

Topcliffe Surgery Patient Survey 2019

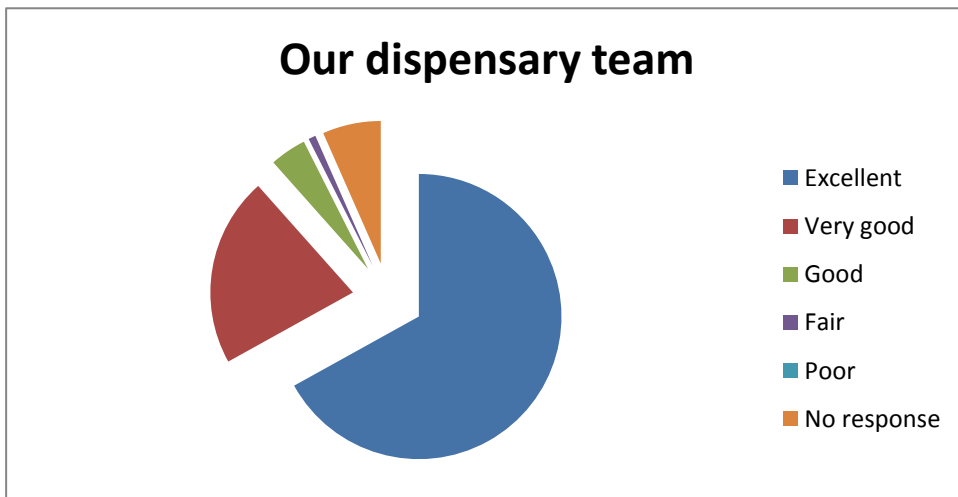
Number of responses 121

General Comments - How do you rate the following:

Our reception team:		%
	Excellent	83.5
	Very Good	14
	Good	2.5
	Fair	0
	Poor	0
	No response	0

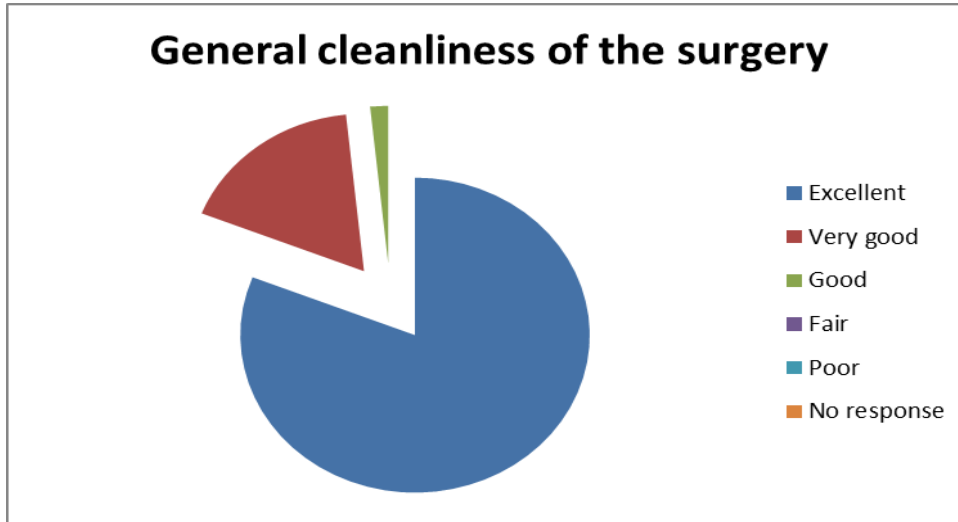


Our dispensary team:		%
	Excellent	67
	Very Good	21.5
	Good	4
	Fair	1
	Poor	0
	No response	6.5



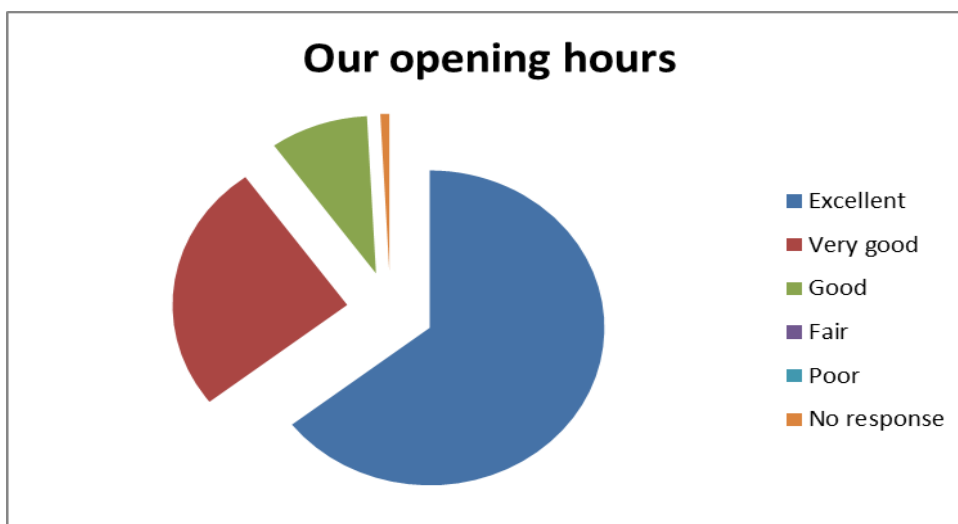
General cleanliness of the surgery:

	%
Excellent	81
Very Good	17.5
Good	1.5
Fair	0
Poor	0
No response	0



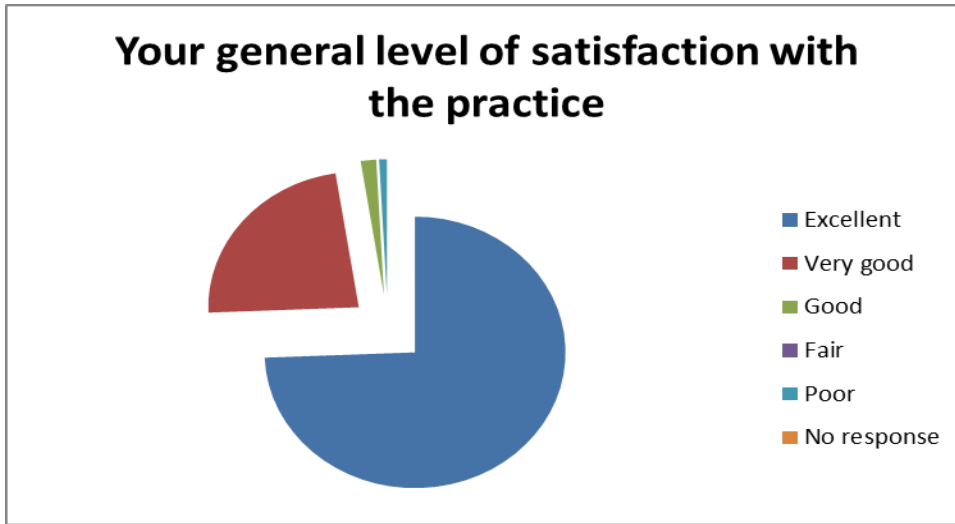
Our Opening Hours:

	%
Excellent	64.5
Very Good	25.5
Good	9
Fair	0
Poor	0
No response	1

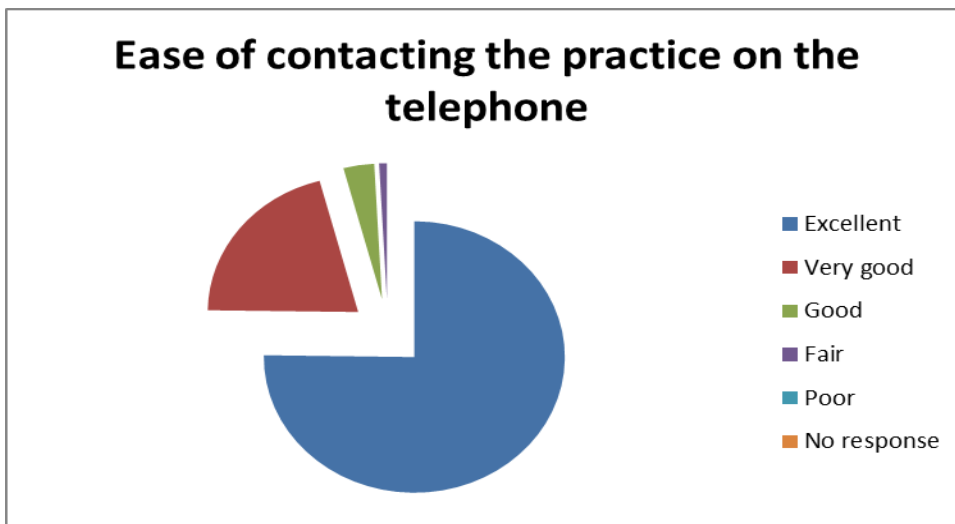


About the practice:

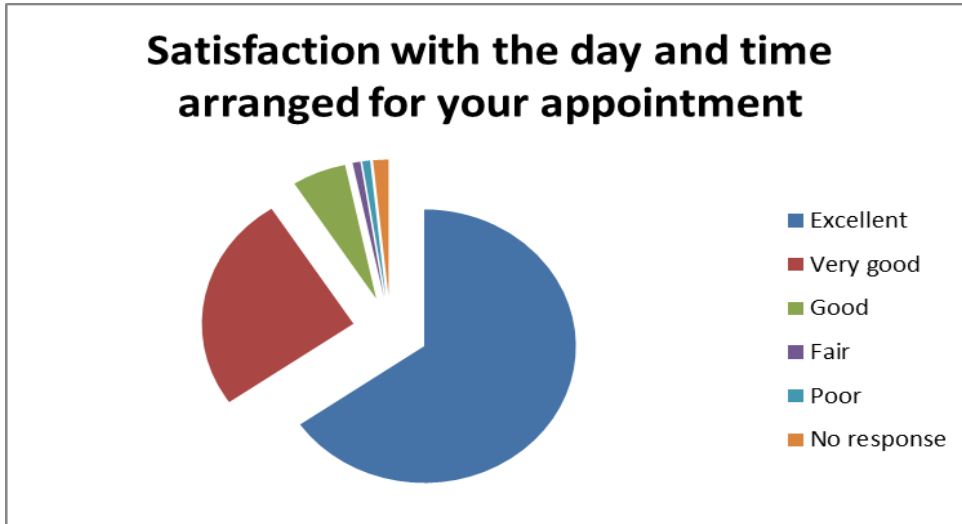
Your general level of satisfaction with the practice:	%
Excellent	74.5
Very Good	23
Good	1.5
Fair	0
Poor	1
No response	0



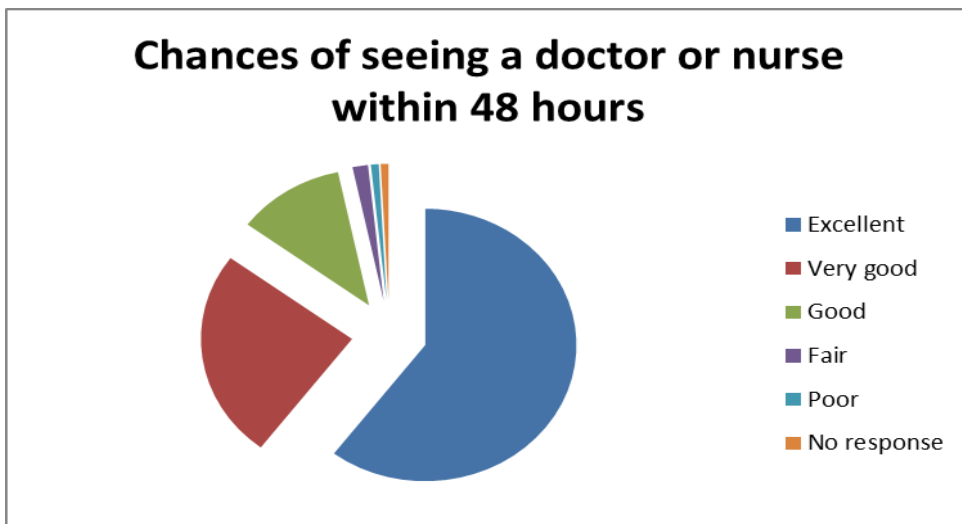
Ease of contacting the practice on the telephone:	%
Excellent	75
Very Good	20.5
Good	3.5
Fair	1
Poor	0
No response	0



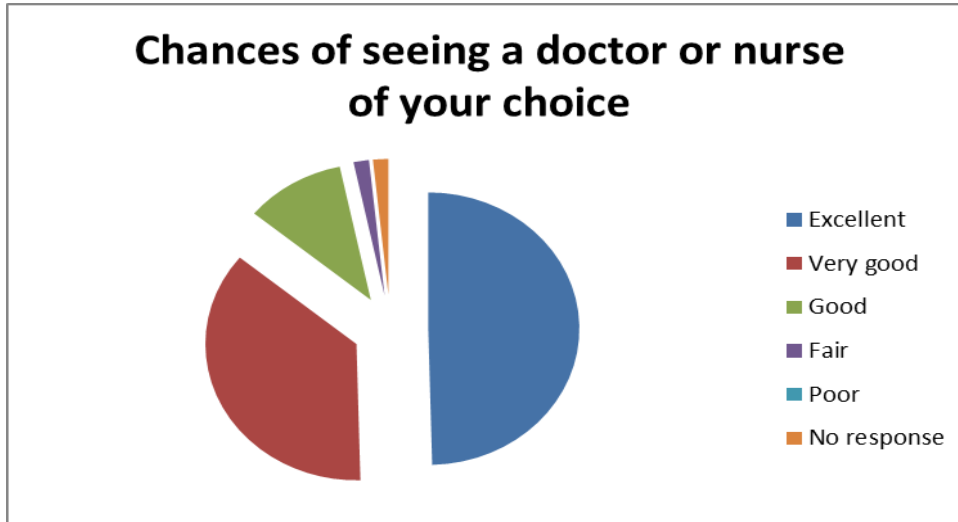
Satisfaction with the day and time arranged for your appointment:	%
Excellent	65
Very Good	25.5
Good	6
Fair	1
Poor	1
No response	1.5



