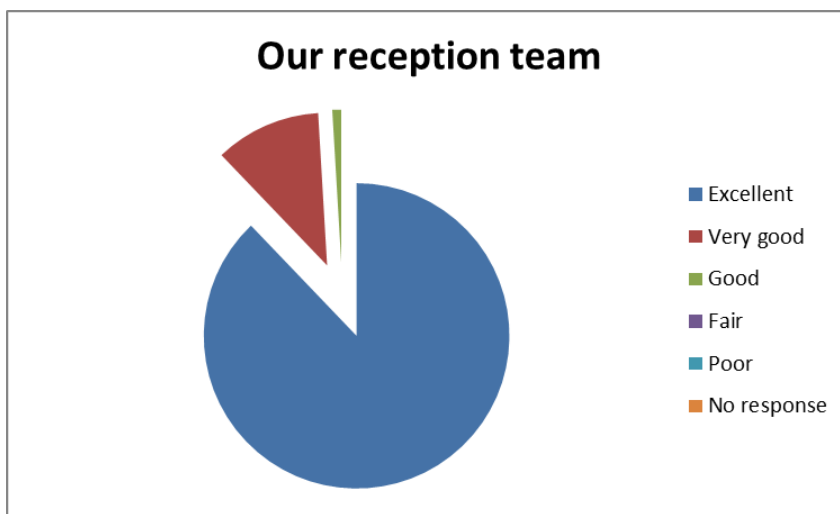


Topcliffe Surgery Patient Survey 2018

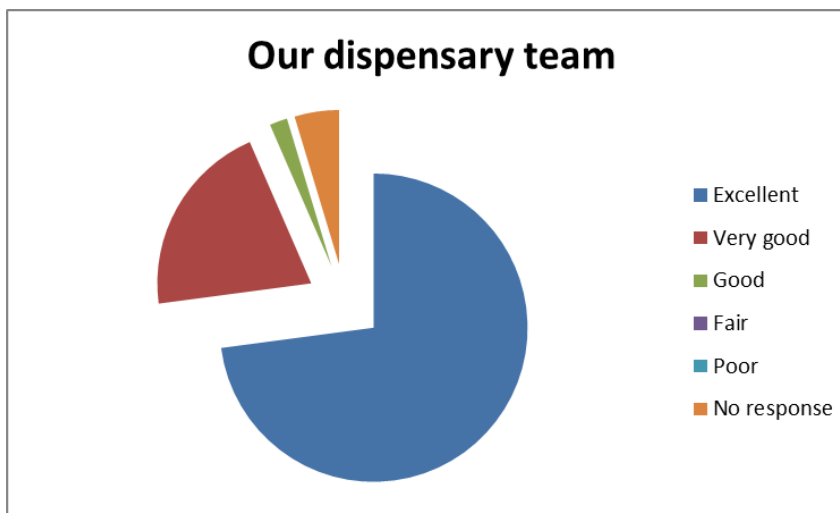
Number of responses 107

General Comments - How do you rate the following:

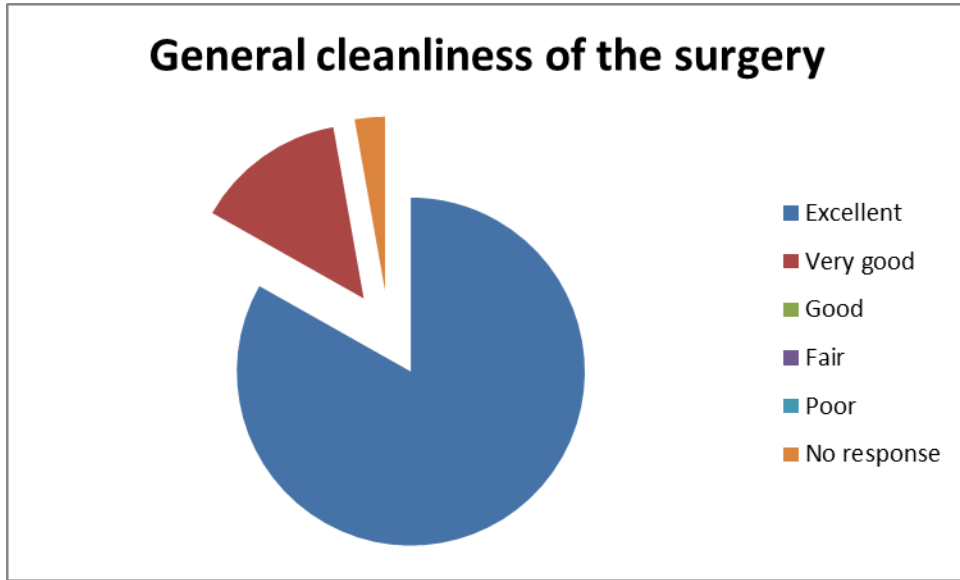
		%
Our reception team:	Excellent	88
	Very good	11
	Good	1
	Fair	0
	Poor	0
	No response	0



