

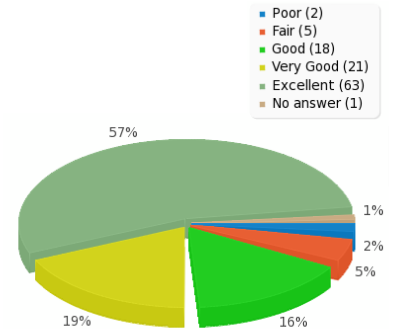
# The Oswald Road Medical Centre 2012/2013 Survey Results Summary

Number of records in this query: ..... 110  
 Total records in survey: ..... 110  
 Percentage of total: ..... 100.00%

## Question 1

Appointments: Ease of getting an appointment

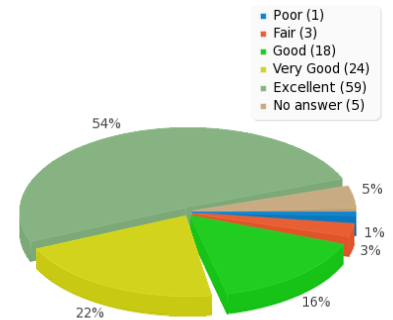
Answer	Count	Percentage
Poor (A1)	2	1.82%
Fair (A2)	5	4.55%
Good (A3)	18	16.36%
Very Good (A4)	21	19.09%
Excellent (A5)	63	57.27%
No answer	1	0.91%



## Question 2

Appointments: Able to have an appointment with GP if choice

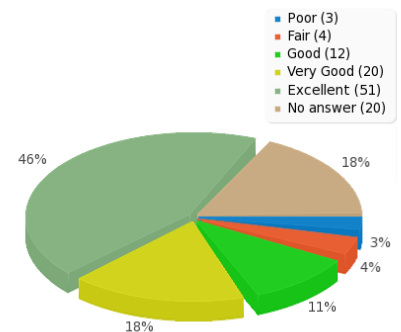
Answer	Count	Percentage
Poor (A1)	1	0.91%
Fair (A2)	3	2.73%
Good (A3)	18	16.36%
Very Good (A4)	24	21.82%
Excellent (A5)	59	53.64%
No answer	5	4.55%



## Question 3

Appointments: Able to get an urgent appointment

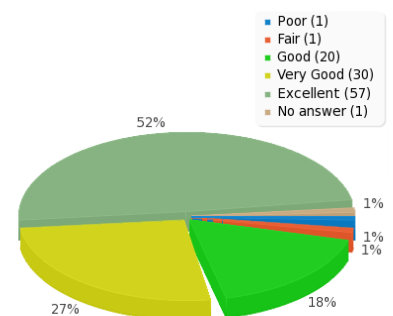
Answer	Count	Percentage
Poor (A1)	3	2.73%
Fair (A2)	4	3.64%
Good (A3)	12	10.91%
Very Good (A4)	20	18.18%
Excellent (A5)	51	46.36%
No answer	20	18.18%



## Question 4

Waiting: Length of waiting time to check in at Reception

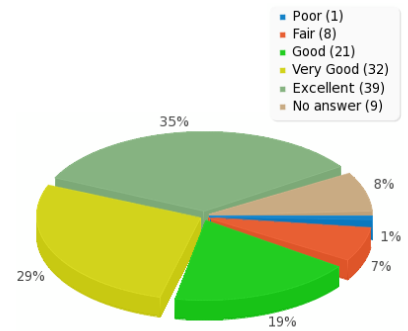
Answer	Count	Percentage
Poor (A1)	1	0.91%
Fair (A2)	1	0.91%
Good (A3)	20	18.18%
Very Good (A4)	30	27.27%
Excellent (A5)	57	51.82%
No answer	1	0.91%



### Question 5

Waiting: Length of waiting time to see Doctor/GP

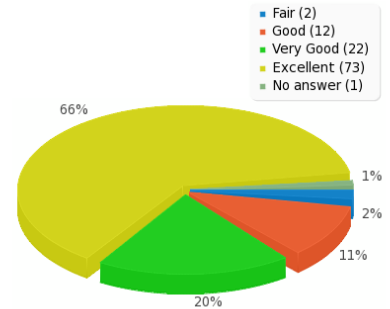
Answer	Count	Percentage
Poor (A1)	1	0.91%
Fair (A2)	8	7.27%
Good (A3)	21	19.09%
Very Good (A4)	32	29.09%
Excellent (A5)	39	35.45%
No answer	9	8.18%



### Question 6

Reception: How helpful did you find Reception Staff?