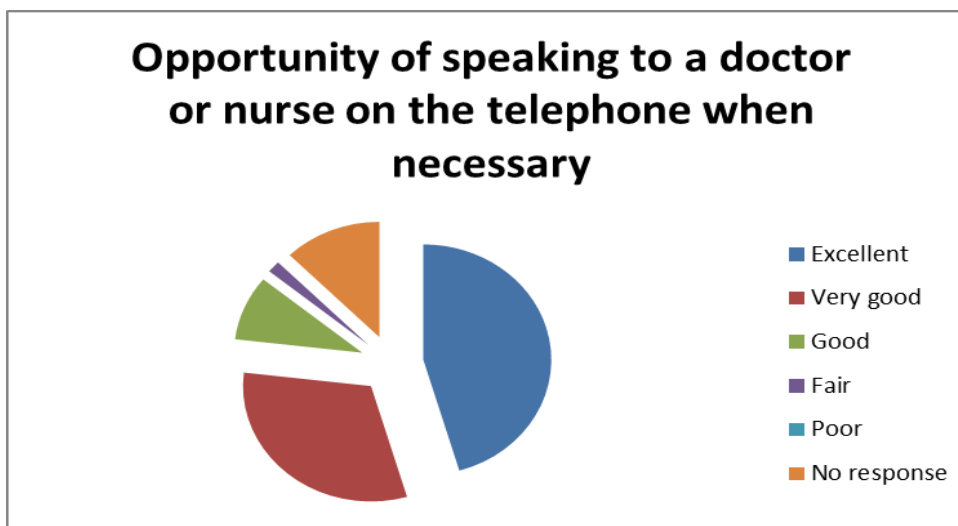
Chances of seeing a doctor or nurse within 48 hours:	%
Excellent	60.5
Very Good	24.5
Good	11.5
Fair	1.5
Poor	1
No response	1



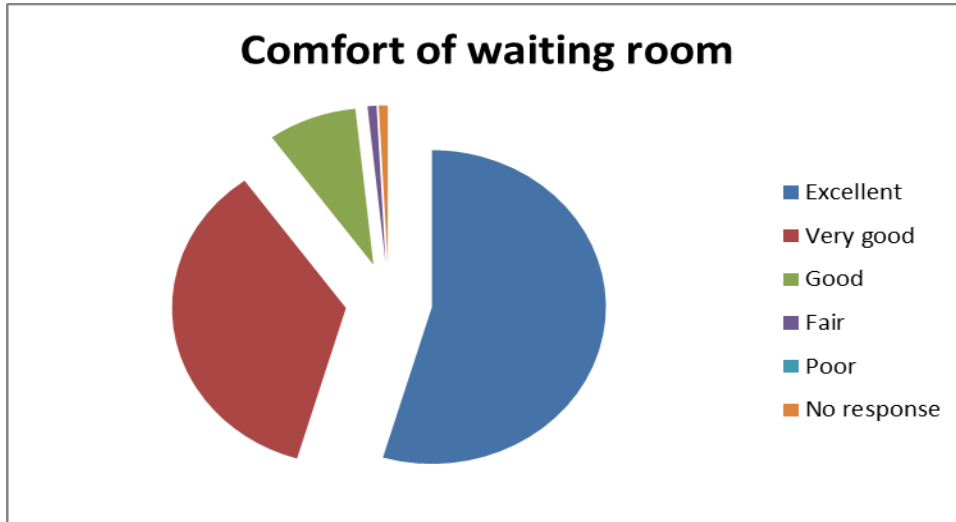
Chances of seeing a doctor or nurse of <u>your</u> choice:	%
Excellent	49.5
Very Good	36.5
Good	11
Fair	1.5
Poor	0
No response	1.5