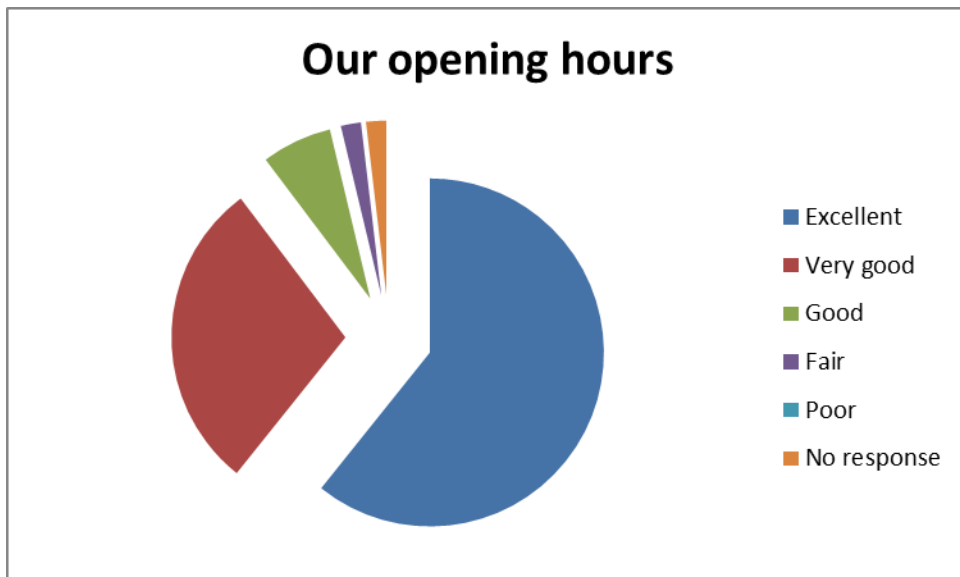
		%
Our dispensary team:	Excellent	73
	Very good	20.5
	good	2
	Fair	0
	Poor	0
	No response	4.5



General cleanliness of the surgery:	Excellent	83
	Very good	14
	Good	0
	Fair	0
	Poor	0
	No response	3



Our opening hours:		%
	Excellent	60.5
	Very good	29
	Good	6.5
	Fair	2
	Poor	0
No response	2	



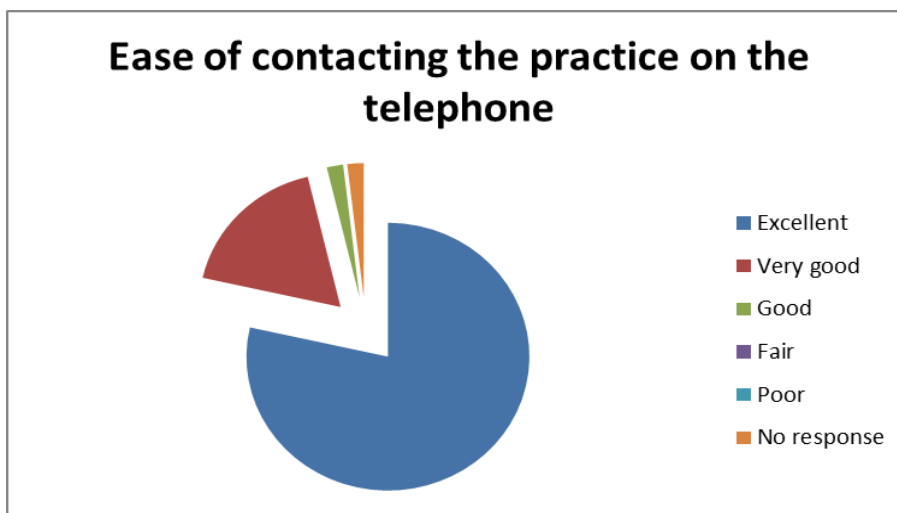
About the practice:

		%
Your general satisfaction with the practice:	Excellent	84
	Very good	15
	Good	1
	Fair	0
	Poor	0
	No response	0



