

The Oswald Road Medical Centre

2014 Survey Results Summary

Number of records in this query: 120
 Total records in survey: 120
 Percentage of total: 100.00%

Question 1

Appointments: Ease of getting an appointment

Answer	Count	Percentage
Excellent (A1)	48	40.00%
Very Good (A2)	43	35.83%
Good (A3)	16	13.33%
Fair (A4)	10	8.33%
Poor (A5)	2	1.67%
Not applicable (A6)	0	0.00%
No answer	1	0.83%



Question 2

Appointments: Able to have an appointment with GP if choice

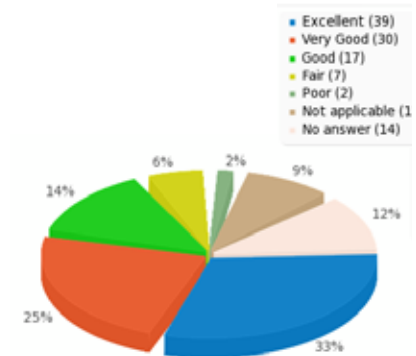
Answer	Count	Percentage
Excellent (A1)	58	48.33%
Very Good (A2)	26	21.67%
Good (A3)	22	18.33%
Fair (A4)	5	4.17%
Poor (A5)	2	1.67%
Not applicable (A6)	2	1.67%
No answer	5	4.17%



Question 3

Appointments: Able to get an urgent appointment

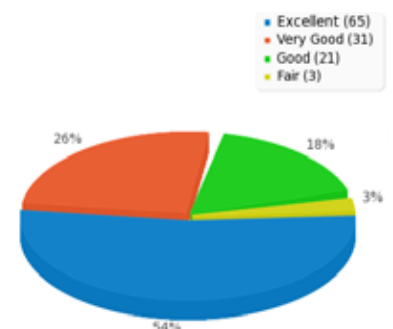
Answer	Count	Percentage
Excellent (A1)	39	32.50%
Very Good (A2)	30	25.00%
Good (A3)	17	14.17%
Fair (A4)	7	5.83%
Poor (A5)	2	1.67%
Not applicable (A6)	11	9.17%
No answer	14	11.67%



Question 4

Waiting: Length of waiting time to check in at Reception

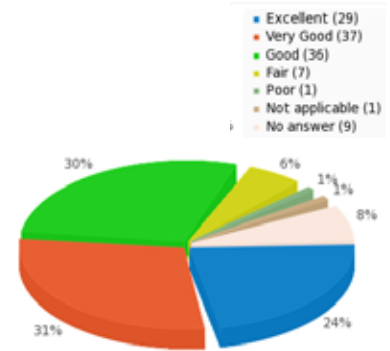
Answer	Count	Percentage
Excellent (A1)	65	54.17%
Very Good (A2)	31	25.83%
Good (A3)	21	17.50%
Fair (A4)	3	2.50%
Poor (A5)	0	0.00%
Not applicable (A6)	0	0.00%
No answer	0	0.00%



Question 5

Waiting: Length of waiting time to see Doctor/GP

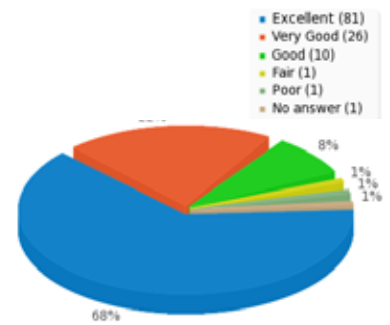
Answer	Count	Percentage
Excellent (A1)	29	24.17%
Very Good (A2)	37	30.83%
Good (A3)	36	30.00%
Fair (A4)	7	5.83%
Poor (A5)	1	0.83%
Not applicable (A6)	1	0.83%
No answer	9	7.50%



Question 6

Reception: How helpful did you find Reception Staff?

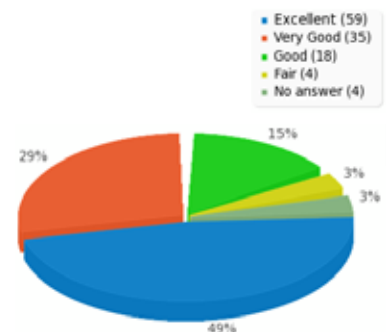
Answer	Count	Percentage
Excellent (A1)	81	67.50%
Very Good (A2)	26	21.67%
Good (A3)	10	8.33%
Fair (A4)	1	0.83%
Poor (A5)	1	0.83%
Not applicable (A6)	0	0.00%
No answer	1	0.83%



Question 7

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

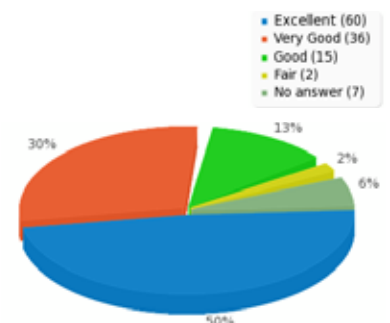
Answer	Count	Percentage
Excellent (A1)	59	49.17%
Very Good (A2)	35	29.17%
Good (A3)	18	15.00%
Fair (A4)	4	3.33%
Poor (A5)	0	0.00%
Not applicable (A6)	0	0.00%
No answer	4	3.33%



Question 8

Doctors/Nursing Staff: Were they helpful and friendly?

