

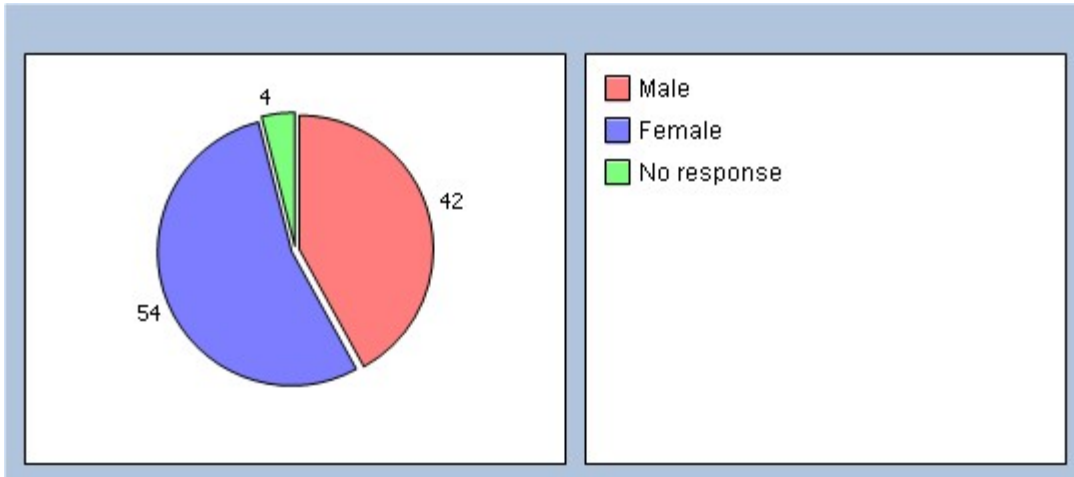
Number of Responses:208

## Deane Clinic - PRG Survey 2013/14

### Section 1 – About you

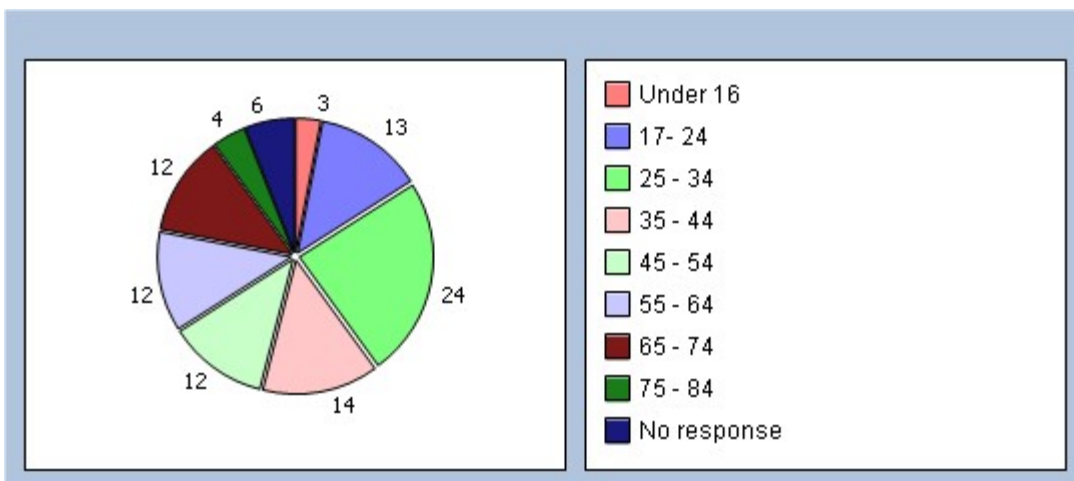
#### Q1. Are you

Male **42%**  
Female **54%**  
No response **4%**



#### Q2. What age group are you?

Under 16 **3%**  
17- 24 **13%**  
25 - 34 **24%**  
35 - 44 **14%**  
45 - 54 **12%**  
55 - 64 **12%**  
65 - 74 **12%**  
75 - 84 **4%**  
Over 84 **0%**  
No response **6%**

