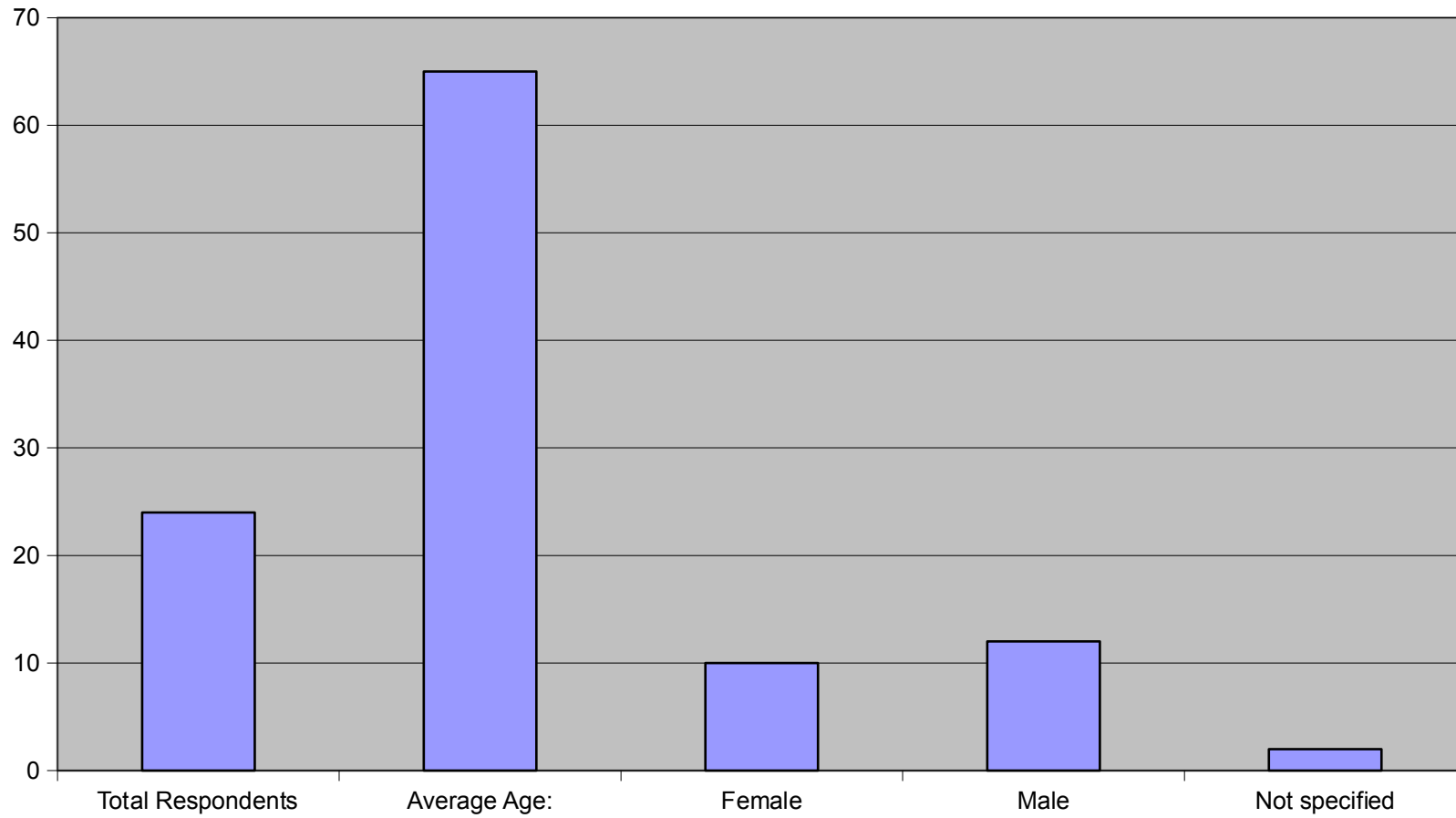


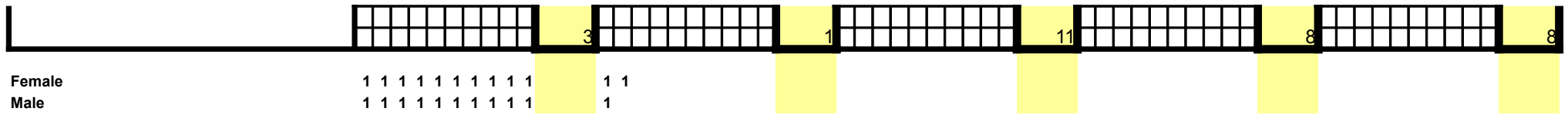
### Hartland Way Surgery - Patient Participation Survey