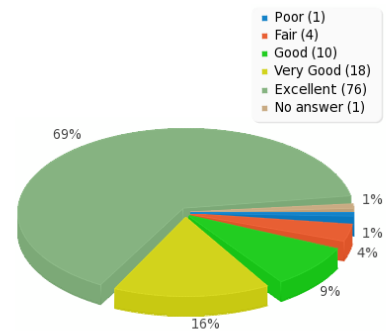
Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	2	1.82%
Good (A3)	12	10.91%
Very Good (A4)	22	20.00%
Excellent (A5)	73	66.36%
No answer	1	0.91%



### Question 7

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

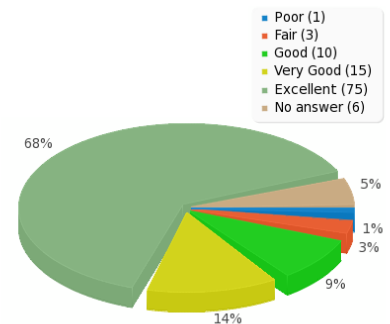
Answer	Count	Percentage
Poor (A1)	1	0.91%
Fair (A2)	4	3.64%
Good (A3)	10	9.09%
Very Good (A4)	18	16.36%
Excellent (A5)	76	69.09%
No answer	1	0.91%



### Question 8

Doctors/Nursing Staff: Were they helpful and friendly?

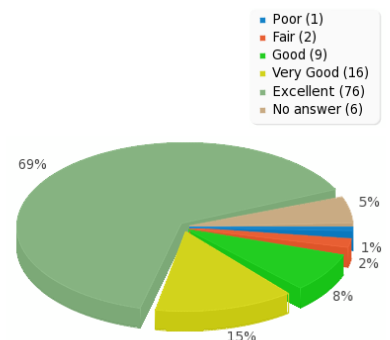
Answer	Count	Percentage
Poor (A1)	1	0.91%
Fair (A2)	3	2.73%
Good (A3)	10	9.09%
Very Good (A4)	15	13.64%
Excellent (A5)	75	68.18%
No answer	6	5.45%



### Question 9

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

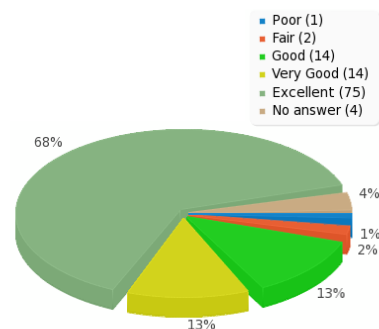
Answer	Count	Percentage
Poor (A1)	1	0.91%
Fair (A2)	2	1.82%
Good (A3)	9	8.18%
Very Good (A4)	16	14.55%
Excellent (A5)	76	69.09%
No answer	6	5.45%



### Question 10

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

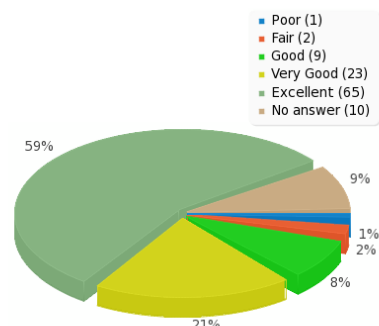
Answer	Count	Percentage
Poor (A1)	1	0.91%
Fair (A2)	2	1.82%
Good (A3)	14	12.73%
Very Good (A4)	14	12.73%
Excellent (A5)	75	68.18%
No answer	4	3.64%