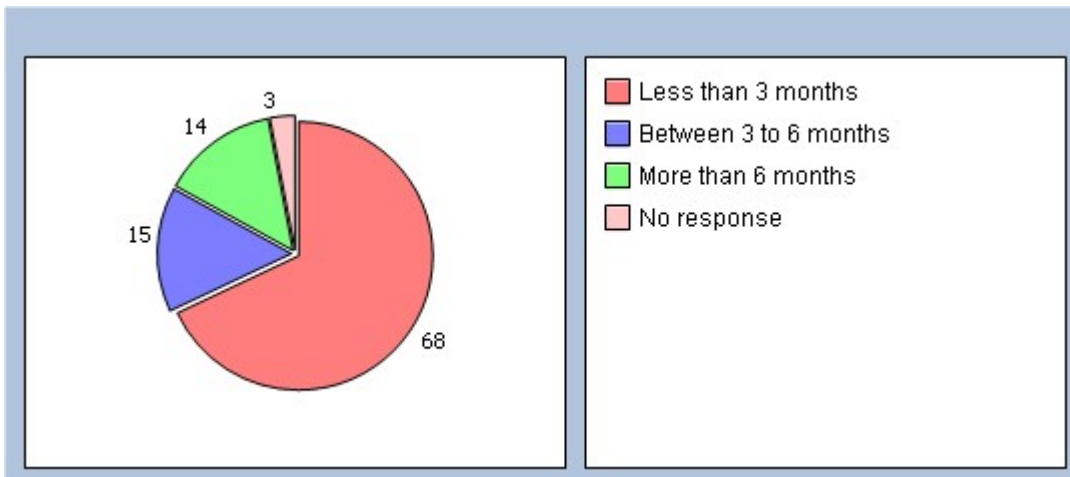


### Section 2 – About the Practice

#### Q1. When was the last time you made an appointment to see a Doctor or Nurse at the practice?

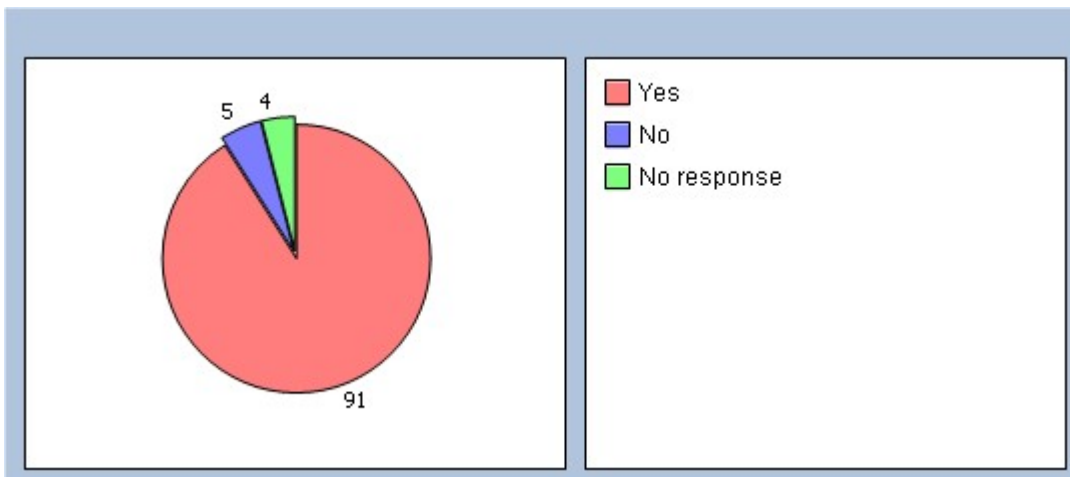
Less than 3 months **68%**  
Between 3 to 6 months **15%**

More than 6 months **14%**  
No response **3%**



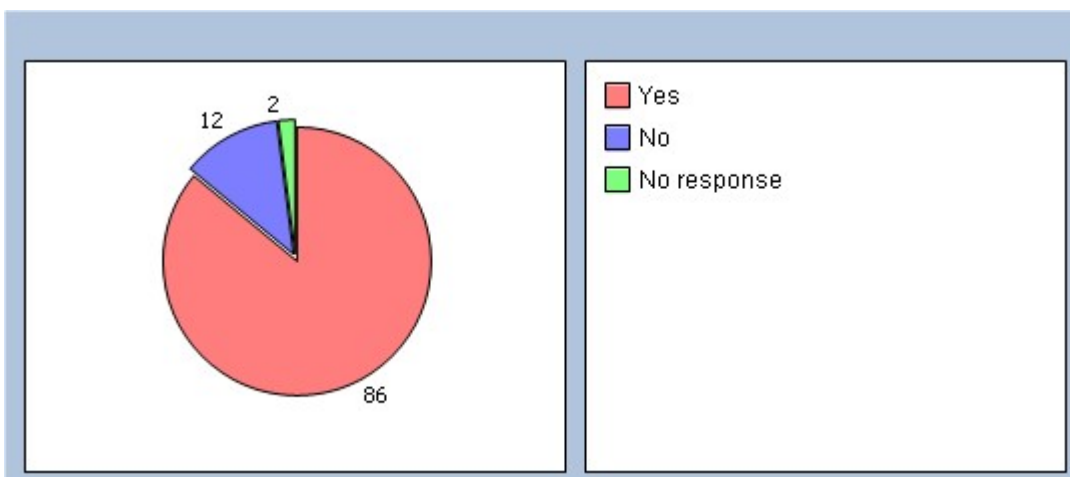
**Q2. Are you aware that there are different types of consultations available? E.g. Telephone, Walk-in-Clinic & Urgent Care (minor injuries & minor illness)**

