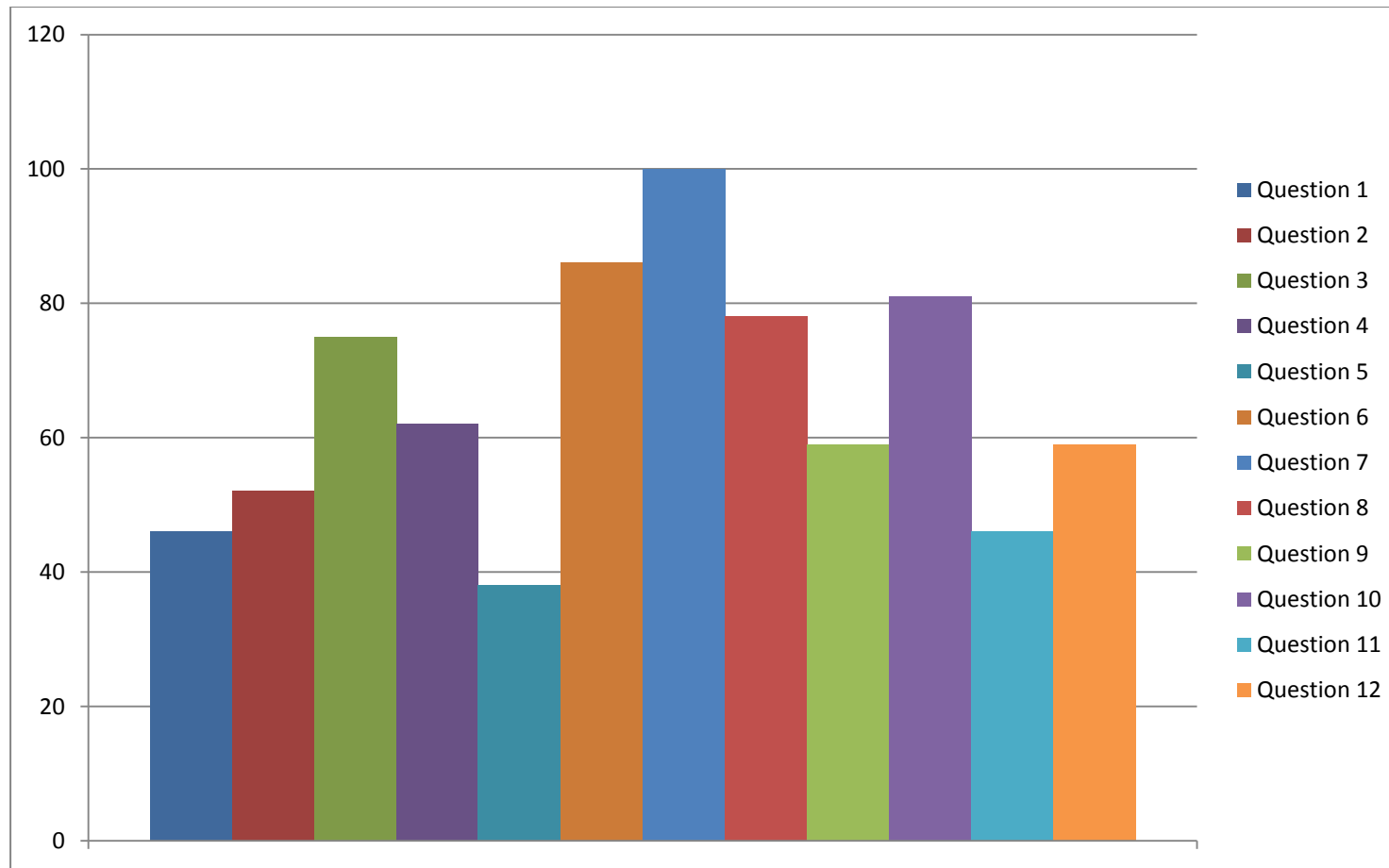


Patient Survey Results – City of Coventry NHS Healthcare Centre 2016



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Question 1	Happy with opening hours	43%
Question 2	It's easy and convenient to book appointment	56%
Question 3	The receptionist are helpful and courteous	78%
Question 4	Would recommend to friends and family	61%
Question 5	It's easy to get through on phones	38%
Question 6	Prescriptions are ready within 48 hours	84%
Question 7	Interpreter access if needed	100%
Question 8	I am involved in decisions relating to my care and treatment	79%
Question 9	Offered information leaflets by Clinicians	59%
Question 10	Information on my treatment is given in a way I understand	81%
Question 11	I am able to discuss any issues in a private area away from reception	46%
Question 12	I know how to make a complaint, understanding consents and my rights as a patient	59%

Comments Made by Patients

- Need more permanent Doctor's
- Very Difficult getting through on the phone
- Staff are very good over all
- Very happy with the open surgery

Patient Survey Results – City of Coventry NHS Healthcare Centre 2016

- Some kind of call system, so you know your call is being answered
- Not happy with new opening times
- Reception staff are very nice and friendly