

## Friends Road Medical Practice ~ Patient Survey 2019/20

### 114 Surveys Completed ~ 1.5% of the Population

- 1) How helpful is the information we provide about the different ways you can contact and get help or advice from the practice (e.g. website, leaflets, posters etc)

Excellent	Very Good	Good	Average	Poor
32	43	32	7	0

- 2) Given the choice (and if available) please indicate different ways that you would consider making contact with the surgery in the future.

Internet Appointments Booking - 58	Telephone Appointments Booking - 79
In Person Appointment Booking - 62	Telephone Repeat Prescription Requests - 22
Internet Repeat Prescription Requests - 44	In Person Repeat Prescription Requests - 23
Email Repeat Prescription Requests - 43	Telephone Consultations with GP - 45
Post/Fax Repeat Prescription Requests - 5	Internet Consultations with GP - 18
Email Consultations with GP - 40	In Person/Face to Face Consultations with GP - 72

- 3) Generally how easy do you find it to get through to the practice on the telephone?

Excellent	Very Good	Good	Average	Poor
34	33	30	14	3

- 4) In general how would you rate the way our Reception staff deal with you?

Excellent	Very Good	Good	Average	Poor
46	44	18	5	1

- 5) How good is our system for providing you with an appointment on the same day with a doctor when you feel you have an urgent problem?

Excellent	Very Good	Good	Average	Poor	Not Used
51	22	22	6	1	12

**6) How good is our system for booking different types of appointments with a Doctor or Nurse of your choice more than two days in advance?**

Excellent	Very Good	Good	Average	Poor	Not Used
<b>33</b>	<b>48</b>	<b>20</b>	<b>4</b>	<b>2</b>	<b>7</b>

**7) When you last saw a Doctor or Nurse how would you rate their manner and attitude (e.g. putting you at ease, listening to you carefully and taking you seriously)?**

Excellent	Very Good	Good	Average	Poor
<b>52</b>	<b>39</b>	<b>19</b>	<b>3</b>	<b>1</b>

**8) When you last saw a Doctor or Nurse how well did you feel they dealt with your problems or ongoing conditions (e.g. by relevant questioning, any necessary examination, test or referral, or giving you appropriate and relevant information)?**

Excellent	Very Good	Good	Average	Poor
<b>59</b>	<b>41</b>	<b>12</b>	<b>2</b>	<b>0</b>

**9) Overall, how satisfied are you with the service and care that receive at the practice?**

Excellent	Very Good	Good	Average	Poor
<b>53</b>	<b>36</b>	<b>25</b>	<b>0</b>	<b>0</b>