Yes **91%**  
No **5%**  
No response **4%**



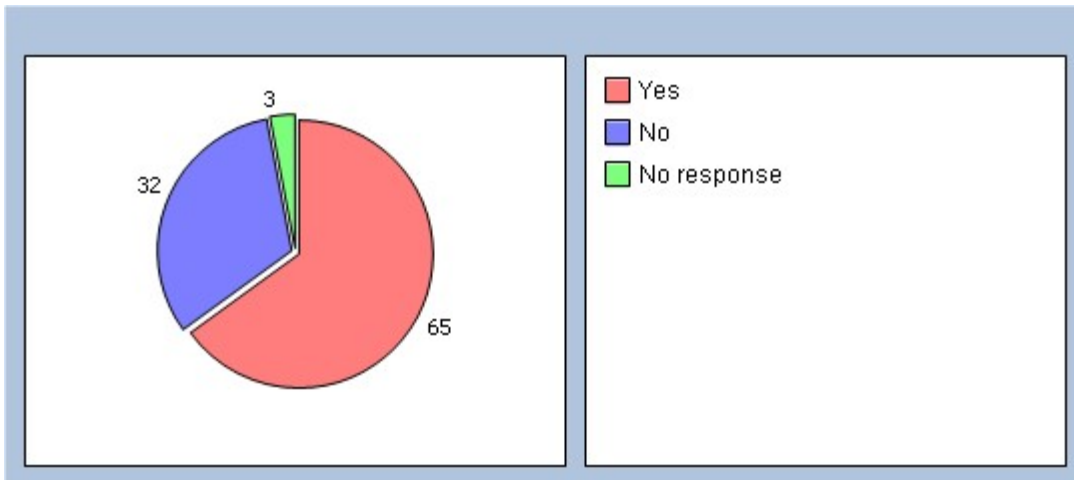
**Q3. As a patient do you feel you are kept well informed about your condition?**

Yes **86%**  
No **12%**  
No response **2%**



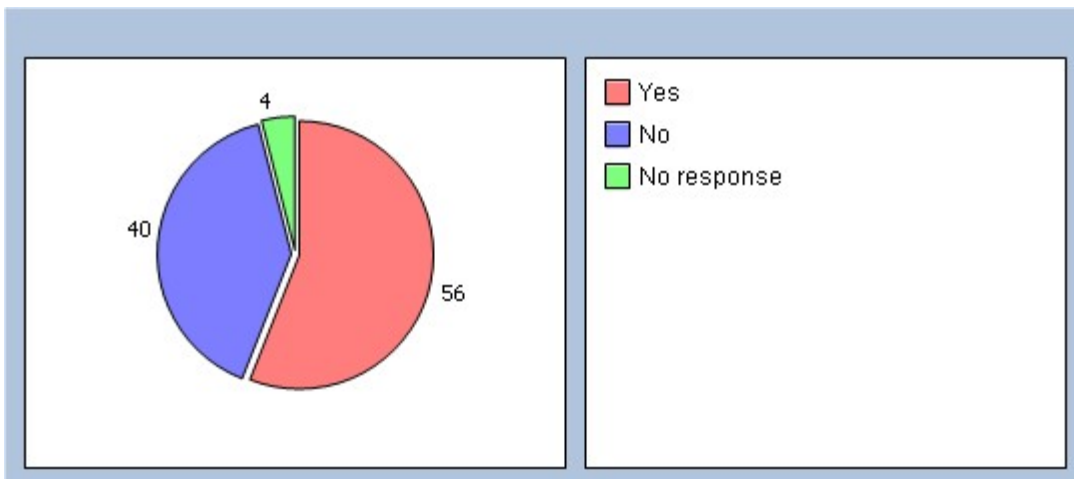
**Q4. Do you know we have a website, where you can find out lots of information about the practice?**

Yes **65%**  
No **32%**  
No response **3%**



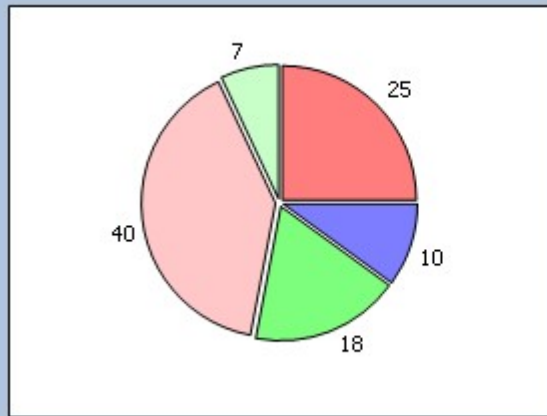
**Q5. We have recently introduced online prescriptions (through our website) and 24 hrs telephone appointment booking & cancellation service. Do you know these services are available?**