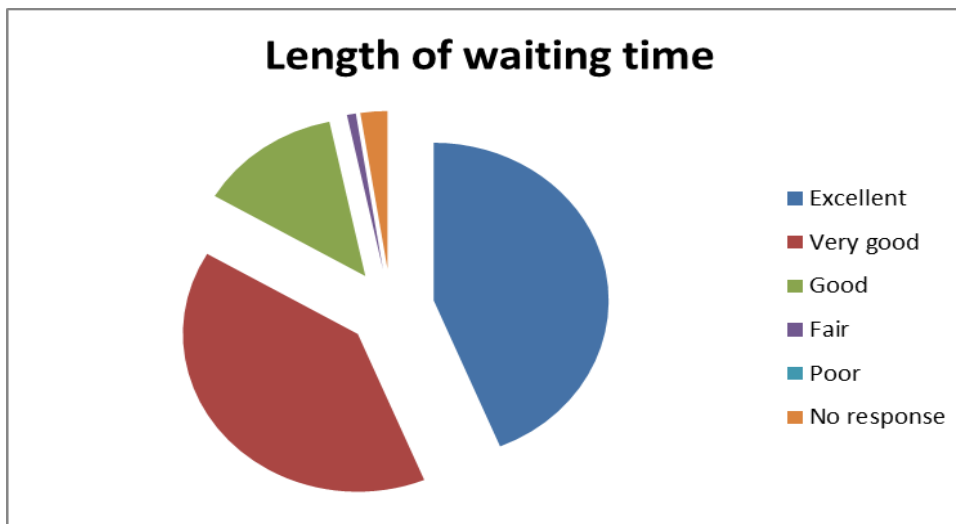
Opportunity of speaking to a doctor or nurse on the telephone when necessary:	%
Excellent	45.5
Very Good	31.5
Good	9
Fair	1.5
Poor	0
No response	12.5



Comfort of waiting room:		%
	Excellent	54.5
	Very Good	35.5
	Good	8
	Fair	1
	Poor	0
	No response	1



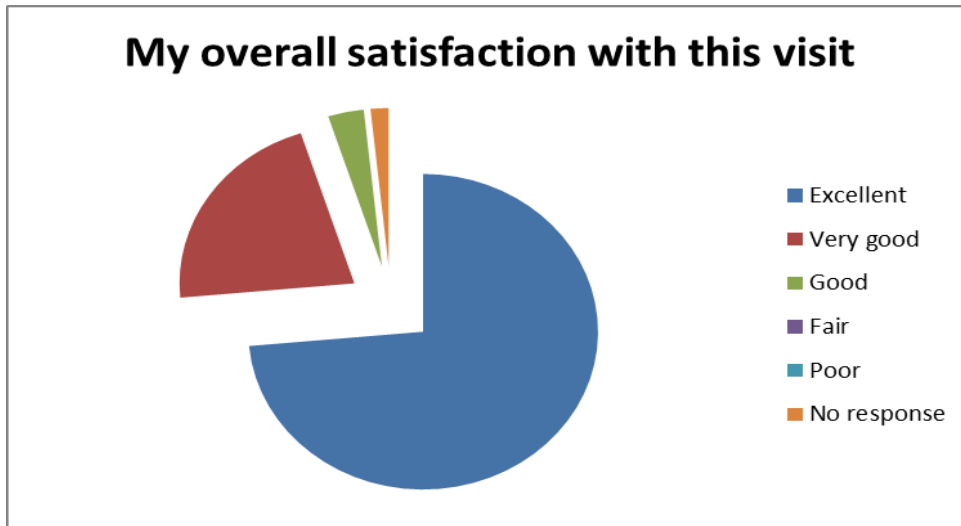
Length of waiting time:		%
	Excellent	44
	Very Good	39.5
	Good	13
	Fair	1
	Poor	0
	No response	2.5



About the doctor or nurse you last saw:

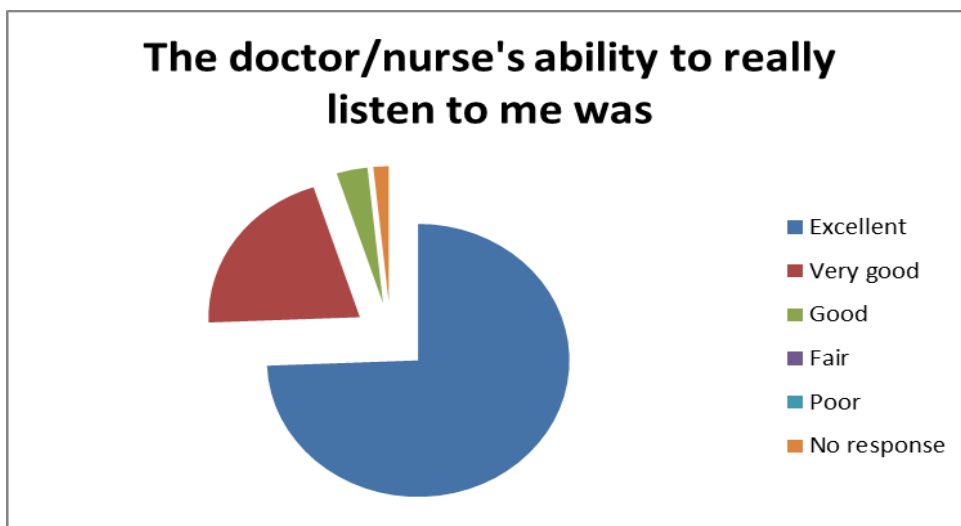
My overall satisfaction with the visit:

	%
Excellent	73.5
Very Good	21.5
Good	3.5
Fair	0
Poor	0
No response	1.5

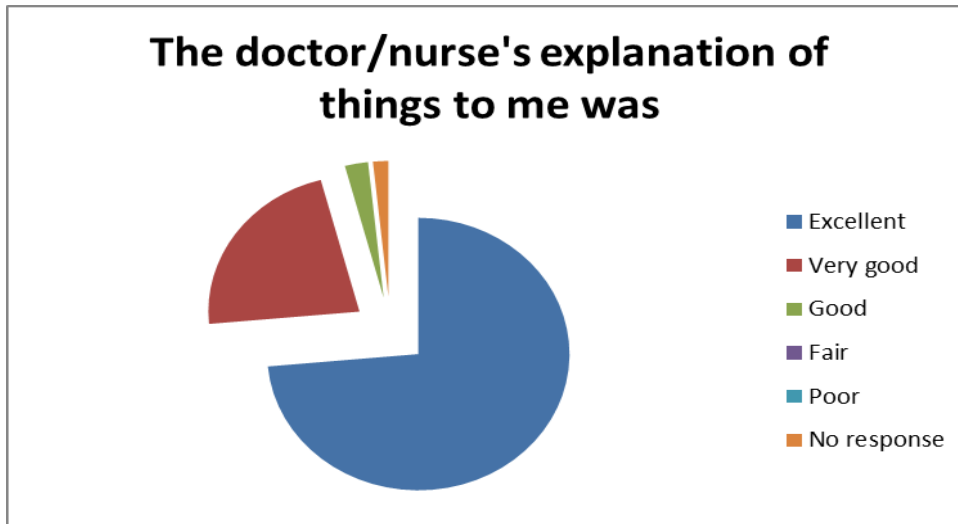


The doctor/nurse's ability to really listen to me was:

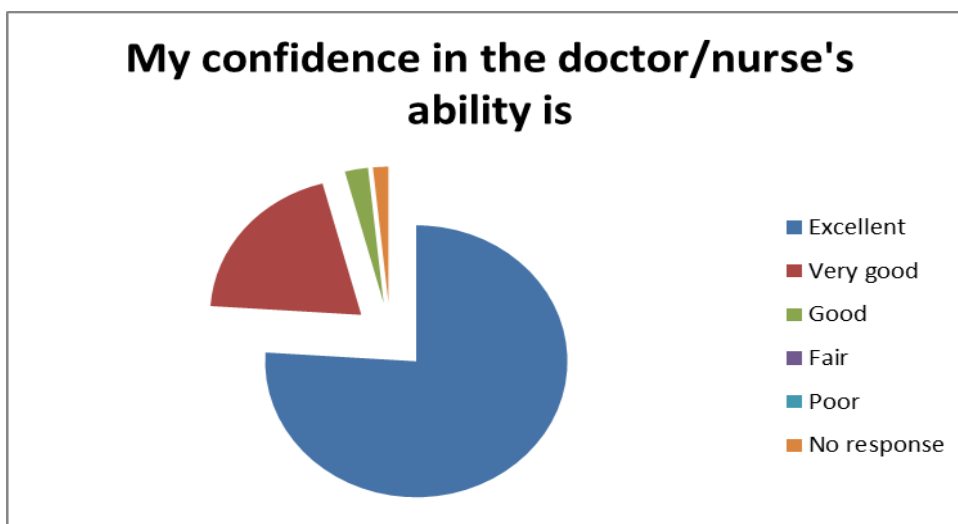
	%
Excellent	74.5
Very Good	20.5
Good	3.5
Fair	0
Poor	0
No response	1.5



