

PATIENT SURVEY REPORT - MAR 2014			
Accessing GP Services			
Assessment Level	Points	Q 1-3	%
Very Good	130	V.Good	46.1%
Good	95	Good	33.7%
Nither Good nor Bad	41	Moderate	14.5%
Poor	15	Poor	5.3%
Very Poor	1	V.Poor	0.4%

PATIENT SURVEY REPORT - MAR 2014			
Making an appointment			
Assessment Level	Points	Q 5	%
On the same day	60	Same Day	65.2%
On the next working day	15	Next Day	16.3%
A few days later	7	F.Days Lt.	7.6%
A week or more later	5	Week Lt.	5.4%
Can't remember	5	Don't Know	5.4%

PATIENT SURVEY REPORT - MAR 2014			
Waiting to be seen after an appointment			
Assessment Level	Points	Q6	%
Less than 5 minutes	5	<5 min	5.3%
5-15 minutes	44	5-15 min	46.8%
15-30 minutes	32	15-30 min	34.0%
More than 30 minutes	8	>30 min	8.5%
Can't remember	5	Don't Remb.	5.3%

PATIENT SURVEY REPORT - MAR 2014			
Privacy, Confidence & Adequately addressing Health issues			
Assessment Level	Points	Q 17-20	%
Yes, Definitely	260	Definitely, Yes	69.3%
Yes, to some Extent	88	Yes to an extent	23.5%
No, not at all	3	No	0.8%
Don't know / can't say	24	Don't Know	6.4%

PATIENT SURVEY REPORT - MAR 2014 Clinical Care			
Your experience with our Nurse/Doctor			
Assessment Level	Points	Q7-16	%
Very Good	528	V.Good	56.11%
Good	339	Good	36.03%
Nither Good nor Bad	70	Moderate	7.44%
Poor	4	Poor	0.43%
Very Poor	0	V.Poor	0.00%