Yes **56%**  
No **40%**  
No response **4%**



**Q6. If you have NOT used our online repeat prescription service is this because you?**

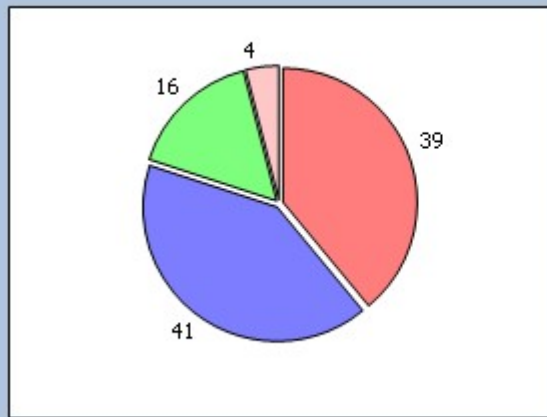
Did not know it exists **25%**  
Felt confused or intimidated by the process **10%**  
Do not have access to a computer **18%**  
Do not order prescriptions **40%**  
No response **7%**



- Did not know it exists
- Felt confused or intimidated by the process
- Do not have access to a computer
- Do not order prescriptions
- No response

**Q7. Please recall your last visit to the practice; please rate the warmth of the greeting from the Doctor/Nurse**

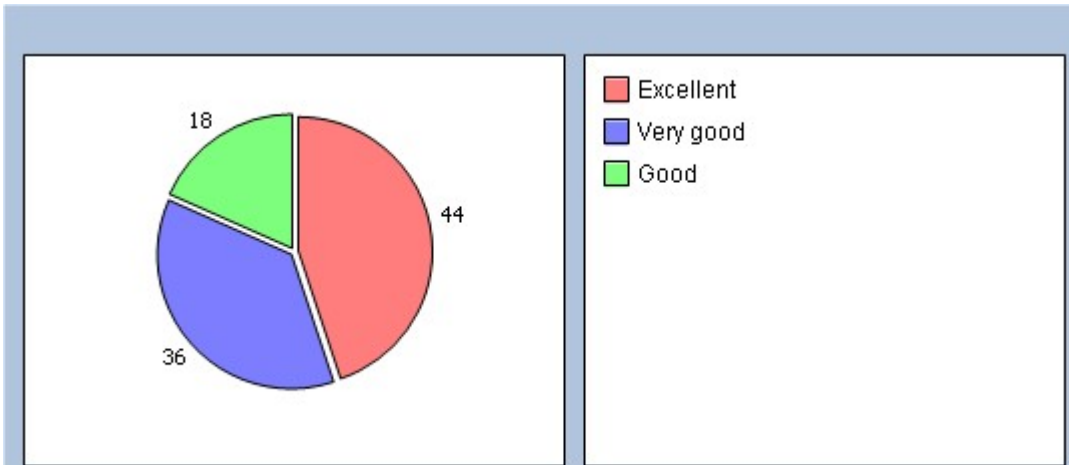
Excellent **39%**  
 Very good **41%**  
 Good **16%**  
 poor **0%**  
 No response **4%**



- Excellent
- Very good
- Good
- No response

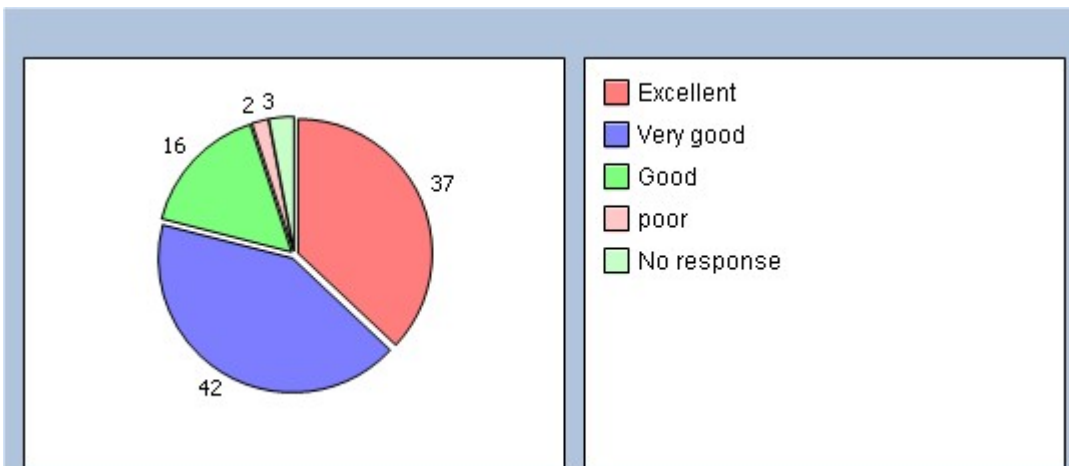
**Q8. Please recall your last visit to the practice; please rate the warmth of the greeting from the reception staff.**

