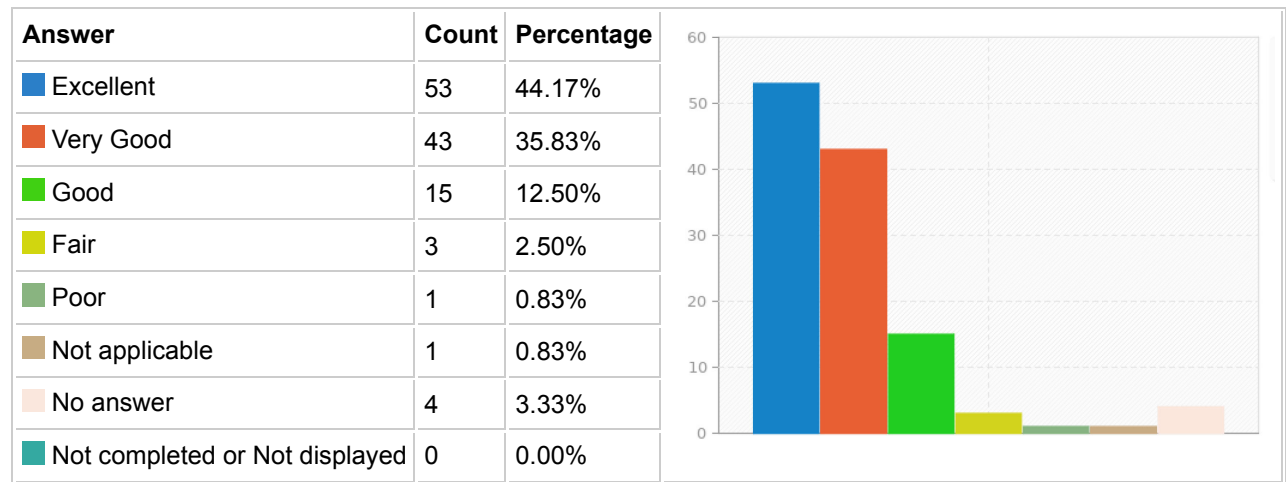
#### Q5: Waiting: Length of waiting time to see Doctor/GP



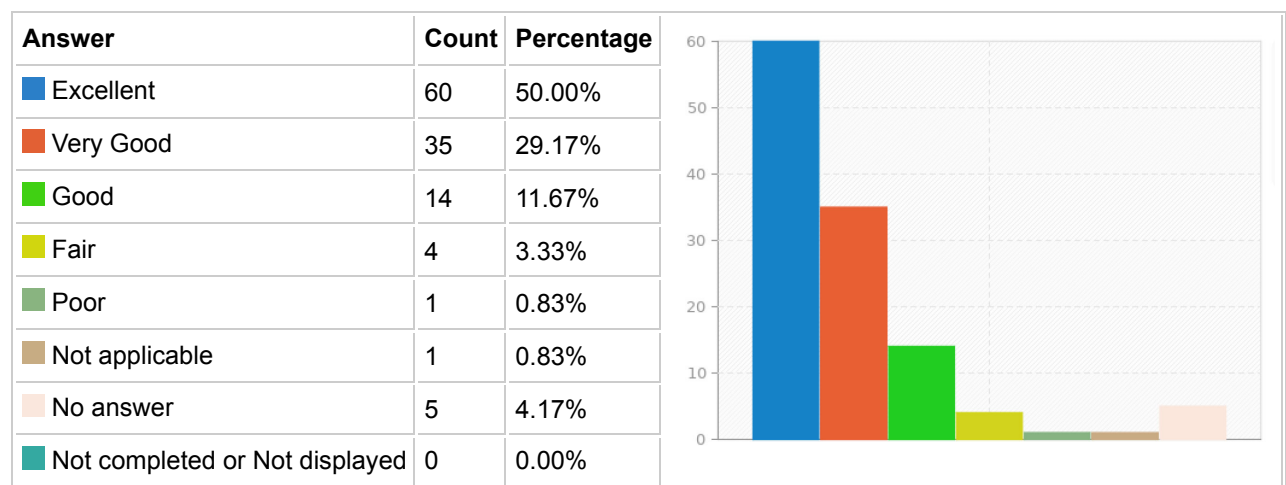
#### Q6: Reception: How helpful did you find Reception Staff?