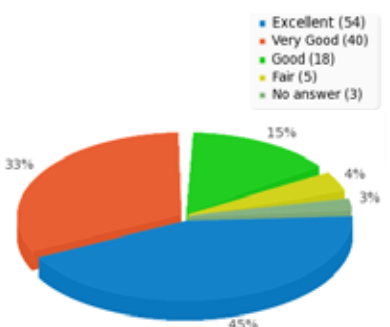
Answer	Count	Percentage
Excellent (A1)	60	50.00%
Very Good (A2)	36	30.00%
Good (A3)	15	12.50%
Fair (A4)	2	1.67%
Poor (A5)	0	0.00%
Not applicable (A6)	0	0.00%
No answer	7	5.83%



Question 9

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

Answer	Count	Percentage
Excellent (A1)	54	45.00%
Very Good (A2)	40	33.33%
Good (A3)	18	15.00%
Fair (A4)	5	4.17%
Poor (A5)	0	0.00%
Not applicable (A6)	0	0.00%
No answer	3	2.50%



Question 10

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

Answer	Count	Percentage
Excellent (A1)	56	46.67%
Very Good (A2)	40	33.33%
Good (A3)	17	14.17%
Fair (A4)	5	4.17%
Poor (A5)	1	0.83%
Not applicable (A6)	0	0.00%
No answer	1	0.83%



Question 11

Satisfaction with ordering/collection procedures:

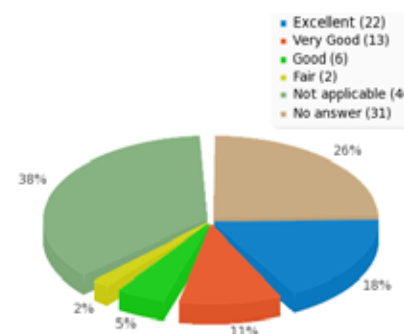
Answer	Count	Percentage
Excellent (A1)	60	50.00%
Very Good (A2)	23	19.17%
Good (A3)	11	9.17%
Fair (A4)	4	3.33%
Poor (A5)	0	0.00%
Not applicable (A6)	13	10.83%
No answer	9	7.50%



Question 12

Satisfaction with new online ordering service

Answer	Count	Percentage
Excellent (A1)	22	18.33%
Very Good (A2)	13	10.83%
Good (A3)	6	5.00%
Fair (A4)	2	1.67%
Poor (A5)	0	0.00%
Not applicable (A6)	46	38.33%
No answer	31	25.83%



Question 13

Satisfaction with information provided on website

Answer	Count	Percentage
Excellent (A1)	18	15.00%
Very Good (A2)	16	13.33%
Good (A3)	6	5.00%
Fair (A4)	2	1.67%
Poor (A5)	0	0.00%
Not applicable (A6)	48	40.00%
No answer	30	25.00%



Question 14

Satisfaction with referral process

Answer	Count	Percentage
Excellent (A1)	43	35.83%
Very Good (A2)	27	22.50%
Good (A3)	14	11.67%
Fair (A4)	5	4.17%
Poor (A5)	1	0.83%
Not applicable (A6)	18	15.00%



Question 15

Overall satisfaction

Answer	Count	Percentage
Excellent (A1)	58	48.33%
Very Good (A2)	22	18.33%
Good (A3)	5	4.17%
Fair (A4)	3	2.50%
Poor (A5)	0	0.00%
Not applicable (A6)	0	0.00%
No answer	32	26.67%



Question 16

Comments:

Answer	Count	Percentage
Answer	30	25.00%
No answer	90	75.00%



Responses

Doctors and staff very good

quite happy

Find the reception staff very helpful and the doctors very helpful

When unexpected circumstances have happened the staff have been very fast in responding to my needs e.g. getting prescription signed and ready in a short amount of time

Would be nice to be able to get more pre-booked appointments so leaving on the day appointments for urgent cases

no complaints at all, excellent

no problems with this medical practice whatsoever

Reception staff can be quite blunt at times

compared to other surgeries very good indeed

very good practice - wouldn't go anywhere else

I find the doctors and staff very good in all circumstances

This my doctors surgery and my family's and I am happy with all their services, Thank you

Top doctors

I wasn't aware of the online prescription but it is a fantastic idea

Myself and my husband have only just joined the Medical centre. As I am pregnant haven't seen or spoken to any of the GP's or Nurses and have only seen the midwife. So far so good though!

excellent service, faultless

Overall care and pleasantness of receptionists excellent; Dr's excellent

After hearing people talk of their experiences at other practices, I think I am very lucky with mine

not available weekends and bank holidays - hindrance at times if ill

Reception staff are fantastic and helpful for anyone's needs

very good

very good

Thank you for all your hard work

Receptionist was very unfriendly when booking the appointment but staff were more friendly when in surgery/reception

I think it would be appropriate to get a locum in when one GP is away in a 2 doctor practice. I am able to get to surgery at any time but other people are not so fortunate. Having only one doctor on at any time is not acceptable.