Excellent **44%**  
 Very good **36%**  
 Good **18%**  
 poor **0%**



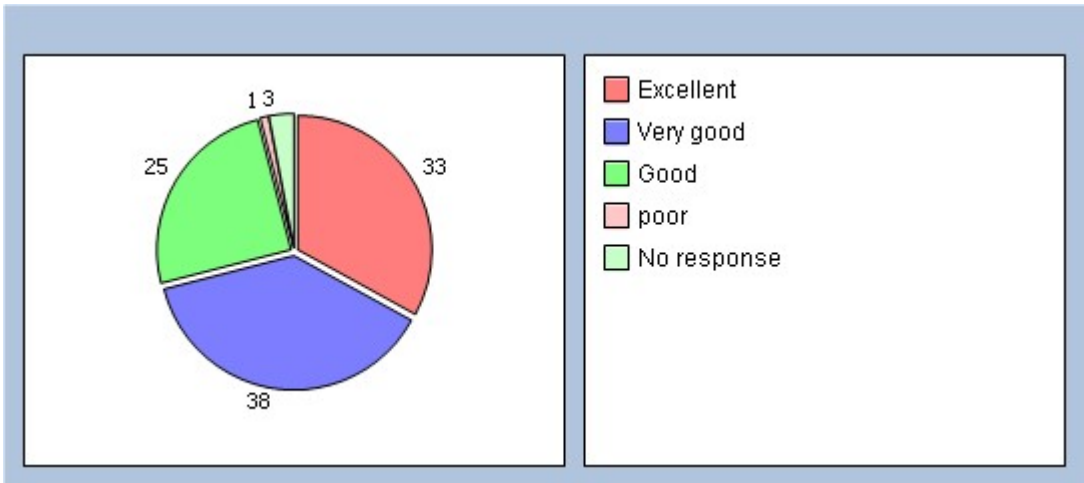
**Q9. Please recall your last visit to the practice; please rate the level of privacy / confidentiality shown to you.**

Excellent **37%**  
 Very good **42%**  
 Good **16%**  
 poor **2%**  
 No response **3%**



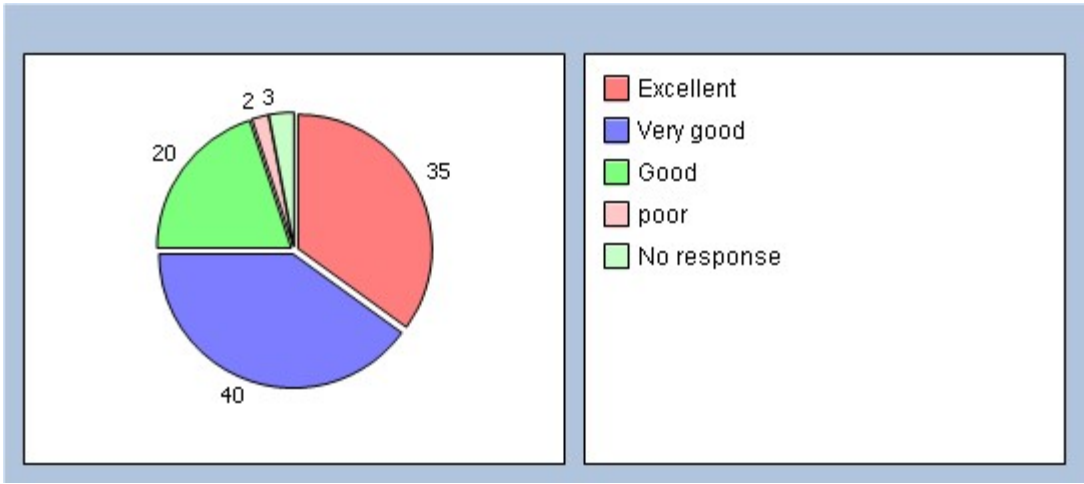
**Q10. Please recall your last visit to the practice, please rate whether you left the surgery feeling reassured.**

Excellent **33%**  
 Very good **38%**  
 Good **25%**  
 poor **1%**  
 No response **3%**



