



Quick statistics

Survey 14291 'Woodford Medical Centre (Spinney Brook Branch Surgery), Patient Survey 2014'

Results

Survey 14291

Number of records in this query:	31
Total records in survey:	31
Percentage of total:	100.00%



Quick statistics

Survey 14291 'Woodford Medical Centre (Spinney Brook Branch Surgery), Patient Survey 2014'



Field summary for 001

1. Which do you think is the most important issue on which we should consult our patients?

Answer	Count	Percentage
Clinical care (A1)	14	50.00%
Getting an appointment (A2)	8	28.57%
Reception (A3)	0	0.00%
Opening times (A4)	2	7.14%
Other, please specify (A5)	0	0.00%
Comments	8	28.57%
No answer	4	14.29%

Other Responses

+ clinical care

the girls are fab

simply the best

excellent service in every way

think they are 5 star and a very good practice

i prefer to be able to come to the woodford surgery without needing an appointment before hand.

+ also getting an appointment

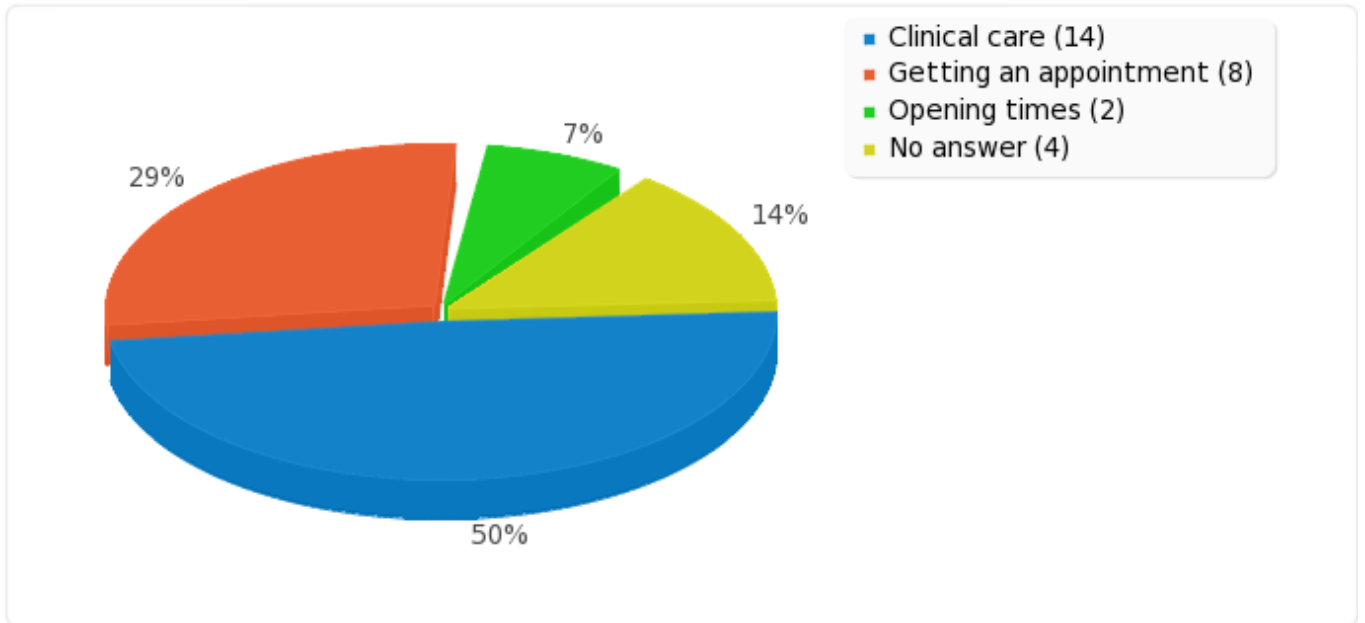
+ opening times

