**Marlow Park Medical Centre Patient Survey 2018/2019**

**1. How do you rate the way you were treated by our reception team?**

|  |  |  |
| --- | --- | --- |
| excellent | 36 | 60% |
| very good | 13 | 22% |
| good | 6 | 10% |
| fair | 4 | 7% |
| poor | 1 | 1.00% |
| very poor | 0 | 0% |
| Total | 60 | 100% |

**2. When you last rang the Surgery how easy was it to get through by telephone**

|  |  |
| --- | --- |
| very easy | 7 |
| easy | 17 |
| as expected | 19 |
| poor | 13 |
| very poor | 3 |
| Total | 59 |

**3. How far in advance do you normally get an appointment?**

|  |  |
| --- | --- |
| same day | 21 |
| next day | 1 |
| that week | 15 |
| next week | 23 |
| Total | 60 |

**4. Knowledge and awareness of what practice offers you**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | YES | NO | 2019 YES in % | 2018 YES in % |
| a) are you aware that phone lines open from 08:00 Monday to Friday ? | 57 | 3 | 95 | 92 |
| b) are you aware that we have a website? | 46 | 14 | 77 | 96 |
| c) are you aware you can book appointments online? | 29 | 31 | 48 | 4 |
| d) are you aware you can request repeat medication online? | 24 | 26 | 40 | 4 |

**5. Thinking about your recent consultation with your Doctor, how do you rate the following?**

1. How thoroughly does the Dr ask about your symptoms and how you are?

|  |  |
| --- | --- |
| very easy | 28 |
| easy | 18 |
| as expected | 12 |
| poor | 0 |
| poor very poor | 1 |
| Total | 59 |

1. How well does the Dr listen to what you had to say?

|  |  |
| --- | --- |
| very easy | 25 |
| easy | 19 |
| as expected | 12 |
| poor | 3 |
| poor very poor | 0 |
| Total | 59 |

c) How well does the Dr involve you in decisions about your care?

|  |  |
| --- | --- |
| very easy | 26 |
| easy | 16 |
| as expected | 14 |
| poor | 3 |
| very poor | 0 |
| Total | 59 |

d) How well does the Dr explain your problem and/or any treatment needed?

|  |  |
| --- | --- |
| very easy | 28 |
| easy | 13 |
| as expected | 15 |
| poor | 3 |
| very poor | 0 |
| Total | 59 |

**6) Thinking about your recent consultation with your Nurse, how do you rate the fallowing?**

1. How thoroughly does the Nurse ask about your symptoms’ and how you are?

|  |  |
| --- | --- |
| very easy | 21 |
| easy | 20 |
| as expected | 8 |
| poor | 1 |
| very poor | 0 |

1. How well does the Nurse listen to what you had to say?

|  |  |
| --- | --- |
| very easy | 22 |
| easy | 19 |
| as expected | 9 |
| poor | 0 |
| very poor | 0 |

1. How well does the Nurse involve you in decisions about your care?

|  |  |
| --- | --- |
| very easy | 20 |
| easy | 19 |
| as expected | 11 |
| poor | 0 |
| very poor | 0 |

1. How well does the Nurse explain your problem and/or any treatment you needed?

|  |  |
| --- | --- |
| very easy | 19 |
| easy | 19 |
| as expected | 12 |
| poor | 0 |
| very poor | 0 |

1. How do you feel about the Nurse’s care and concern for you?

|  |  |
| --- | --- |
| very easy | 23 |
| easy | 19 |
| as expected | 8 |
| poor | 0 |
| very poor | 0 |

1. Are you happy with the amount of time the Nurse spends with you?

YES 31

NO-0

29 no answered