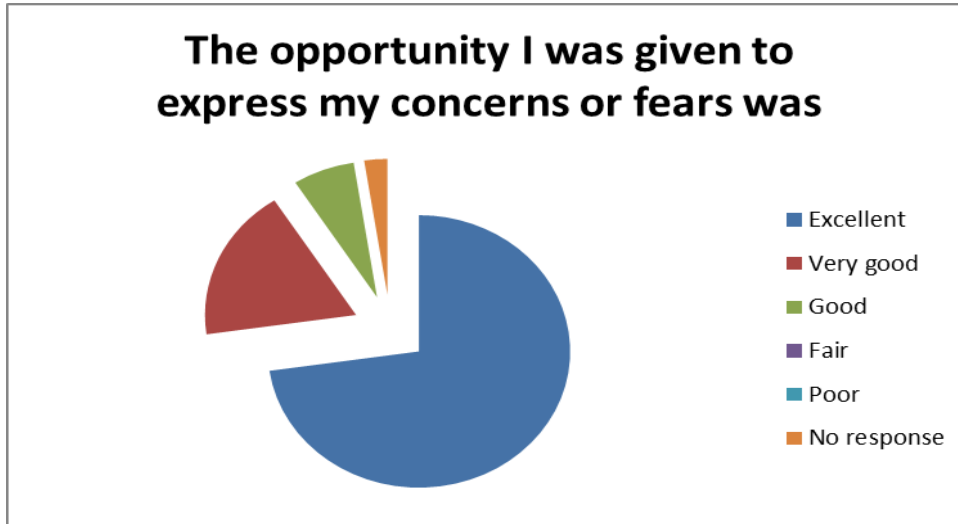
The doctor/nurse's explanation of things to me was:	%
Excellent	73.5
Very Good	22.5
Good	2.5
Fair	0
Poor	0
No response	1.5



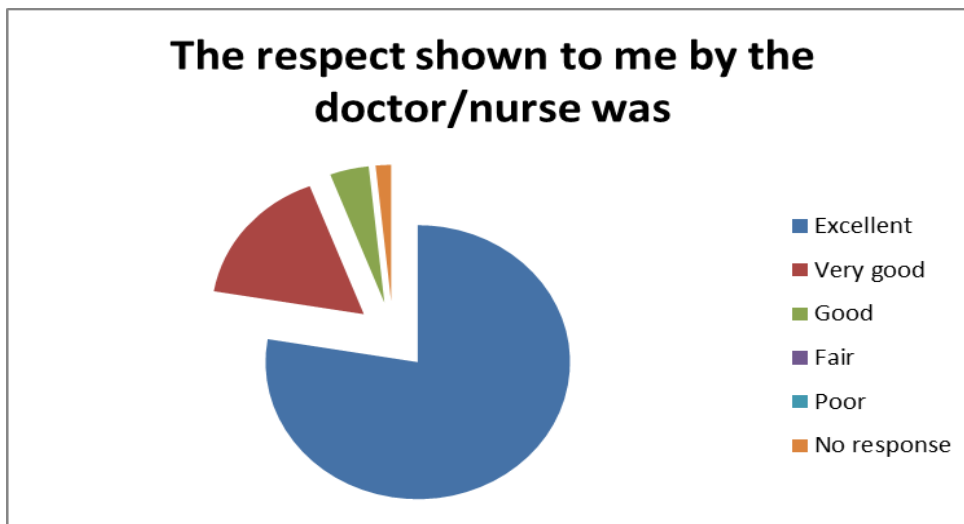
My confidence in the doctor/nurse's ability is:	%
Excellent	76
Very Good	20
Good	2.5
Fair	0
Poor	0
No response	1.5



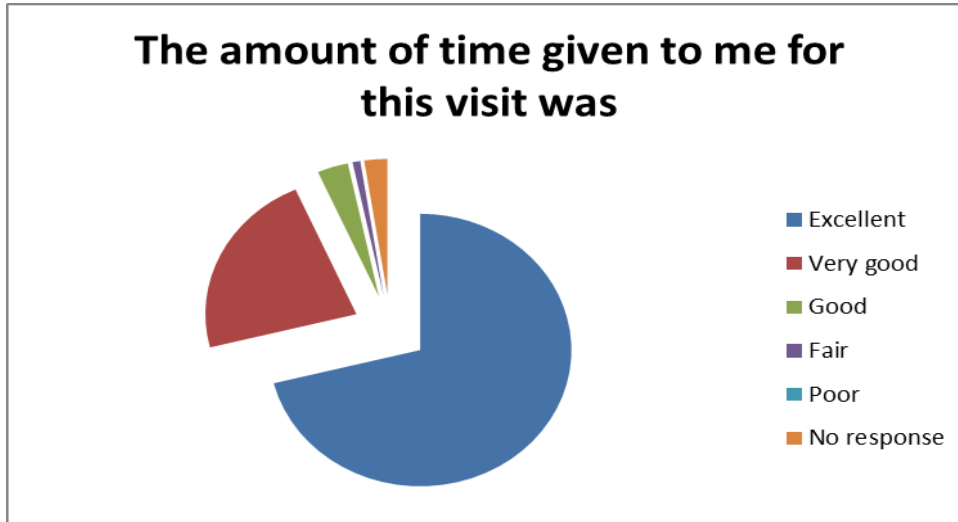
The opportunity I was given to express my concerns or fears was:	%
Excellent	73
Very Good	18
Good	6.5
Fair	0
Poor	0
No response	2.5