**Q11. What is your overall satisfaction with the practice?**

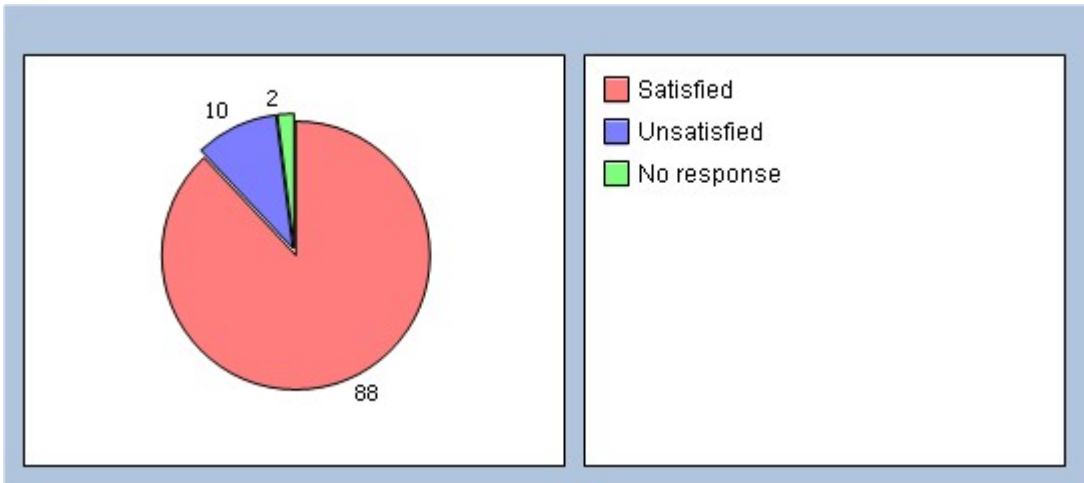
Excellent **35%**  
 Very good **40%**  
 Good **20%**  
 poor **2%**  
 No response **3%**



**Section 3 - Communication**

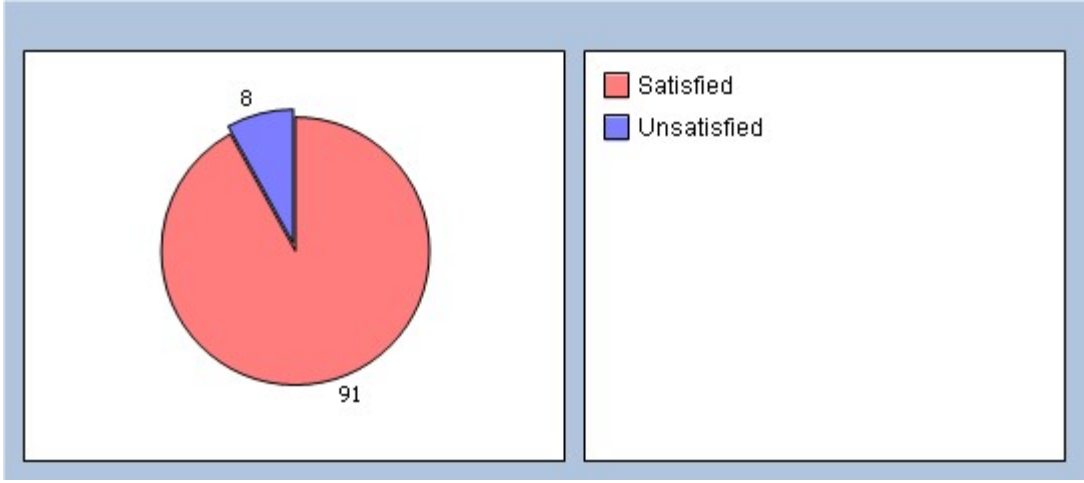
**Q1. When telephoning the surgery how easily you get through?**

Satisfied **88%**  
 Unsatisfied **10%**  
 No response **2%**



**Q2. When telephoning the surgery how well do you feel your needs are met?**

Satisfied **91%**  
 Unsatisfied **8%**



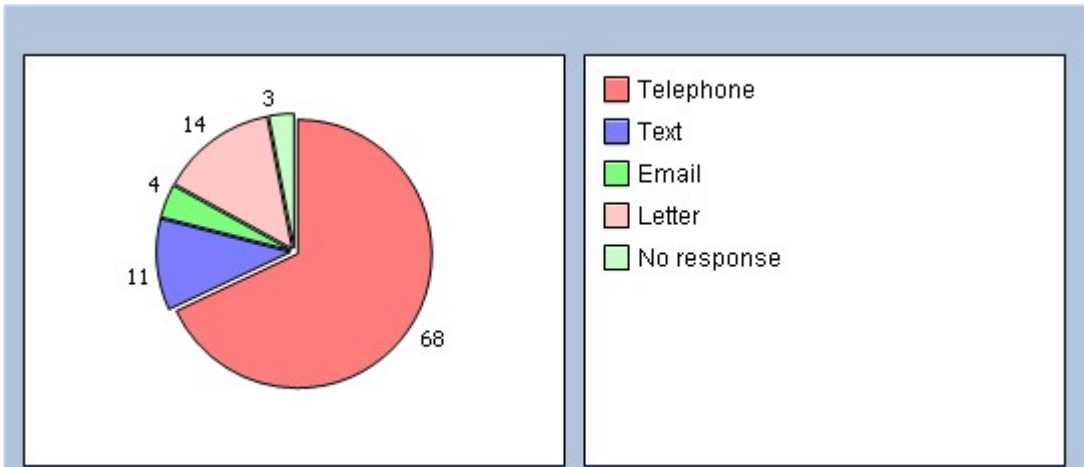
**Q3. If a patient misses three (3) consecutive appointments in 12 months period what action do you think we should take to prevent a waste of an appointment time in future?**

