

WILLOW GREEN SURGERY

RESULTS OF PATIENT QUESTIONNAIRE January 2016

First of all, a big 'thank you' to everyone who completed our practice questionnaire.

We analysed 141 questionnaires

Question Asked	Percentage who answered Good, Very good or Excellent - Unanswered questions marked as a negative	Percentage who answered Good, Very good or Excellent - Unanswered questions not included	Last year's results Jan 2015 Unanswered questions marked as a negative	Last year's results Jan 2015 Unanswered questions not included
Ease of contacting the surgery by telephone?	91%	90%	89%	90%
Patients who found it easy to speak to Doctor/Nurse on the telephone?	95%	97%	85%	90%
Patients who were happy with outcome of their telephone consultation?	92%	95%	87%	97%
Patients were able to get an appointment with a Doctor more than 2 days in advance?	73%	74%	67%	72%
Patients who felt they were dealt with promptly at Reception?	84%	84%	88%	92%
Patients who were happy with the politeness of the staff at Reception?	98%	98%	97%	98%
Patients who were satisfied with our opening hours?	91%	91%	94%	94%
Warmth of Doctor/Nurse greeting?	98%	98%	98%	99%
Listening to you and giving you time to describe your illness?	97%	97%	96%	97%
Listening to you – not looking at notes or computer screen?	96%	96%	96%	99%
Fully understanding your concerns?	95%	96%	95%	96%
Showing care and compassion?	98%	98%	98%	98%
Explaining things clearly?	99%	99%	97%	97%
Making a plan of action?	96%	96%	94%	95%
Overall satisfaction with your visit to see doctor/nurse	98%	98%	98%	98%
Overall how would you describe your experience of your GP surgery?	99%	99%	97%	97%