## Hartland Way Surgery Patient Survey Feb-Mar 2012

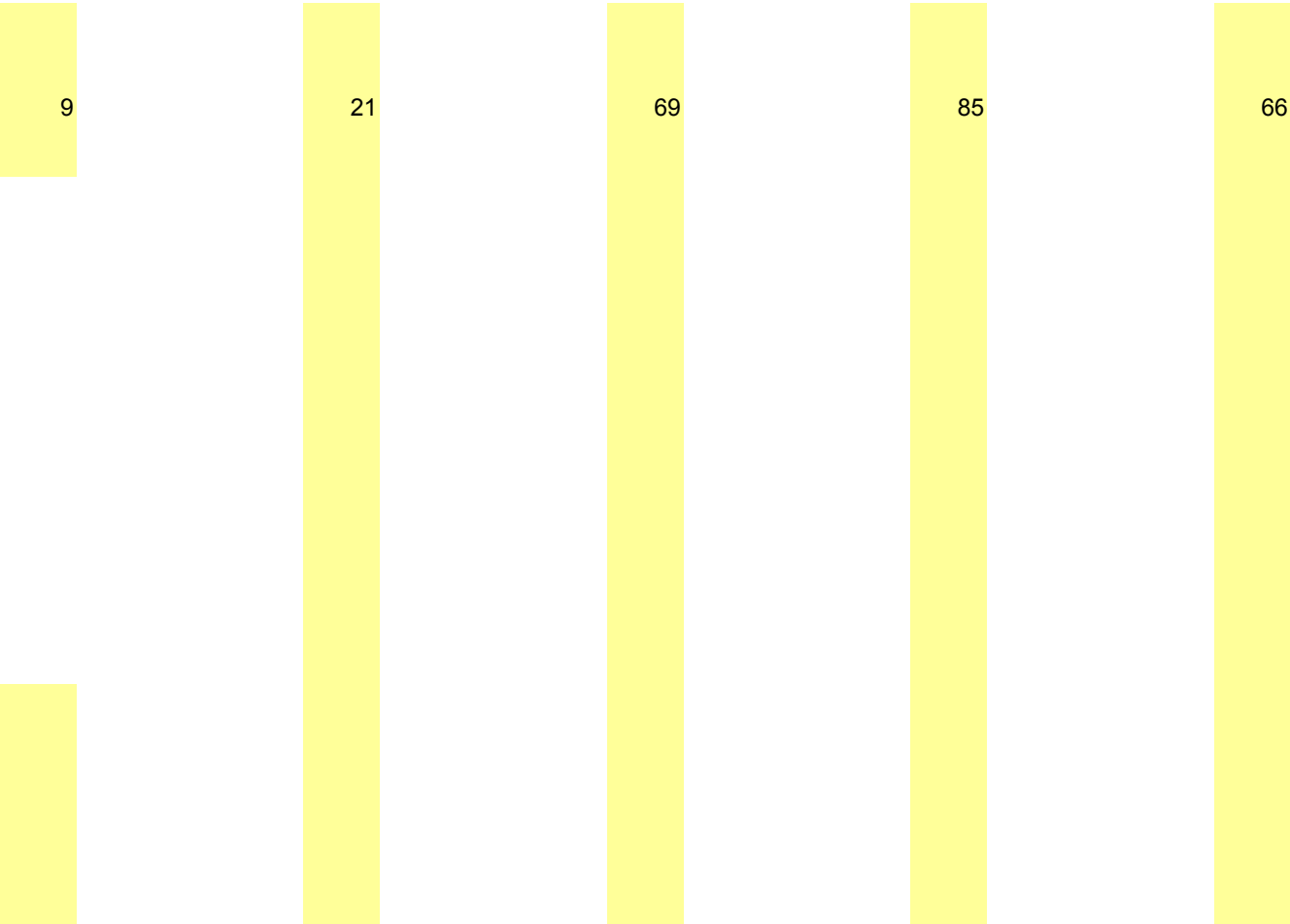
		Poor	Fair	Good	Very Good	Total
1. Do you think we offer ease of booking appointments over the telephone and in person?	1	1	4	9	11	25
2. Ease of seeing GP and/or Nurse within 48 hours?	1 1	2	2	15	7	25
3. Ease of seeing GP and/or Nurse within 24 hours or on the same day?	1 1	2	5	12	7	25
4. Helpfulness of the reception staff		0	3	4	9	15
5. Ease of ordering repeat prescriptions		0	1	4	15	11
6. Are our hours adequate for the services provided?	1 1	2	2	14	7	25
7. All things considered, how satisfied are you with the practice?		0	3	5	15	9
8. Would you recommend your doctor to family and friends?	1 1	2	1	6	14	25
9. Do you feel comfortable to raise your concerns or offer suggestions to us?	1 1 1	1	1	1	1	25

