

## ANALYSIS OF PATIENT SURVEY AUGUST 2011 - CLARENCE AVENUE SURGERY

### ~ SUMMARY ~

	<b>No Experience</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>	<b>Satisfaction Level</b>
1. Speed at which the telephone was answered initially	4%	0%	6%	26%	35%	28%	<b>93%</b>
2. Speed at which the telephone was answered if call transferred	49%	0%	1%	13%	17%	20%	<b>98%</b>
3. Length of time you had to wait for an appointment	2%	2%	15%	15%	22%	43%	<b>82%</b>
4. Convenience of day and time of your appointment	0%	1%	2%	20%	29%	48%	<b>97%</b>
5. Seeing the Doctor of your choice	9%	2%	15%	14%	20%	40%	<b>81%</b>
6. Length of time waiting to check in with Reception	0%	1%	5%	14%	35%	45%	<b>93%</b>
7. Length of time waiting to see the Doctor or Nurse	7%	1%	4%	25%	34%	29%	<b>94%</b>
8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	9%	2%	4%	15%	27%	42%	<b>93%</b>
9. Opportunity of obtaining a home visit when necessary	72%	2%	1%	9%	8%	9%	<b>88%</b>
10. Level of satisfaction with the after hours service	56%	2%	4%	14%	8%	15%	<b>85%</b>
11. Prescription ready on time	13%	0%	0%	16%	30%	40%	<b>100%</b>
12. Prescription correctly issued	10%	0%	0%	11%	27%	52%	<b>100%</b>
13. Handling of any queries	15%	0%	2%	14%	25%	43%	<b>97%</b>
14. Were you told when to contact us for your results?	22%	1%	4%	15%	24%	34%	<b>93%</b>
15. Results available when you contacted us	23%	1%	4%	16%	25%	30%	<b>93%</b>
16. Level of satisfaction with the amount of information provided	30%	2%	7%	17%	22%	22%	<b>88%</b>

	<b>No Experience</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>	<b>Satisfaction Level</b>												
17. Level of satisfaction with the manner in which the result was given	22%	3%	5%	14%	24%	32%	<b>89%</b>												
18. The information provided by the Reception staff	2%	1%	2%	14%	28%	52%	<b>97%</b>												
19. The helpfulness of the Reception staff	1%	1%	1%	13%	27%	57%	<b>98%</b>												
20. The information provided by other staff	14%	0%	2%	14%	29%	40%	<b>97%</b>												
21. The helpfulness of other staff	14%	0%	2%	12%	38%	34%	<b>97%</b>												
22. My overall satisfaction with this Practice	0%	1%	2%	15%	25%	57%	<b>97%</b>												
23. Age range of patients surveyed	<table border="1"> <thead> <tr> <th>&lt;25</th> <th>25-35</th> <th>35-45</th> <th>45-55</th> <th>55-65</th> <th>&gt;65</th> </tr> </thead> <tbody> <tr> <td>8%</td> <td>17%</td> <td>16%</td> <td>20%</td> <td>17%</td> <td>22%</td> </tr> </tbody> </table>						<25	25-35	35-45	45-55	55-65	>65	8%	17%	16%	20%	17%	22%	
<25	25-35	35-45	45-55	55-65	>65														
8%	17%	16%	20%	17%	22%														
24. Gender of patients surveyed	Female		Male																
25. How many years have you been attending this practice?	<table border="1"> <thead> <tr> <th>&lt;25</th> <th>25-35</th> <th>35-45</th> <th>45-55</th> <th>55-65</th> <th>&gt;65</th> </tr> </thead> <tbody> <tr> <td>45%</td> <td>24%</td> <td>17%</td> <td>8%</td> <td>3%</td> <td>1%</td> </tr> </tbody> </table>						<25	25-35	35-45	45-55	55-65	>65	45%	24%	17%	8%	3%	1%	
<25	25-35	35-45	45-55	55-65	>65														
45%	24%	17%	8%	3%	1%														
26. Which ethnic group do you belong to?	<table border="1"> <thead> <tr> <th>White</th> <th>Black or Black British</th> <th>Asian or Asian British</th> <th>Mixed</th> <th>Chinese</th> <th>Polish</th> </tr> </thead> <tbody> <tr> <td>95%</td> <td>1%</td> <td>1%</td> <td>1%</td> <td>0%</td> <td>1%</td> </tr> </tbody> </table>						White	Black or Black British	Asian or Asian British	Mixed	Chinese	Polish	95%	1%	1%	1%	0%	1%	
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