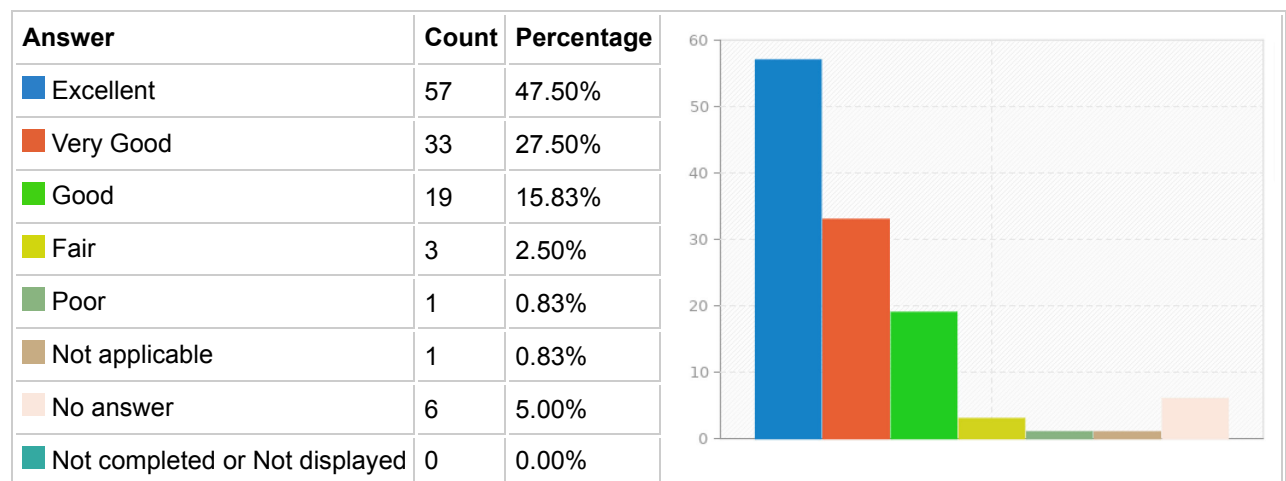
### Q7: Doctors/Nursing Staff: Did they listen to your needs?



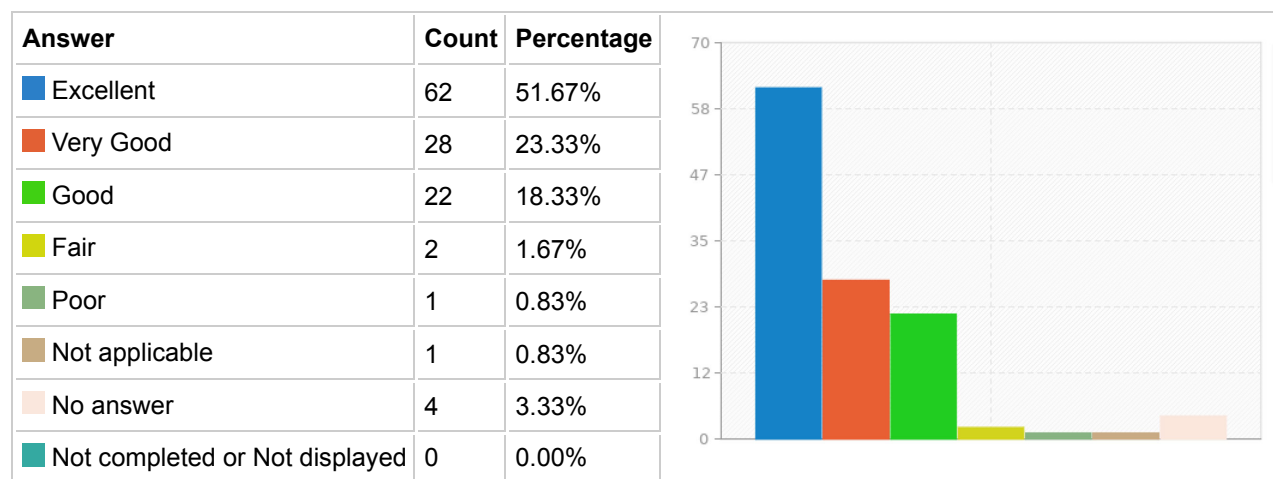
### Q8: Doctors/Nursing Staff: Were they helpful and friendly?