# Hartland Way Surgery Patient Survey Feb-Mar 2012



# Hartland Way Surgery Patient Survey Feb-Mar 2012

Totals - for each category eg poor, fair etc



Total Respondents

##

Female

##

Male

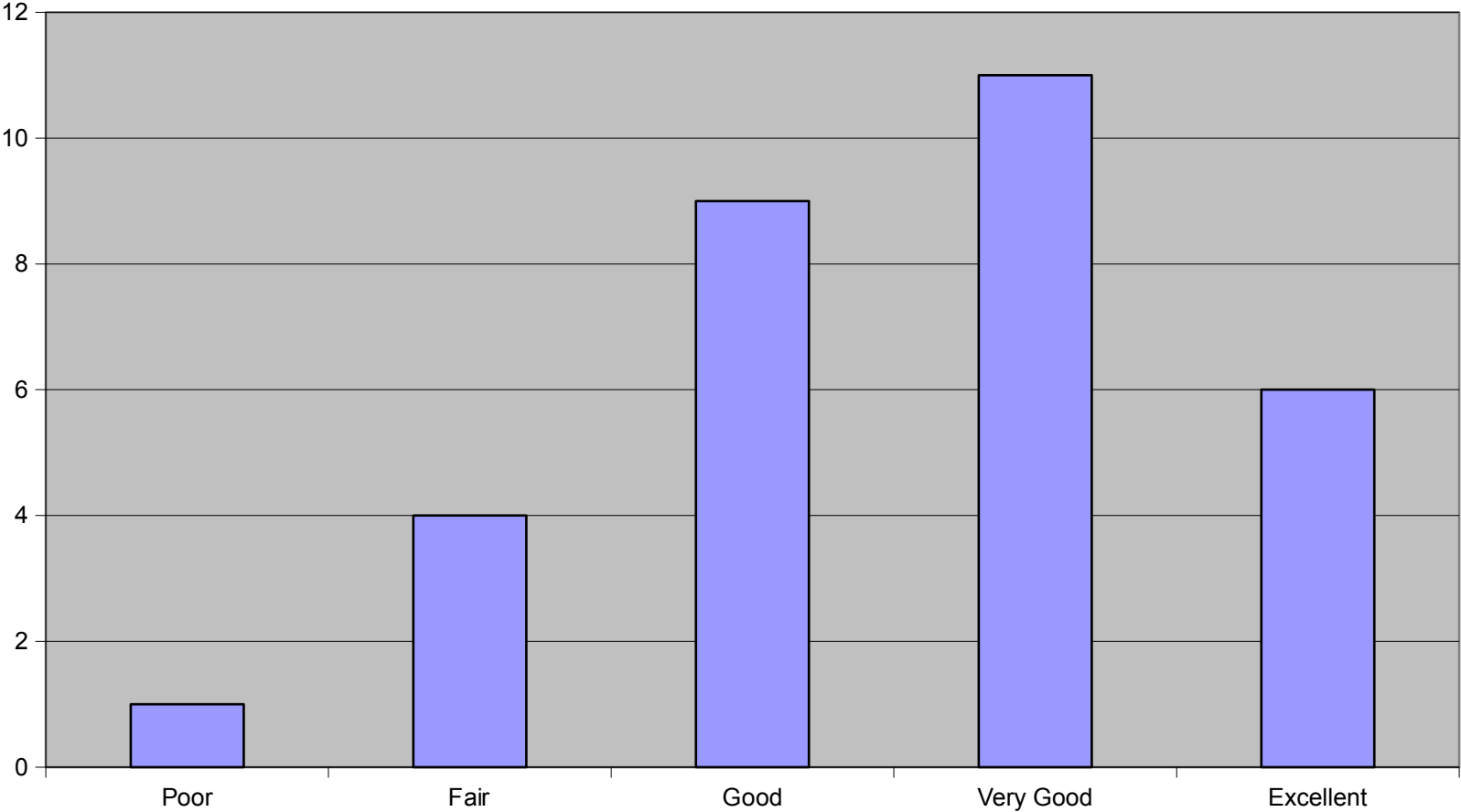
##

Not specified

##

2

**Q1. Do you think we offer ease of booking appointments over the telephone and in person?**

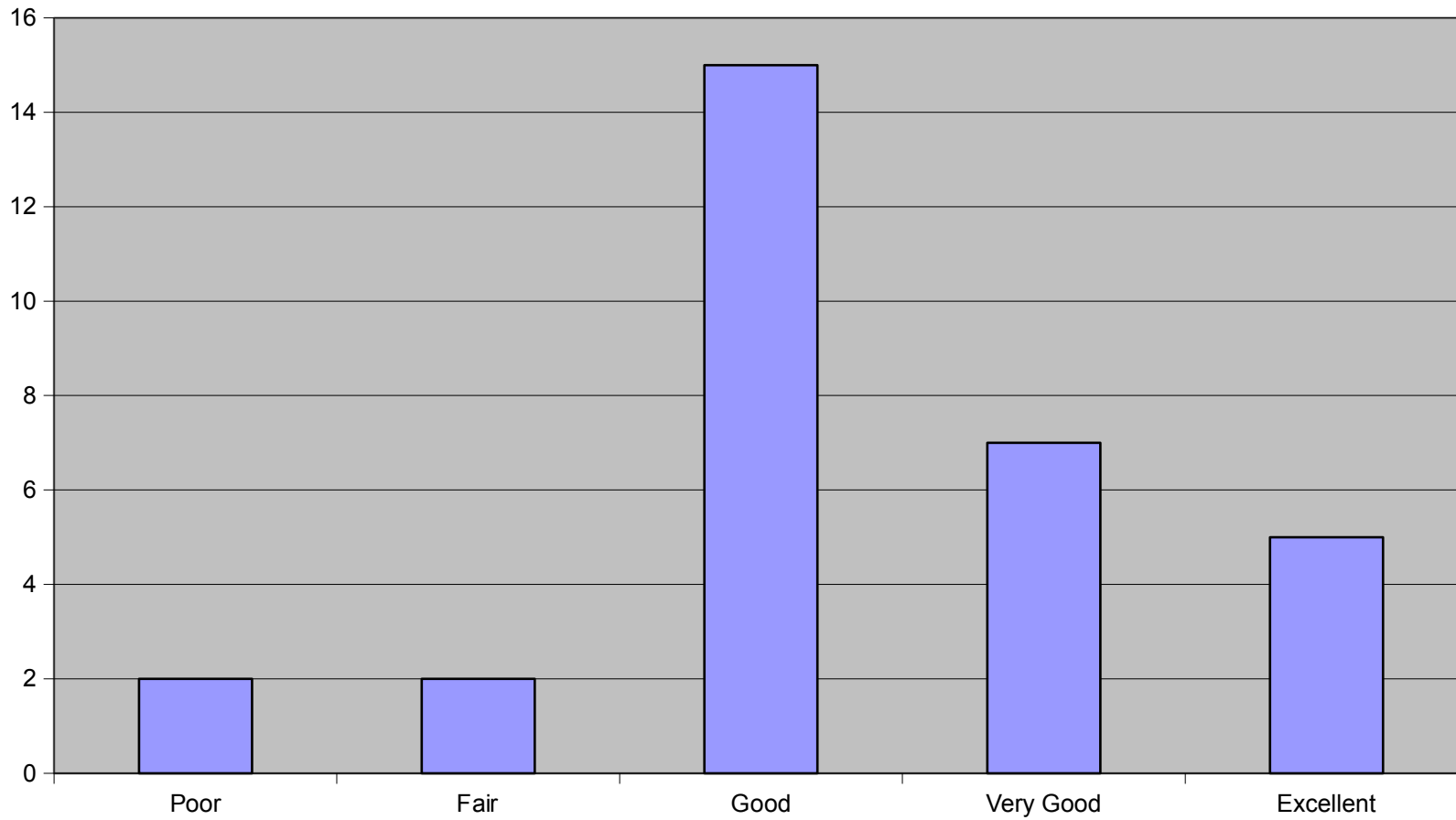


### Hartland Way Surgery Patient Survey Feb-Mar 2012

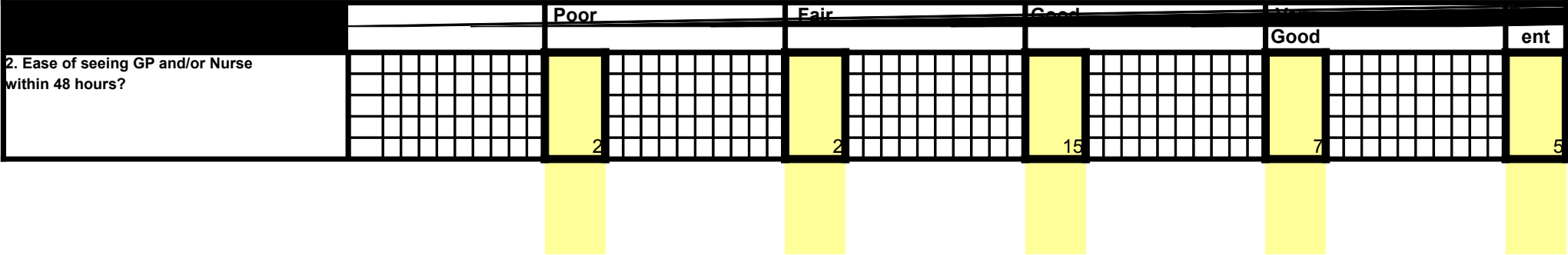
	Poor										Fair										Good										Very Good										Excellent											
1. Do you think we offer ease of booking appointments over the telephone and in person?											1	1									1	1	1	1	1							1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	6
Poor	1										4										9										11										6											
Fair	4																																																			
Good	9																																																			
Very Good	11																																																			
Excellent	6																																																			