Letter **49%**  
 Phone call **28%**  
 Remove from practice list **19%**  
 Poster in waiting room **5%**  
 DNA status **2%**

**Section 4. - Appointments**

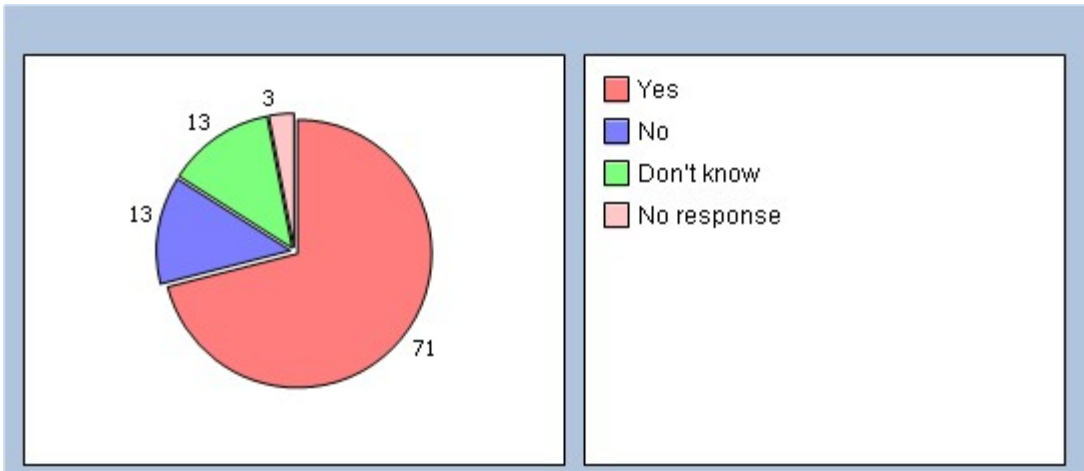
**Q1. Which methods of communication would you be prefer to use or receive?**

Telephone **68%**  
 Text **11%**  
 Email **4%**  
 Letter **14%**  
 No response **3%**



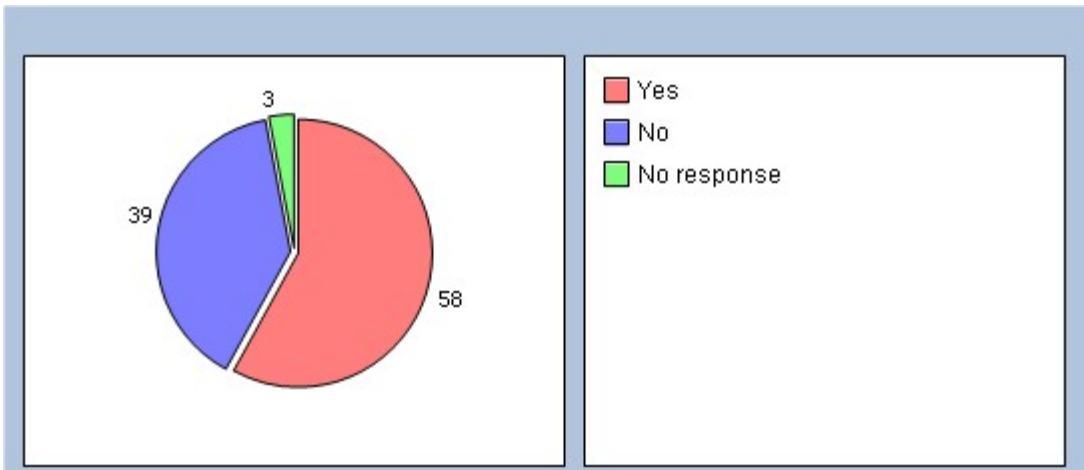
**Q2. Would you prefer to be able to speak to a doctor or nurse without having to make an appointment?**

Yes **71%**  
 No **13%**  
 Don't know **13%**  
 No response **3%**



**Q3. Are you using the facility to cancel your appointments rather than to ring and speak to a receptionist? Eg. Answer phone, text, and email or Automated telephone cancellation.**