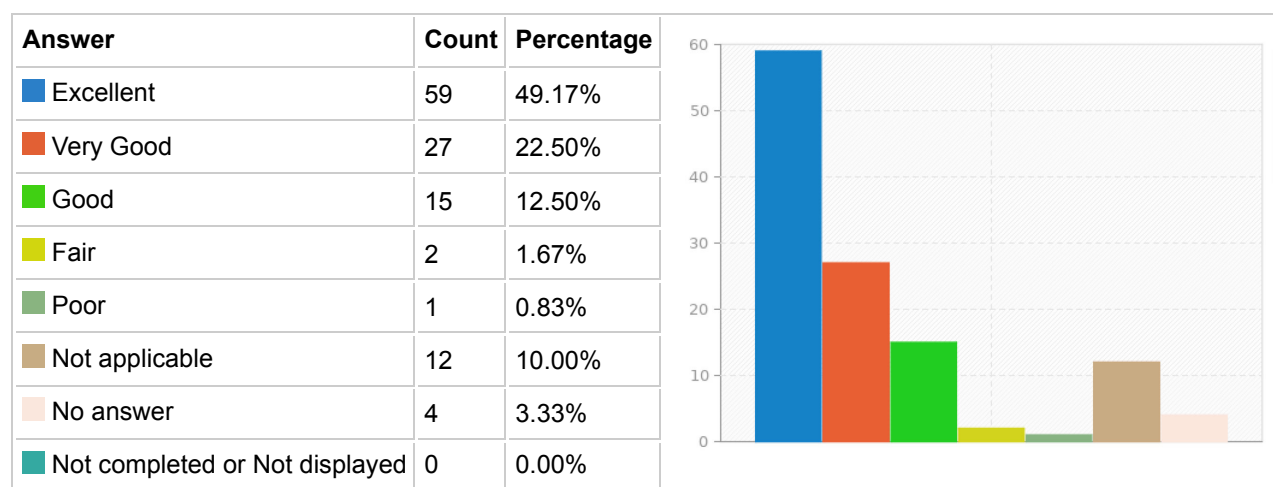
### Q9: Doctors/Nursing Staff: Did they give you enough of their time?



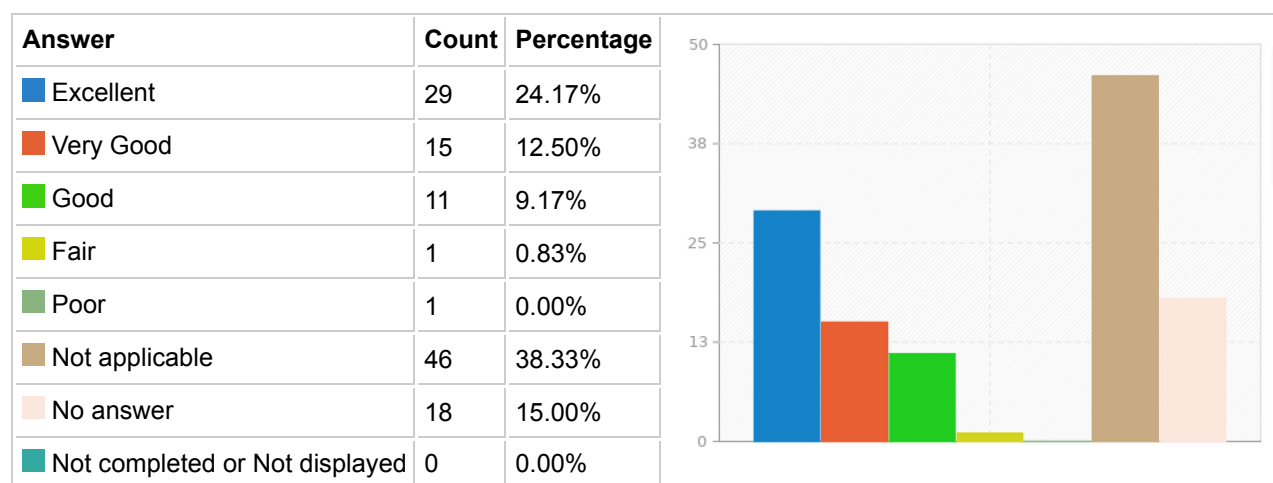
### Q10. Doctors/Nursing Staff: How satisfied were you with the quality of care?