**Q2. Ease of seeing GP and/or Nurse within 48 hours?**



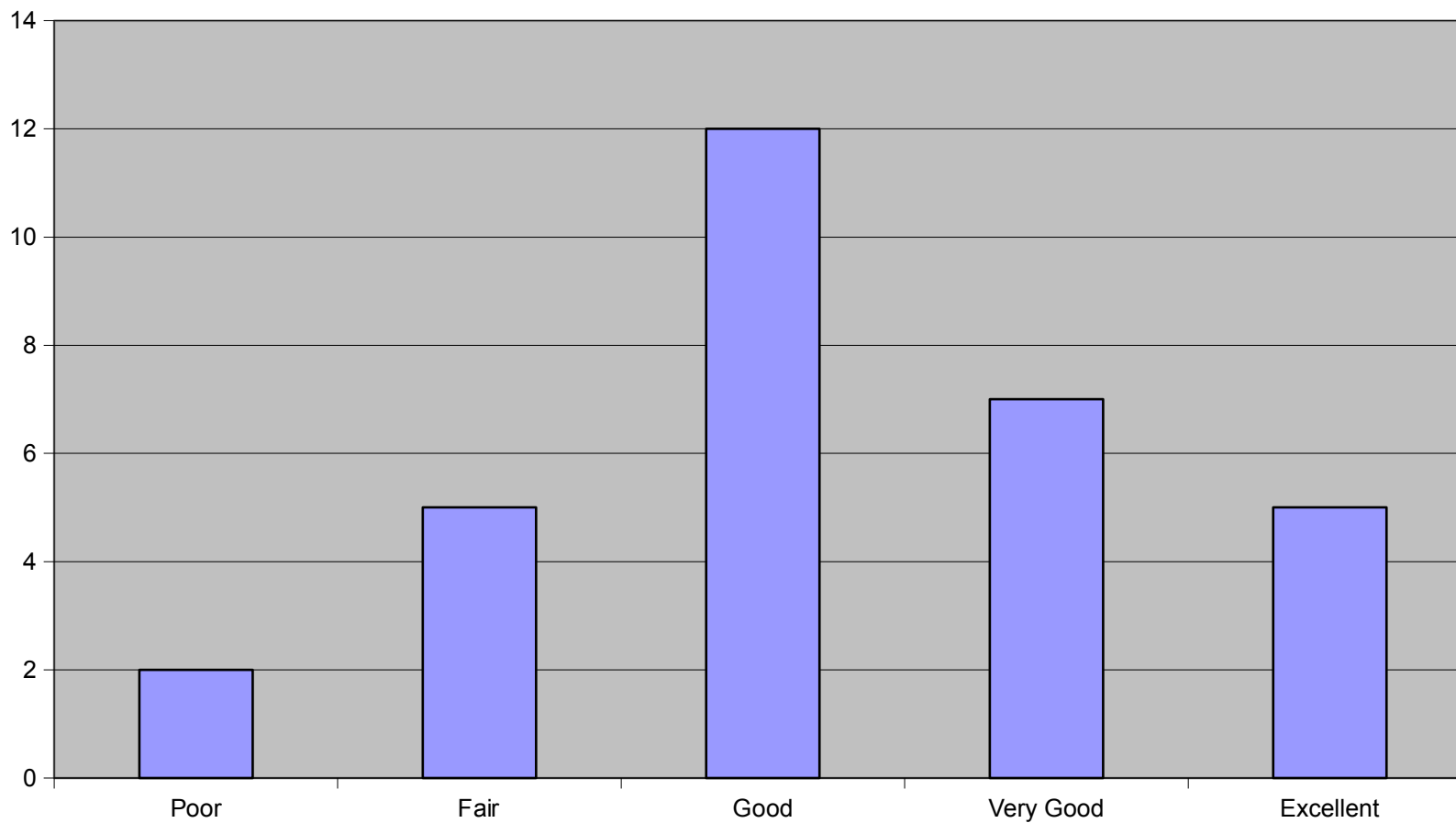
# Hartland Way Surgery Patient Survey Feb-Mar 2012



Poor                    2  
 Fair                     2  
 Good                    15  
 Very Good            7  
 Excellent             5



