

## Patient Satisfaction Survey



Very dissatisfied



Very satisfied

**1. I am happy with the opening hours of the Healthcare Centre?**

0	1	2	3	4	5	6	7	8	9	10
	1				3	3	3	9	19	35

**2. I find it easy and convenient to book an appointment**

0	1	2	3	4	5	6	7	8	9	10
1		1			3	4	3	13	17	31

**3. The receptionists are helpful and courteous**

0	1	2	3	4	5	6	7	8	9	10
			1		1		2	9	19	41

**4. Are you able to see a doctor on the same day or in the next two days the surgery was open?**

0	1	2	3	4	5	6	7	8	9	10
2					4	9	6	9	18	25

**5. How likely are you to recommend this centre to a family member or friend?**

0	1	2	3	4	5	6	7	8	9	10
2	1			1	1	4	4	17	14	29

**6. I find it easy to get though on the telephone?**

0	1	2	3	4	5	6	7	8	9	10
	1		1	5	2	5	12	12	11	24

**7. My repeat prescriptions are ready within 48 hours?**

0	1	2	3	4	5	6	7	8	9	10
1					1	2	9	11	13	36

**8. Do you have any other comments about any aspect of our service or suggestions of services you would like to see at the practice?**

Great service, well done.  
 Receptionist are a pleasure to deal with  
 Excellent service

73 replies