### Q11. Repeat Prescriptions: Satisfaction with ordering/collection procedures

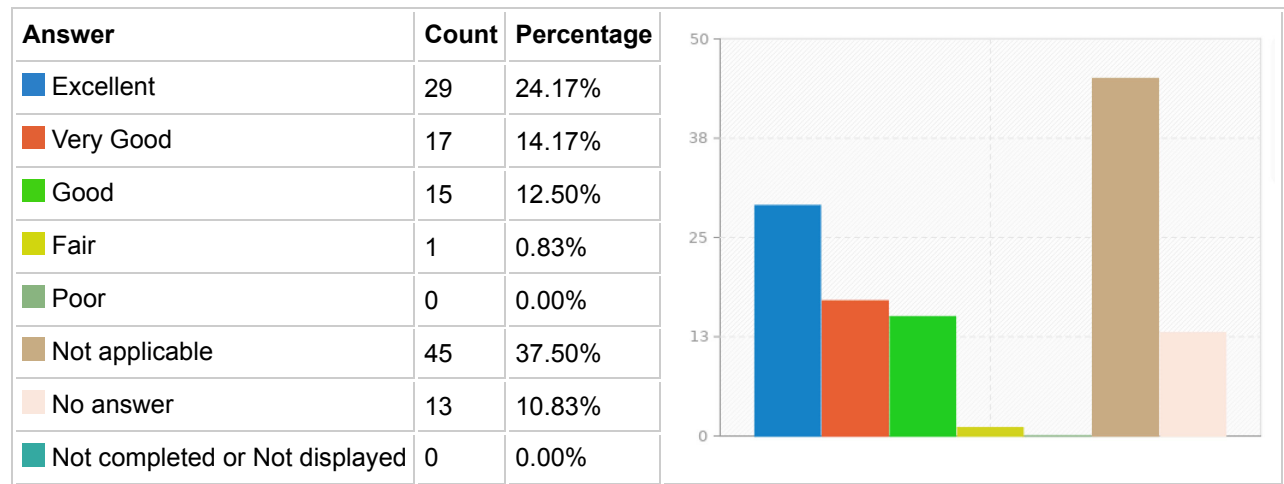


### Q12. Repeat Prescriptions: Satisfaction with new online ordering service

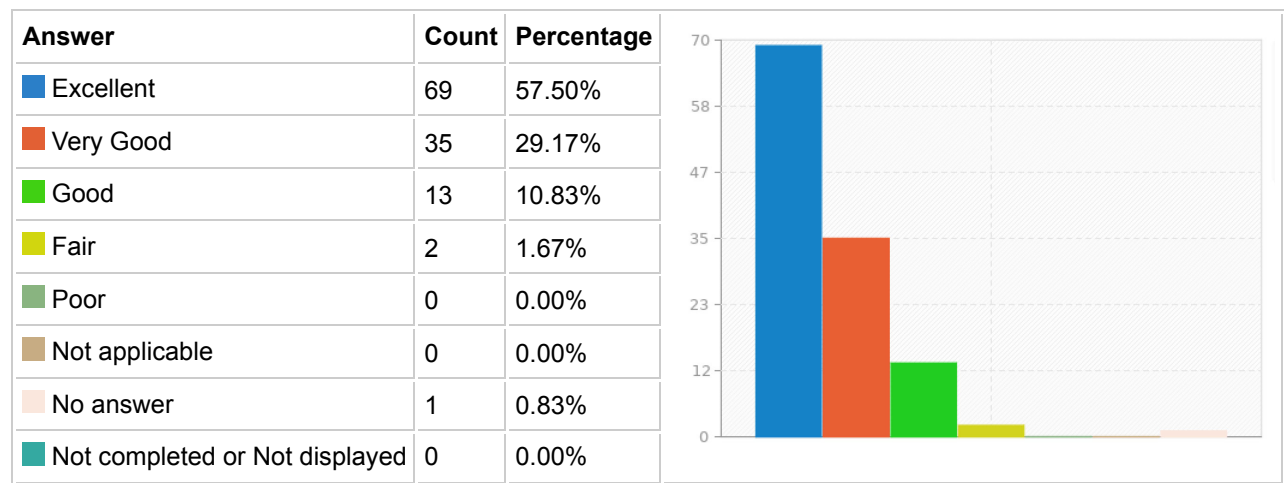




### Q13. Practice Website: Satisfaction with information provided on website



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



### Q15. Overall satisfaction with the practice