**Q3. Ease of seeing GP and/or Nurse within 24 hours or on the same day?**

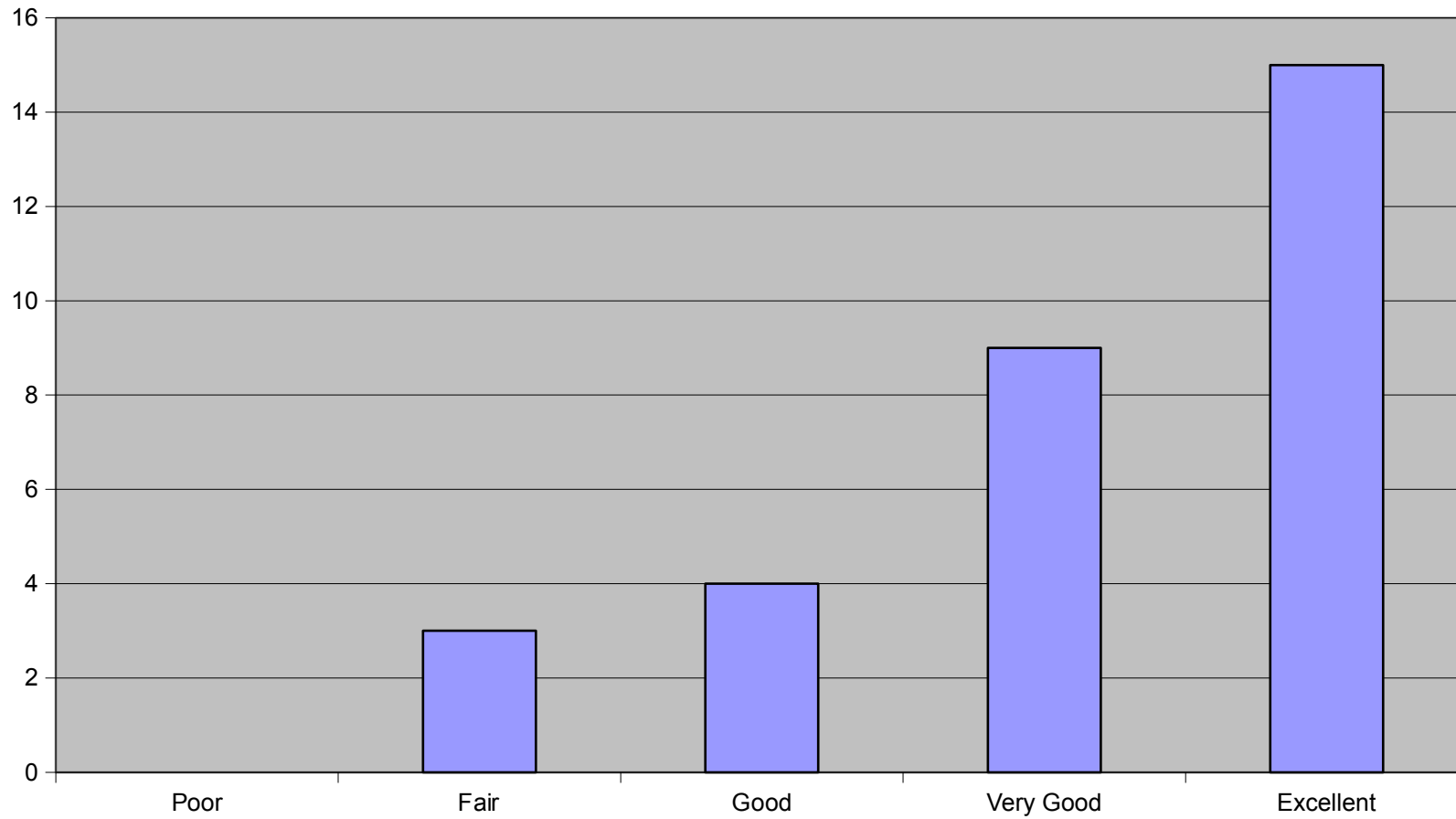


# Hartland Way Surgery Patient Survey Feb-Mar 2012

		Poor	Fair	Good	Very Good	Excellent
3. Ease of seeing GP and/or Nurse within 24 hours or on the same day?		2	5	12	7	5

Poor	2
Fair	5
Good	12
Very Good	7
Excellent	5

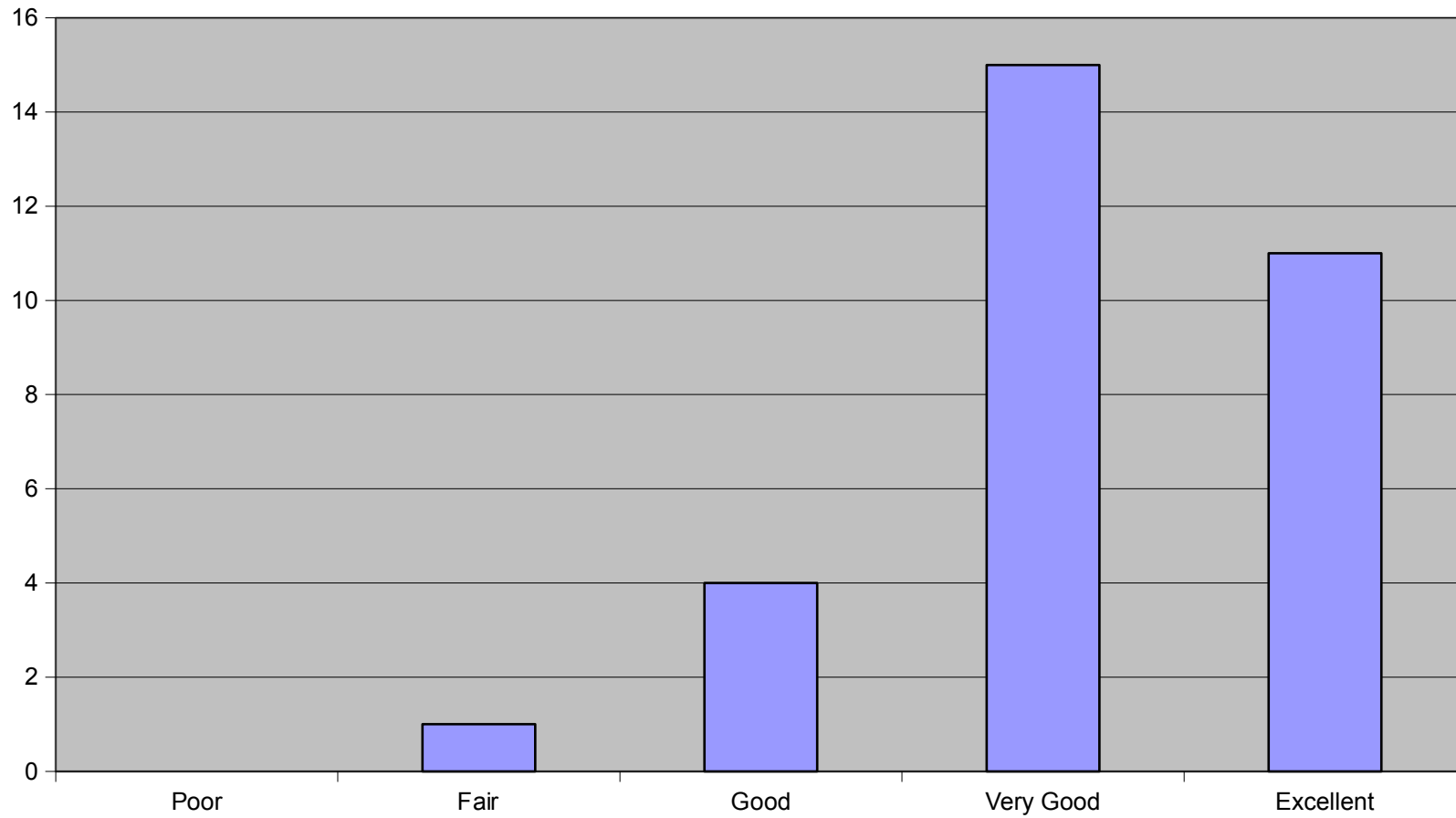
#### Q4. Helpfulness of the reception staff?