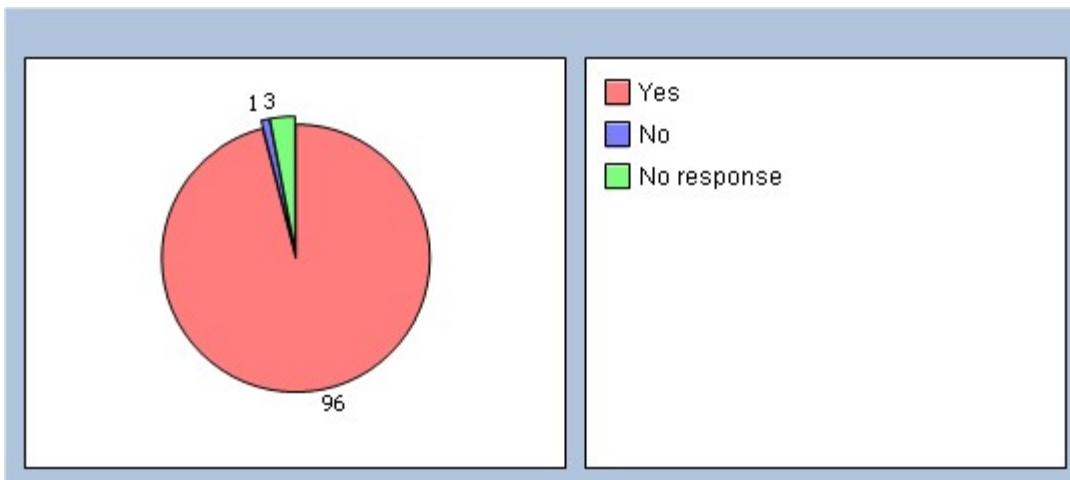
Yes **58%**  
 No **39%**  
 No response **3%**





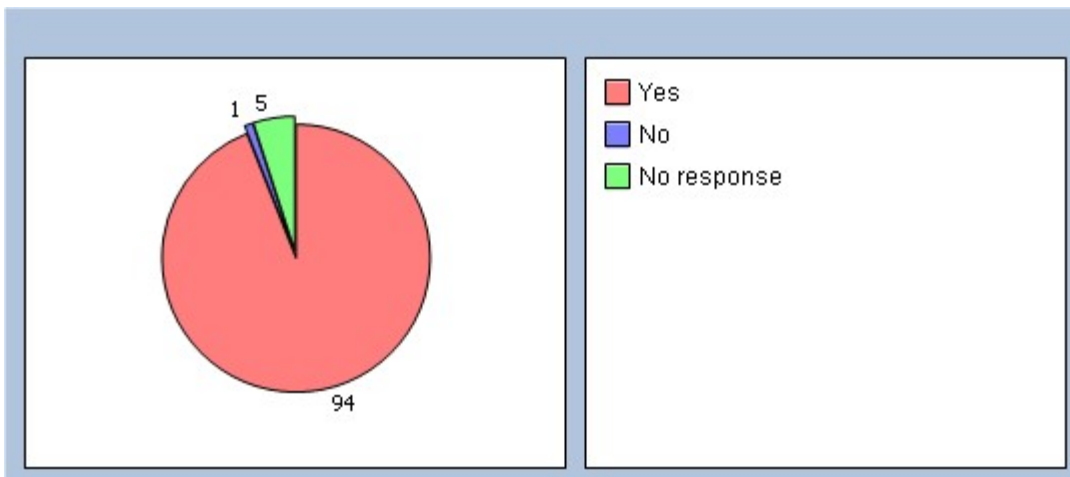
**Q1. Is the surgery clean and tidy?**

Yes **96%**  
No **1%**  
No response **3%**



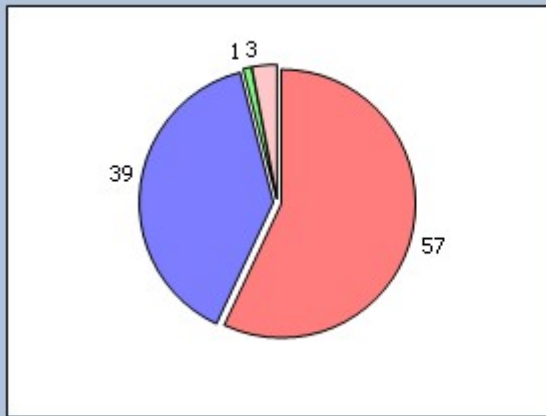
**Q2. Are the signs and notices clear and easy to understand?**

Yes **94%**  
No **1%**  
No response **5%**



**Finally .....What is your overall satisfaction with the practice?**

Very Satisfied **57%**  
Satisfied **39%**  
Unsatisfied **1%**  
No response **3%**



- Very Satisfied
- Satisfied
- Unsatisfied
- No response

Are there any comments you wish to make? If you would like an answer to any specific comments, please let us have your name and contact details.