### Question 11

Satisfaction with ordering/collection procedures

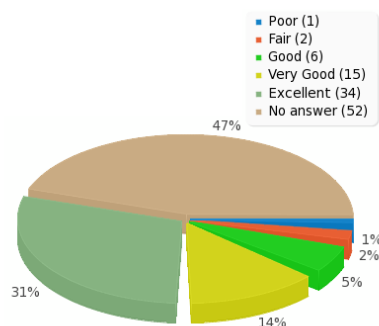
Answer	Count	Percentage
Poor (A1)	1	0.91%
Fair (A2)	2	1.82%
Good (A3)	9	8.18%
Very Good (A4)	23	20.91%
Excellent (A5)	65	59.09%
No answer	10	9.09%



### Question 12

Satisfaction with new online ordering service

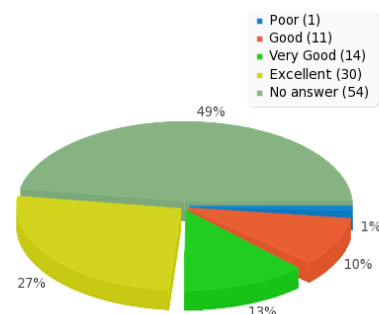
Answer	Count	Percentage
Poor (A1)	1	0.91%
Fair (A2)	2	1.82%
Good (A3)	6	5.45%
Very Good (A4)	15	13.64%
Excellent (A5)	34	30.91%
No answer	52	47.27%



### Question 13

Satisfaction with information provided on website

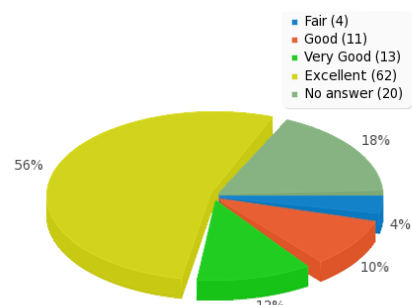
Answer	Count	Percentage
Poor (A1)	1	0.91%
Fair (A2)	0	0.00%
Good (A3)	11	10.00%
Very Good (A4)	14	12.73%
Excellent (A5)	30	27.27%
No answer	54	49.09%



### Question 14

Please rate your overall satisfaction with the practice

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	4	3.64%
Good (A3)	11	10.00%
Very Good (A4)	13	11.82%
Excellent (A5)	62	56.36%
No answer	20	18.18%



## Question 15

Please give any other comments you might have here:

Answer .....	32 .....	29.09%
No answer .....	78 .....	70.91%

■ Answer (32)  
■ No answer (78)



## Responses

think this medical centre is very good for the patients.

I have registered from another surgery and I am very happy with service.

Always difficult to get appointments when you are working as its not always possible to ring at 8.30 or 2pm due to work commitments.

Excellent service over 40 years.

I am very pleased with comments I gave, very good staff and everything is very good.

no equipment for online.

New surgery very nice and clean and tidy. Although waiting room looks very sparse - could do with a few nich pictures on walls - could also do with music softly playing in waiting room due to sounds from reception and consultation rooms for confidentiality reasons.

Not online - very satisfied overall the new change to the GP surgery has made it feel a lot more cleaner and professional.

I'm very happy with the care we get from Dr Raj and he will see my child urgently if needed.

Staff always very helpful and pleasant.

very good service.

very good.

very good improvements to the environment.

occasional problem with online ordering - reception staff always helpful (service with a smile).

Doctors take time and listen.

Premises are excellent after refurbishment.

very good all round - top marks.

Sometimes when I ring for an appointment the phone is busy and when i ring for an urgent appointment they say full booking and ring back tomorrow or afternoon.

very helpful surgery.

Came here from another surgery - could not get appointment there but found excellent service here.

everything satisfactory thank you.

Since joining this medical centre last April I have been very satisfied as I moved from another surgery because they were not thorough.

Excellent doctors and staff - could not get better.

The staff and doctors are great.

Ticked the boxes we had experience of

I have always found this practice very good.

Do not use online ordering or website. Give practice 10 out of 10.

Excellent practice - made good choice when changed GP's, thank you.

Phone lines are very busy in mornings whilst trying to get through for an appointment.

Difficult to find the correct phone number for appointments.

Receptionist on phone can sometimes be quite rude and question whether you need an appointment.

I have always had excellent help from this wonderful practice. 50 years, myself and I have brought my children and other members of my wide family here.

All my family have always used this practice and find doctors and staff brilliant always, thank you.