# Hartland Way Surgery Patient Survey Feb-Mar 2012

		Poor		Fair		Good		Good		ent	
<b>4. Helpfulness of the reception staff</b>		0		3		4		9		15	
Poor	0										
Fair	3										
Good	4										
Very Good	9										
Excellent	15										

### Q5. Ease of ordering repeat prescriptions?

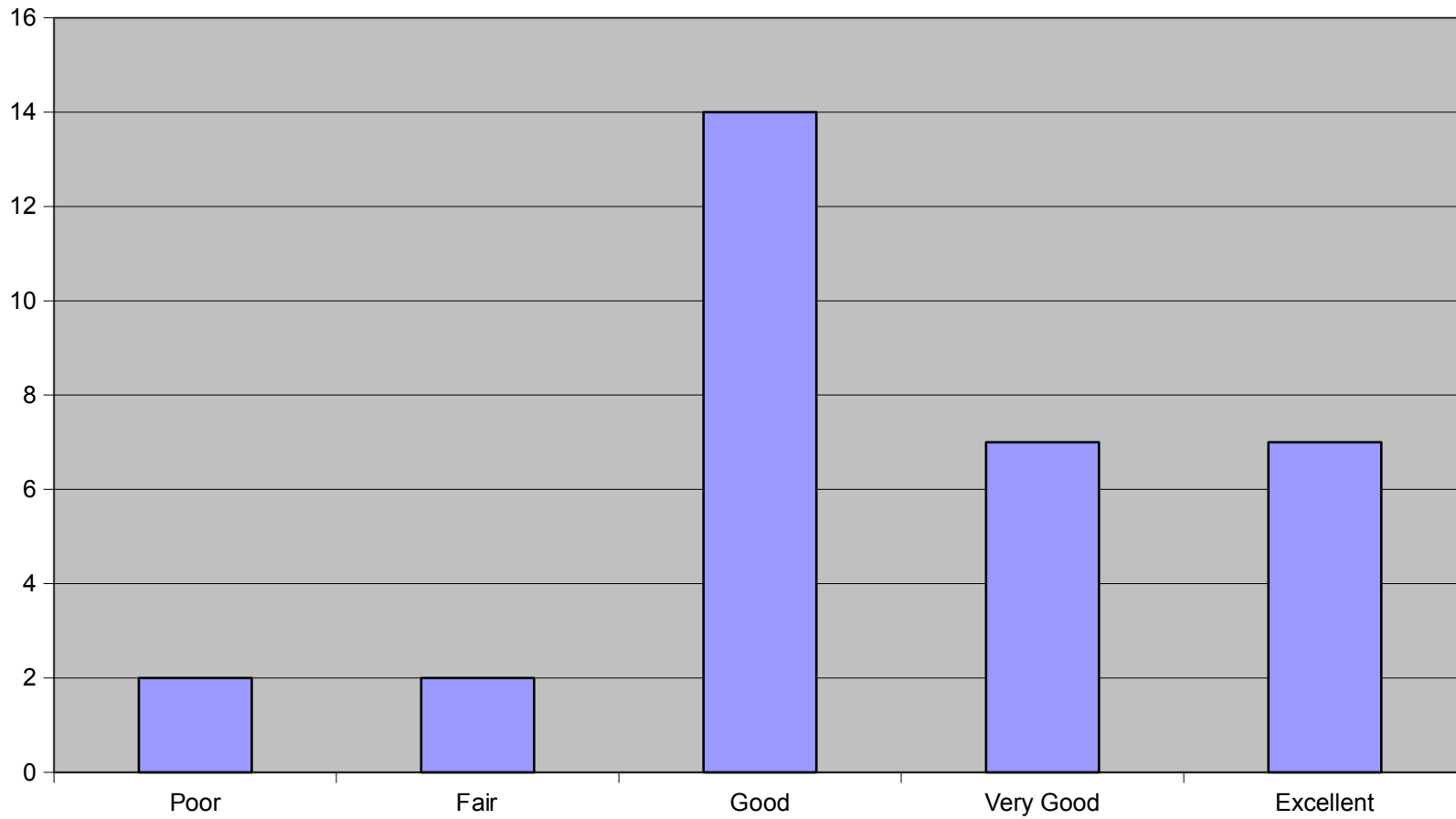


**Hartland Way Surgery  
Patient Survey Feb-Mar 2012**

		Poor	Fair	Good	Very Good	Excellent
5. Ease of ordering repeat prescriptions		0	1 1 1	4 1 1 1	15 1 1 1 1 1 1 1 1 1	11