The respect shown to me by the doctor/nurse was:	%
Excellent	78
Very Good	16.5
Good	4
Fair	0
Poor	0
No response	1.5

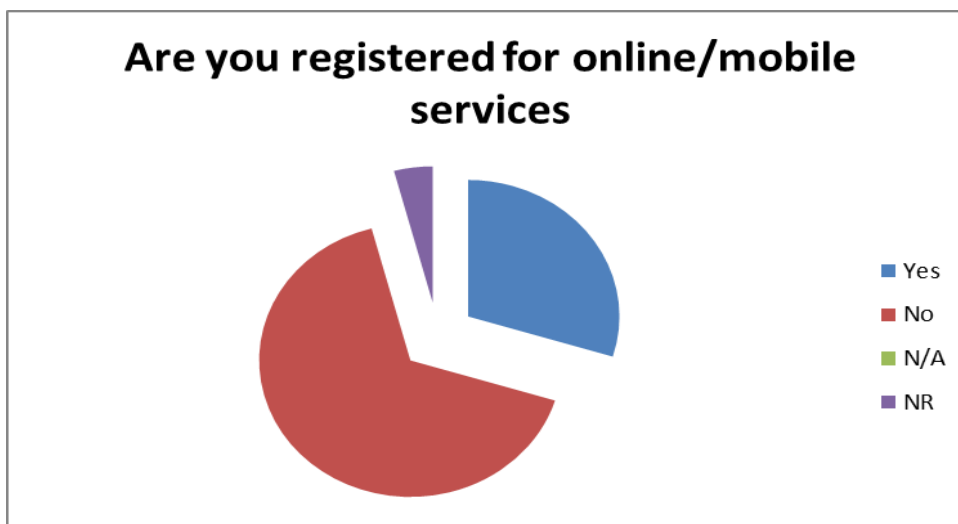


The amount of time given to me for the visit was:		%
	Excellent	71
	Very Good	22.5
	Good	3
	Fair	1
	Poor	0
	No response	2.5



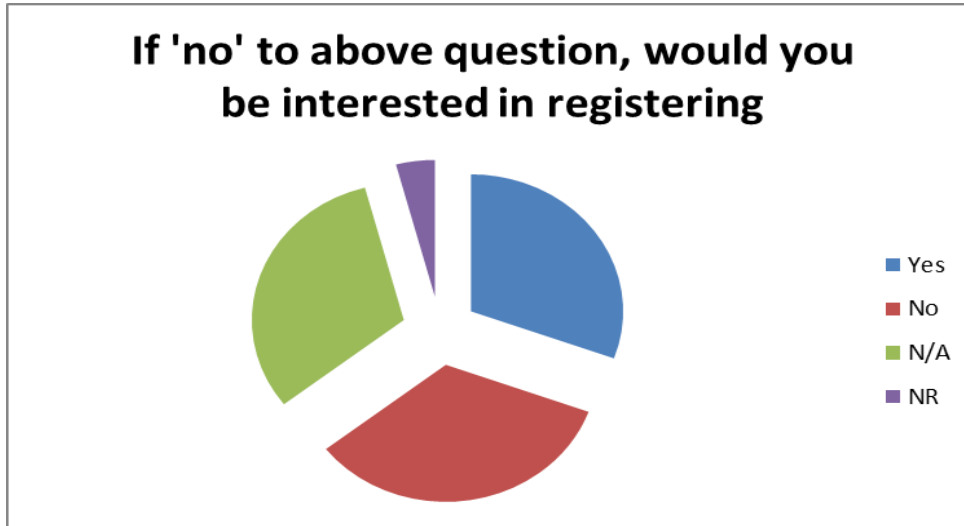
Online bookings and prescriptions:

Are you registered for online/mobile services?		%
	Yes	30
	No	66
	N/A	0
	No response	4



If 'no' to the above question, would you be interested in registering?

	%
Yes	30.5
No	34
N/A	31.5
No response	4



If you are registered for online services, do you book appointments online:

	%
Yes	21.5
No	7.5
N/A	67
No response	4



If you are registered for online services, do you order prescriptions online:

	%
Yes	18.5
No	10.5
N/A	67
No response	4



If you already use our online services, have you had any problems?

	%
Yes	6
No	24
N/A	67
No response	3