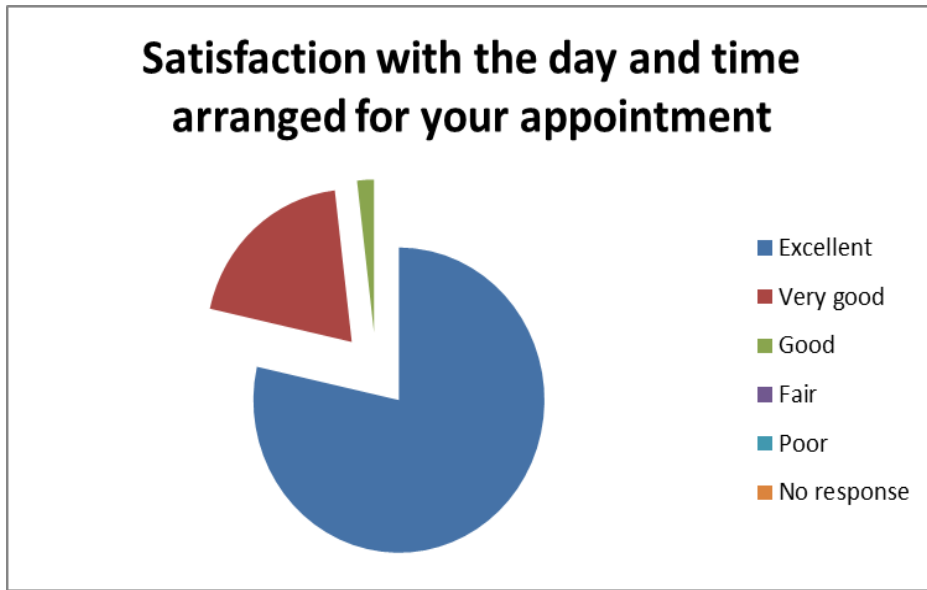
Ease of contacting the practice on the telephone:

	%
Excellent	78
Very good	18
Good	2
Fair	0
Poor	0
No response	2



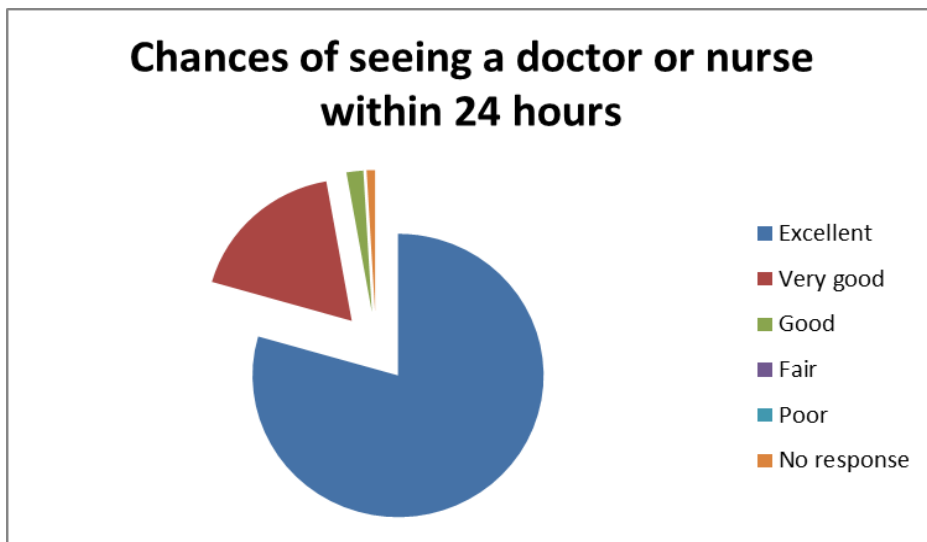
Satisfaction with the day and time arranged for your appointment:

	%
Excellent	78
Very good	20
Good	2
Fair	0
Poor	0
No response	0



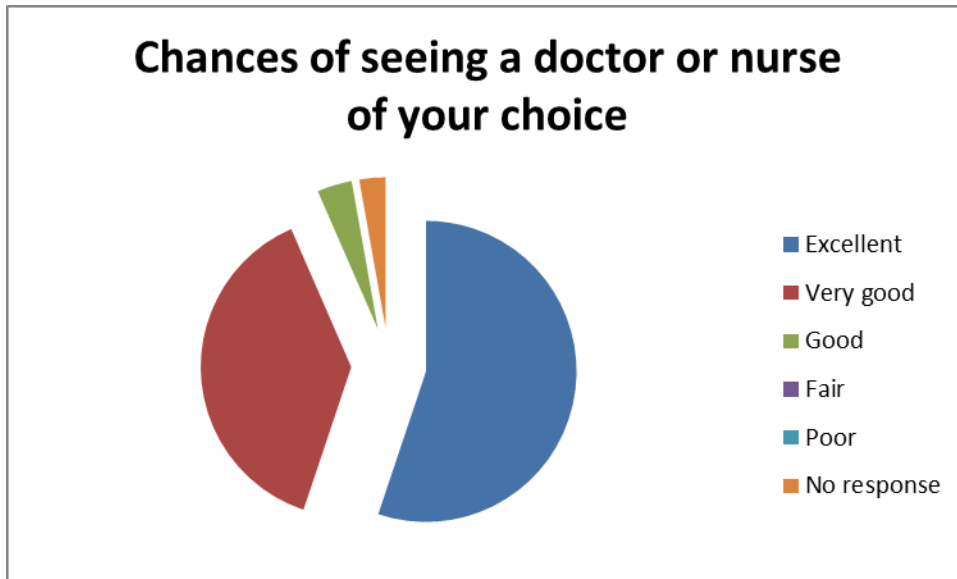
Chances of seeing a doctor or nurse within 48 hrs:

	%
Excellent	79.5
Very good	17.5
Good	2
Fair	0
Poor	0
No response	1



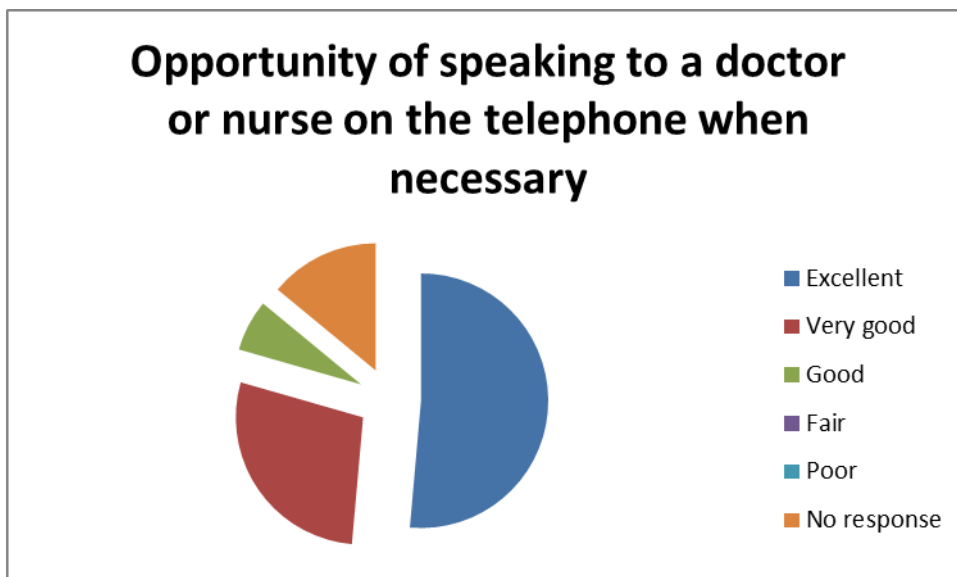
Chances of seeing a doctor or nurse of your choice:

	%
Excellent	55
Very good	38
Good	4
Fair	0
Poor	0
No response	3

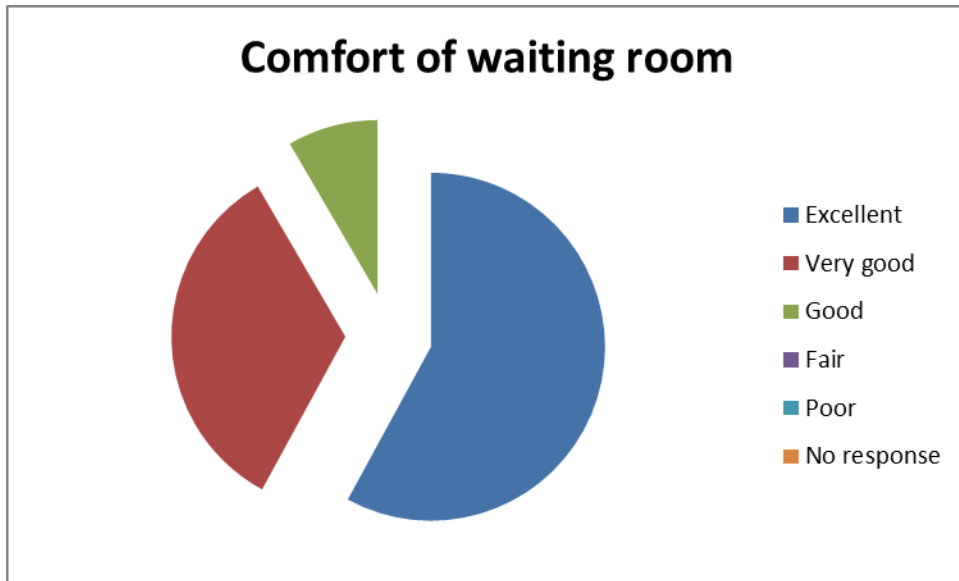


Opportunity of speaking to a doctor or nurse on the telephone when necessary:

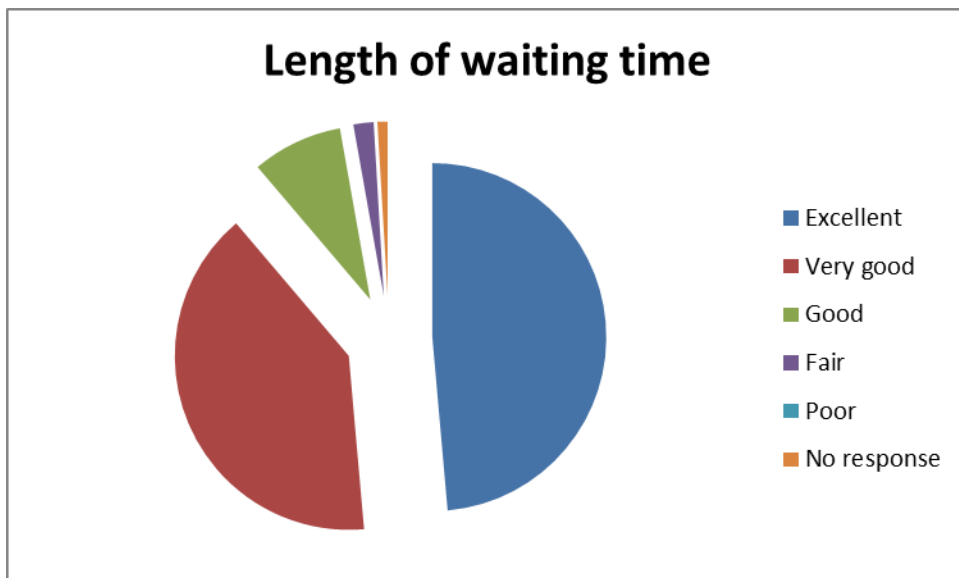
	%
Excellent	51.5
Very good	28
Good	6.5
Fair	0
Poor	0
No response	14



Comfort of the waiting room:		%
	Excellent	58
	Very good	33.5
	Good	8.5
	Fair	0
	Poor	0
	No response	0

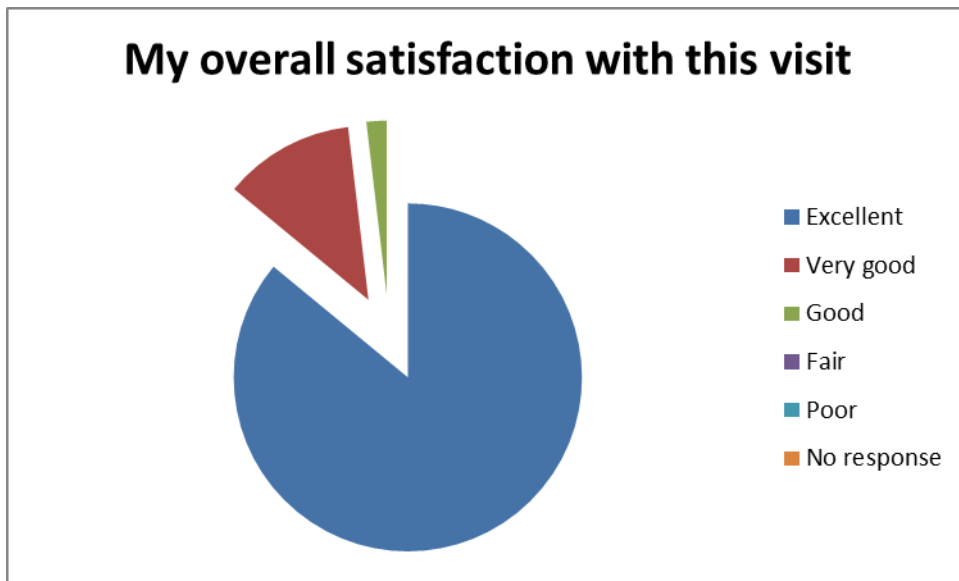


Length of waiting time:		%
	Excellent	48.5
	Very good	40
	Good	8.5
	Fair	2
	Poor	0
	No response	1



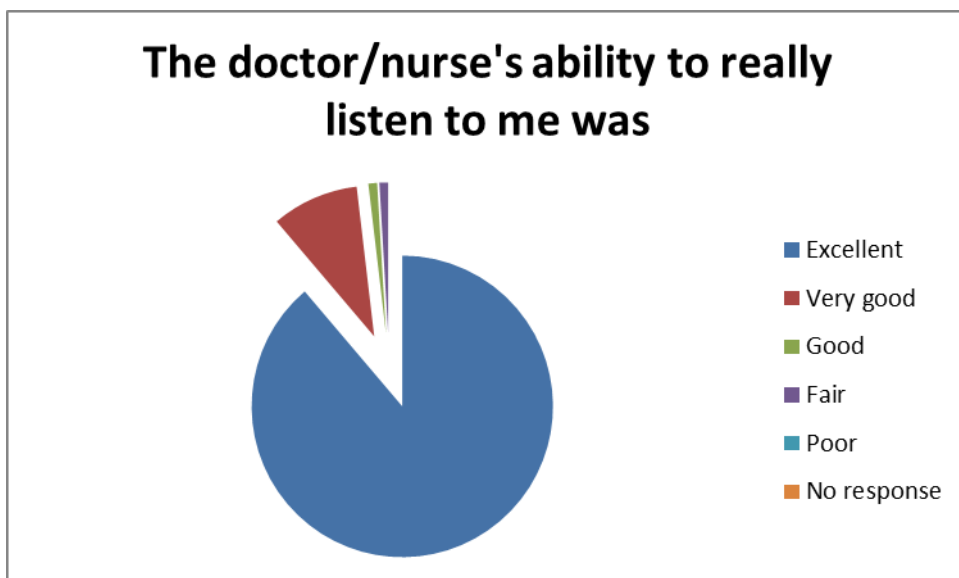
About the doctor or nurse you last saw:

		%
My overall satisfaction with the visit:	Excellent	86
	Very good	12
	Good	2
	Fair	0
	Poor	0
	No response	0



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

	%
Excellent	89
Very good	9
Good	1
Fair	1
Poor	0
No response	0



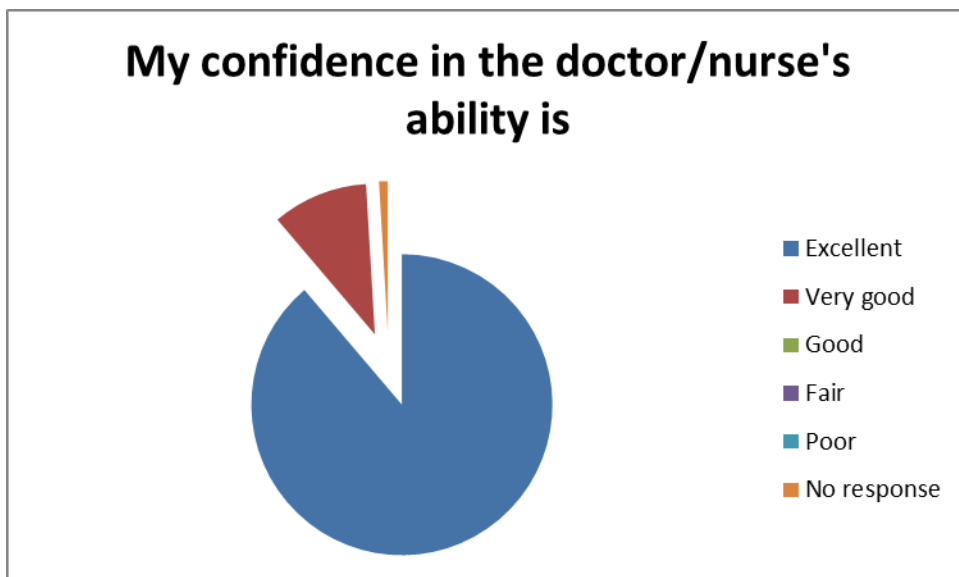
The doctor/nurse's explanation of things to me was:

	%
Excellent	89
Very good	9
Good	1
Fair	1
Poor	0
No response	0



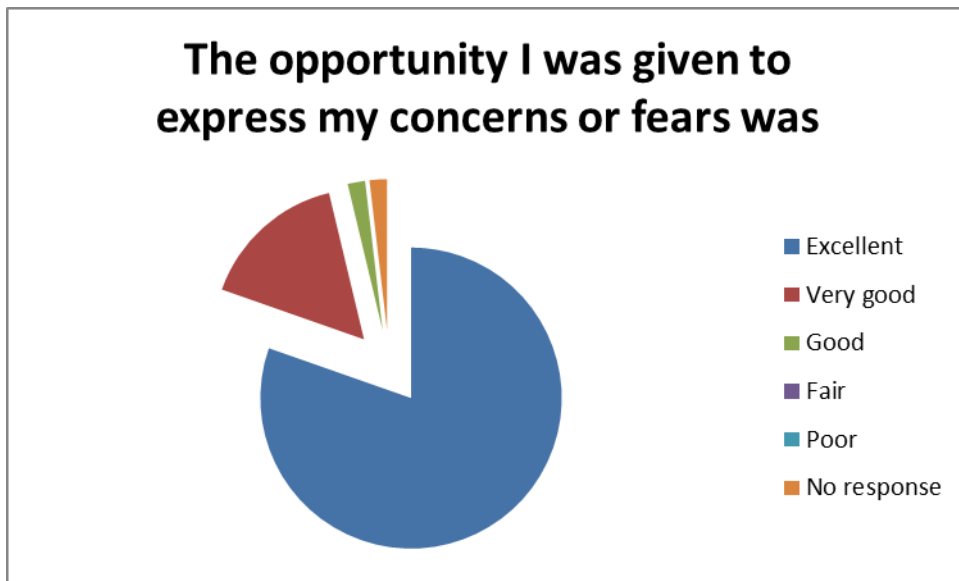
My confidence in this doctor/nurse's ability is:

	%
Excellent	89
Very good	10
Good	0
Fair	0
Poor	0
No response	1



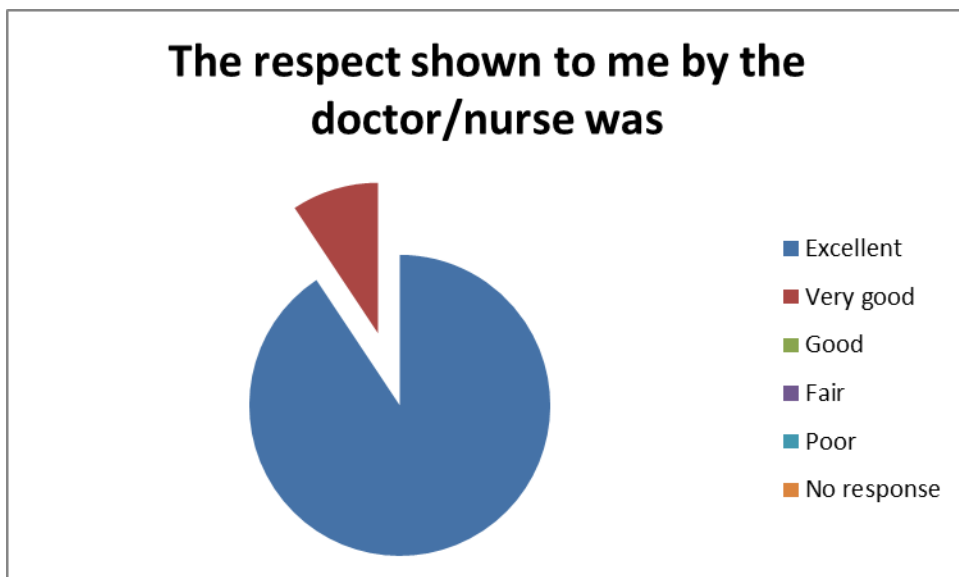
The opportunity I was given to express my concerns or fears was:

	%
Excellent	80
Very good	16
Good	2
Fair	0
Poor	0
No response	2



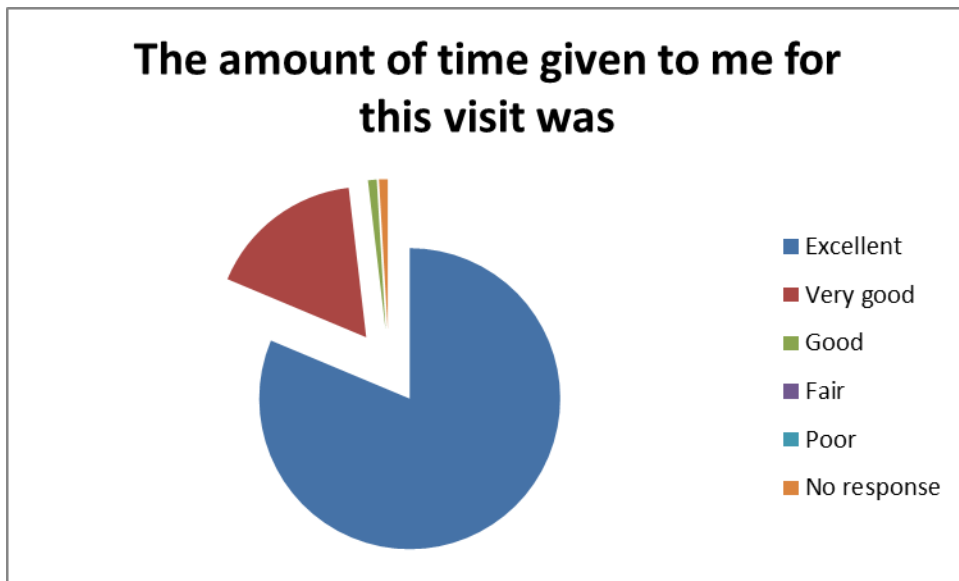
The respect shown to me by the doctor/nurse was:

	%
Excellent	91
Very good	9
Good	0
Fair	0
poor	0
No response	0



The amount of time given to me for the visit was:

	%
Excellent	81
Very good	17
Good	1
Fair	0
Poor	0
No response	1



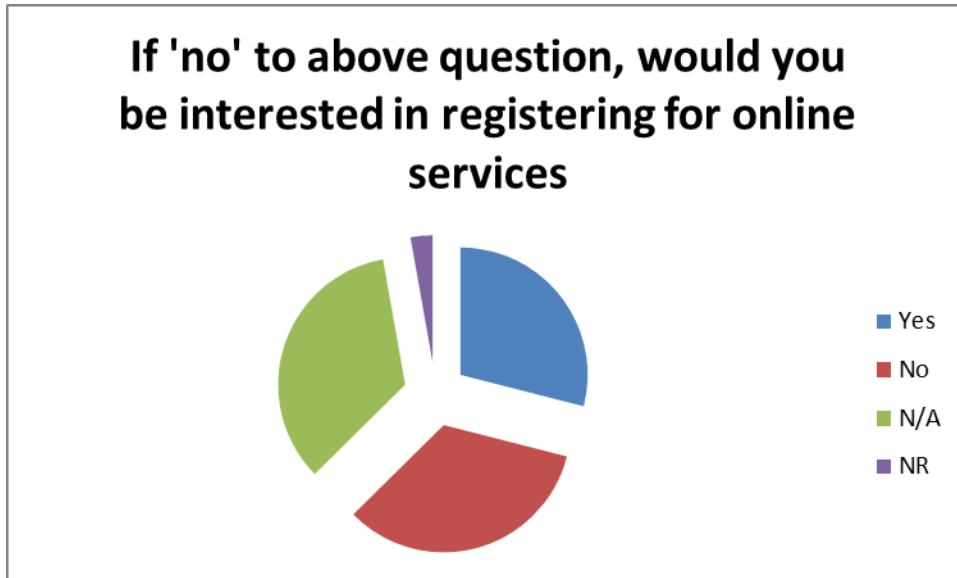
Online bookings and prescriptions:

		%
Are you registered for online services?	Yes	34.5
	No	65.5
	N/A	0
	No response	0



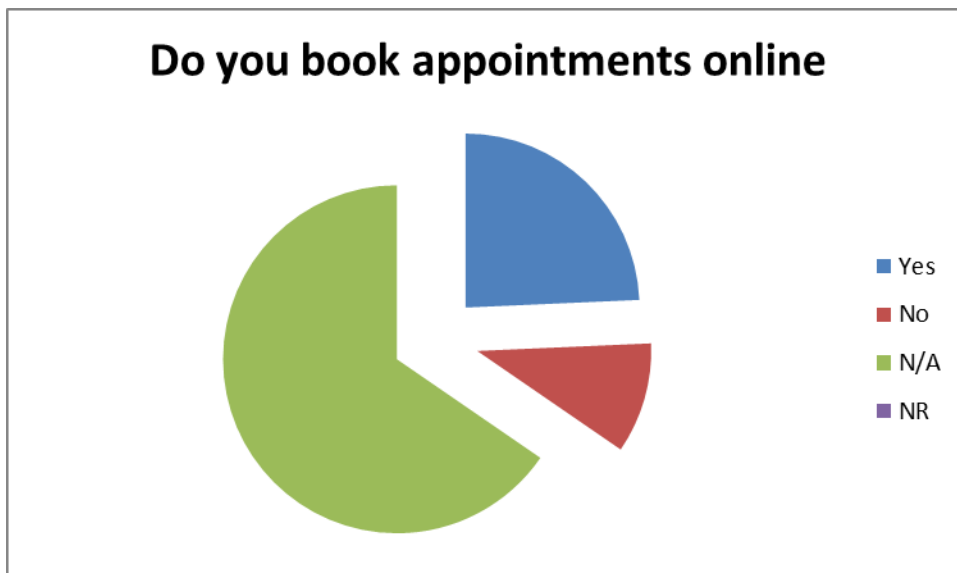
If you are not already registered for online services, would you be interested in registering?

	%	
Yes	29	
No	33.5	
N/A	34.5	(those already registered for services)
No response	0	



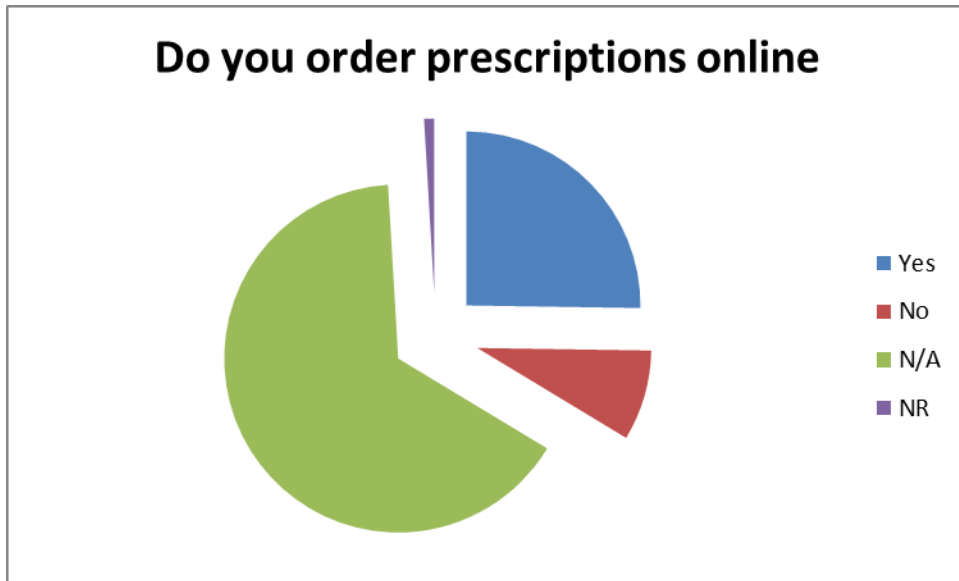
If you are registered for online services, do you book appointments online:

	%	
Yes	24.5	
No	10	
N/A	65.5	(those not registered for services)
No response	0	



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

	%
Yes	25
No	8.5
N/A	65.5 (those not registered for services)
No response	1



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

	%
Yes	24
No	8.5
N/A	65.5 (those not registered for services)
No response	2