Poor	0
Fair	1
Good	4
Very Good	15
Excellent	11

**Q6. Are our hours adequate for the services provided?**

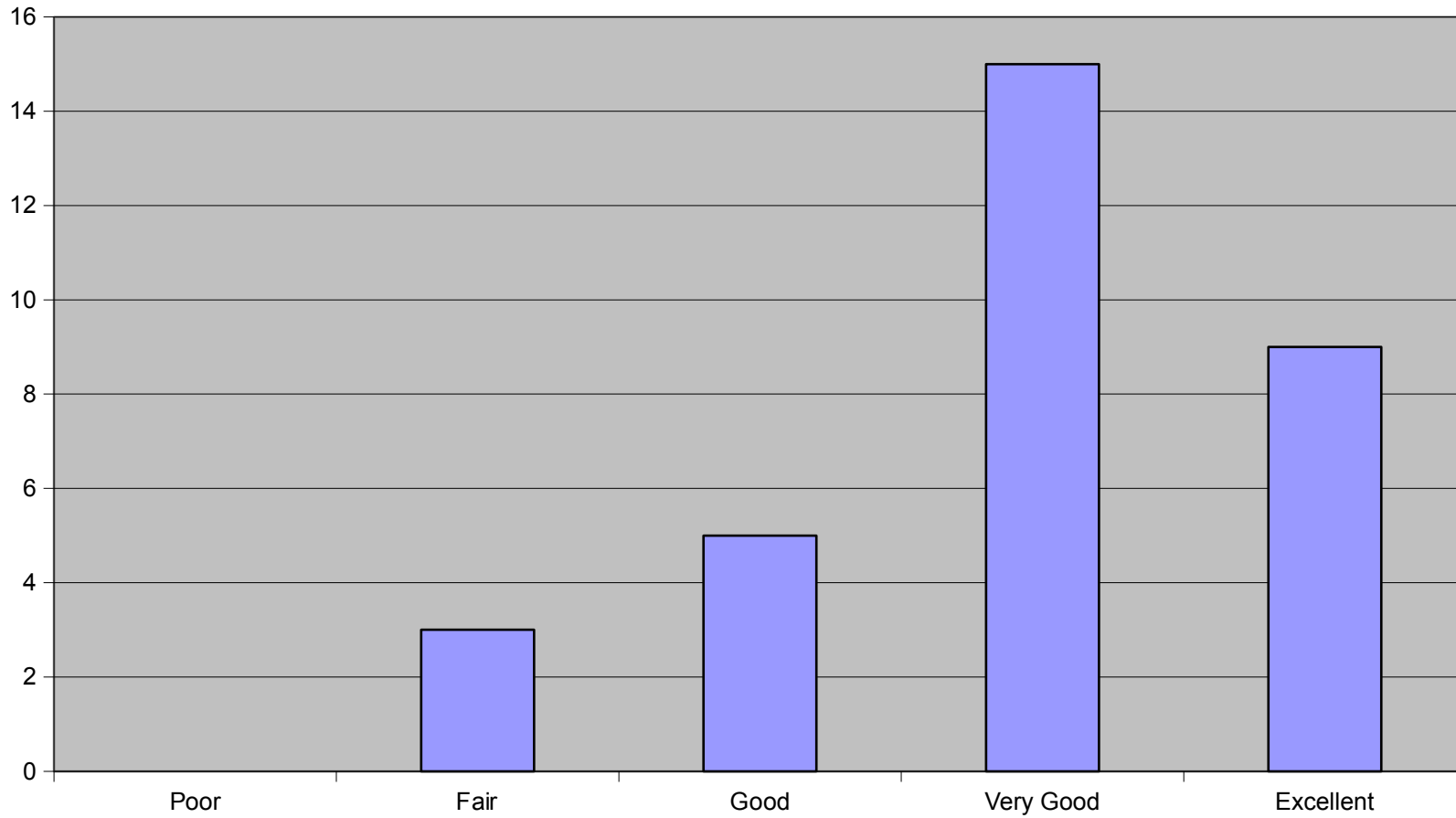


**Hartland Way Surgery  
Patient Survey Feb-Mar 2012**

		Poor	Fair	Good	Very Good	Excellent
6. Are our hours adequate for the services provided?		2	2	14	7	7
Poor	2					
Fair	2					
Good	14					
Very Good	7					
Excellent	7					

