

Patient Satisfaction Questionnaire 2013-14

MOUNT CHAMBERS SURGERY

Please leave blank any questions that are not relevant to your care.

BOOKING APPOINTMENTS When booking this or your most recent appointment:	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Did you find it difficult to get through on the phone	78	88	51	77	38
The appointment I booked was at a convenient time for me	95	197	37	15	14
If not a convenient time to you were you offered any alternative	25	75	56	16	9

Was this an urgent appointment where you were seen on the same day? **YES 76 NO 83**

ARRIVING AT THE SURGERY When you arrived at the surgery today or on your last visit:		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The reception staff:	Were polite	187	157	12		1
	were efficient	228	149	14		2
	were professional	71	145	14		1

Any additional comments you would like to make about the reception staff:

CLINICAL CARE At this or your last appointment with the doctor or nurse:	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I was happy with the medical care I received	159	153	15	6	4
The doctor or nurse listened to my concerns	158	151	16	11	1
Adequate time was given to my problem	149	148	35	9	4
I received clear explanations about my problem	138	136	43	6	5

Which type of clinician did you see?

DOCTOR 206

NURSE 184

Any additional comments you would like to make about the consultation or your clinical care:

COLLECTING MEDICATION Please complete this section if you collected medication		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The dispensary staff:	were polite	59	71	22	3	
	listened to my concerns	36	54	30	7	2
	were helpful and informative	44	68	27	5	2
	were efficient	47	72	20	6	3

Any additional comments you would like to make about the dispensary:

About You: *This section is optional.*

Gender: MALE 128
FEMALE 197

Current Age: 16 OR UNDER 9
17-24 31
25-44 80
45-64 115
65-84 80
85 OR OVER 12

Ethnic Background: White (British, Irish or Other) 314
Mixed
Asian or Asian British 5
Black or Black British 2
Other Ethnic Group 2 Polish 1 Turkish

How often do you visit the practice:	Rarely	8
	Occasionally	169
	Regularly	89
	Often	<input type="checkbox"/>

Thank you for completing this questionnaire.

To return completed questionnaires

- Place in the box in reception or***
- Email to jeanettegrant@nhs.net***