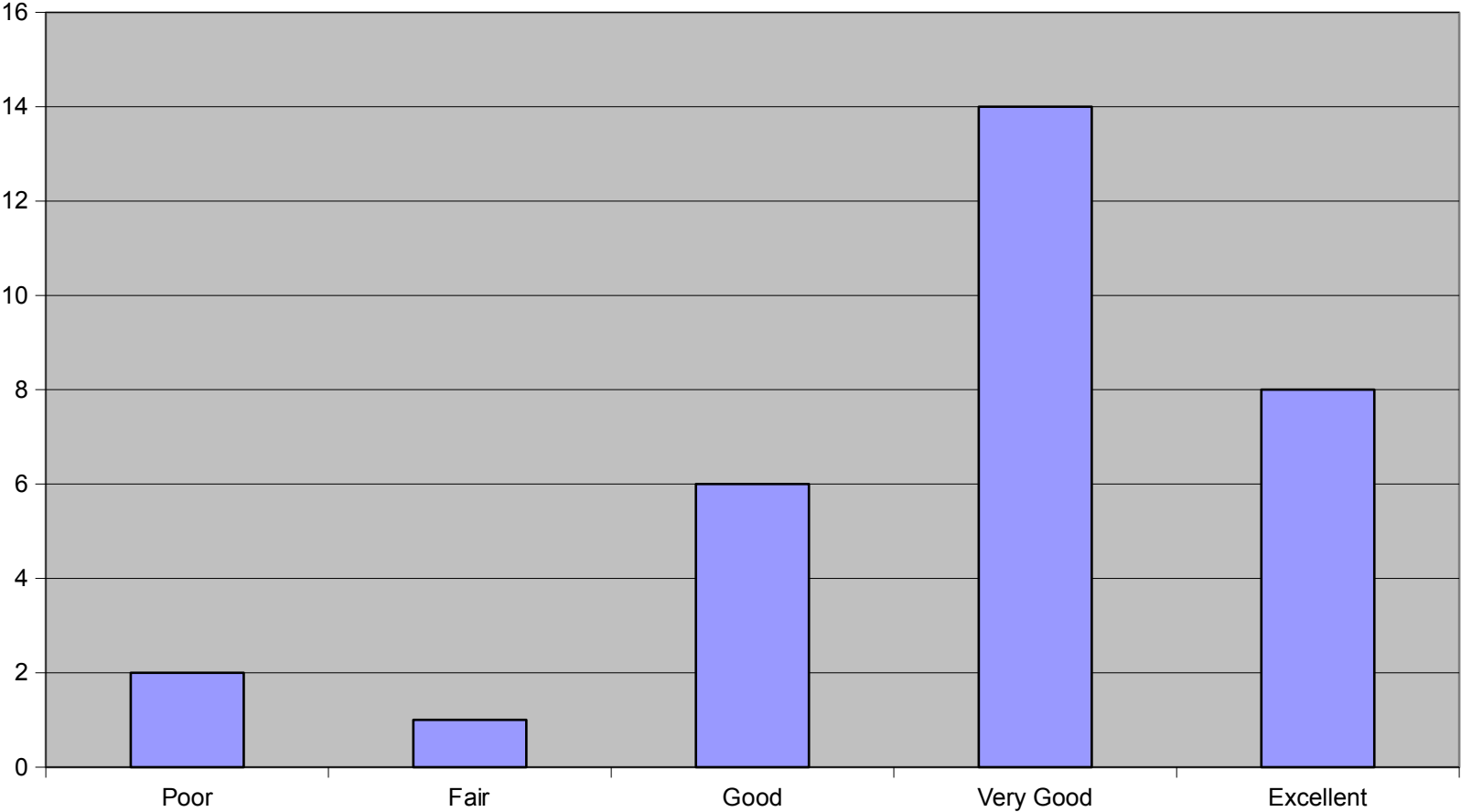


**Q7. All things considered, how satisfied are you with the practice?**





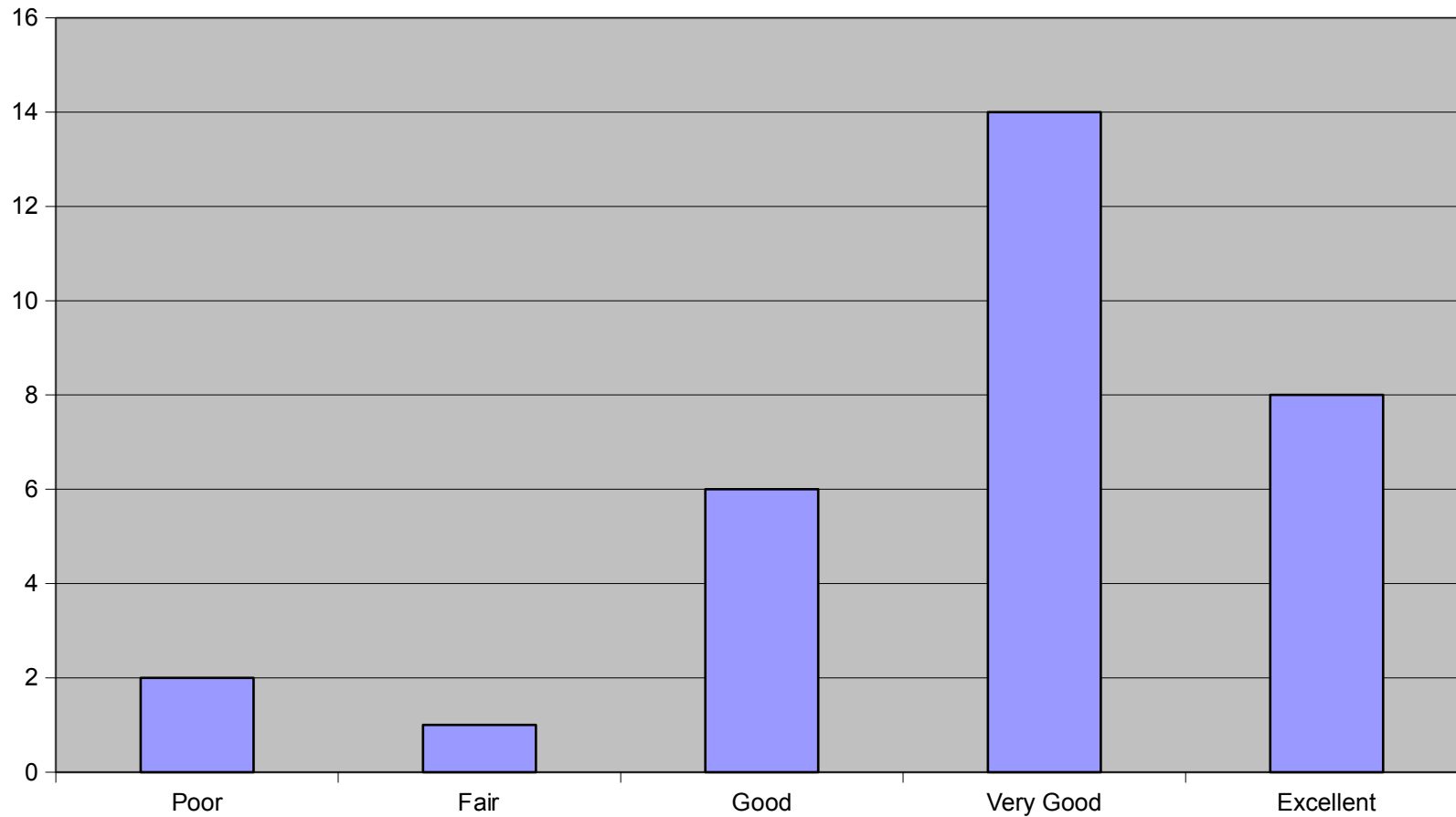
**Q8 Would you recommend your doctor to family and friends?**



# Hartland Way Surgery Patient Survey Feb-Mar 2012

		Poor	Fair	Good	Very Good	Excellent
8. Would you recommend your doctor to family and friends?		2	1	6	14	8
Poor	2					
Fair	1		1 1 1			
Good	6			1 1 1 1 1 1 1 1		
Very Good	14				1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	
Excellent	8					1 1

**Q9 Do you feel comfortable raising concerns or offering suggestions to us?**



# Hartland Way Surgery Patient Survey Feb-Mar 2012

		Poor	Fair	Good	Very Good	Excellent
9. Do you feel comfortable to raise your concerns or offer suggestions to us?		3	1 1 1	11 1 1 1 1 1 1 1 1 1	8 1 1	8
Poor	3					
Fair	1					
Good	11					
Very Good	8					
Excellent	8					