the receptionists are fab



Field summary for 001

1. Which do you think is the most important issue on which we should consult our patients?





Field summary for 002

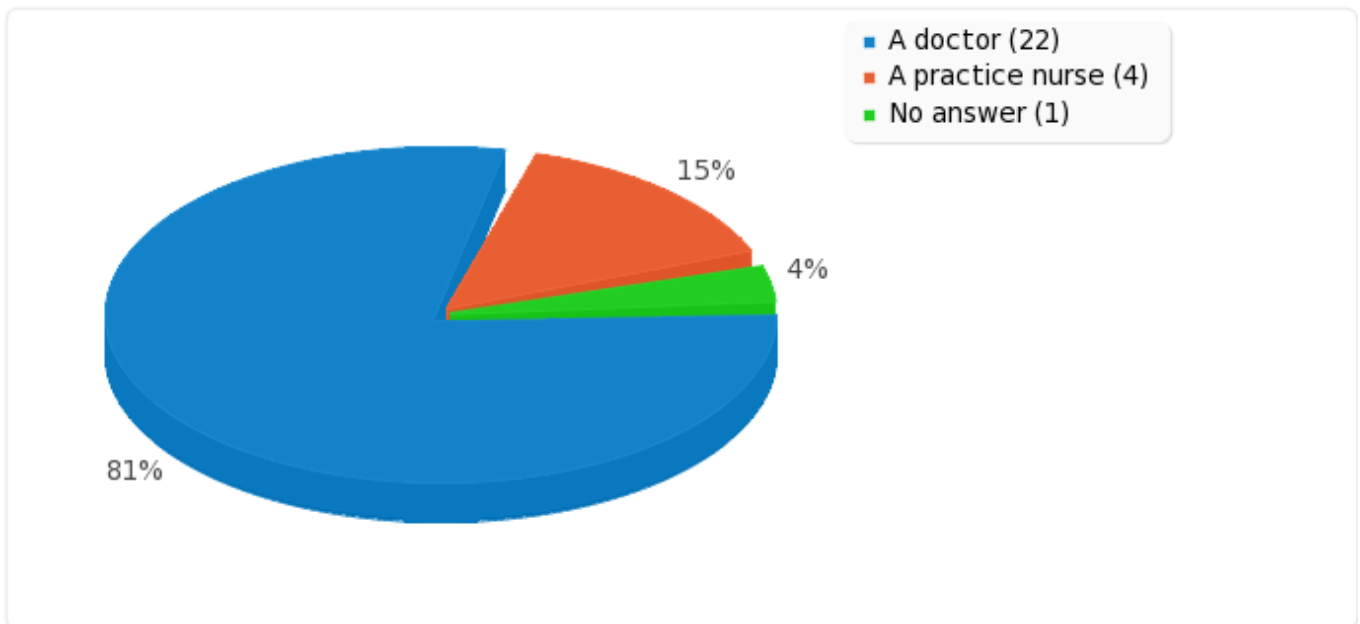
2. In the last 6 months which of the following did you see at the Medical Centre?

Answer	Count	Percentage
A doctor (A1)	22	81.48%
A practice nurse (A2)	4	14.81%
Phlebotomist (A3)	0	0.00%
Other (A4)	0	0.00%
No answer	1	3.70%



Field summary for 002

2. In the last 6 months which of the following did you see at the Medical Centre?





Field summary for 003

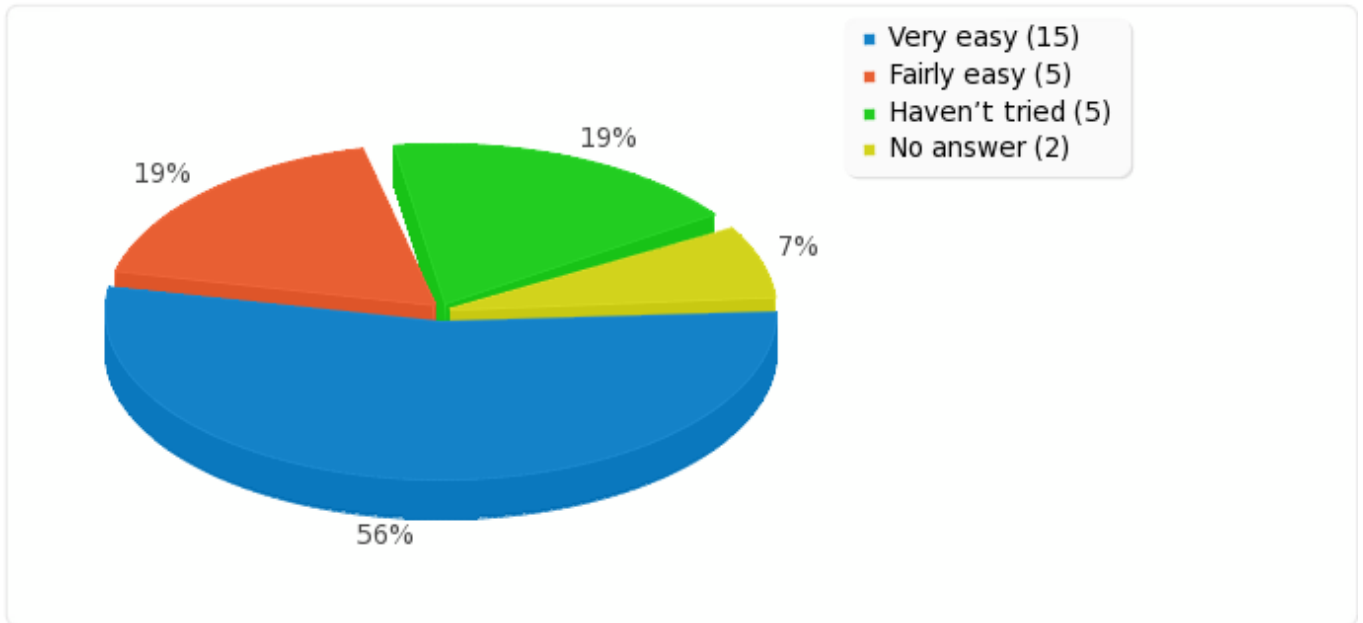
3. In the past six months, how easy have you found it to get through to the Medical Centre on the phone?

Answer	Count	Percentage
Very easy (A1)	15	55.56%
Fairly easy (A2)	5	18.52%
Not very easy (A3)	0	0.00%
Haven't tried (A4)	5	18.52%
No answer	2	7.41%



Field summary for 003

3. In the past six months, how easy have you found it to get through to the Medical Centre on the phone?





Field summary for 004

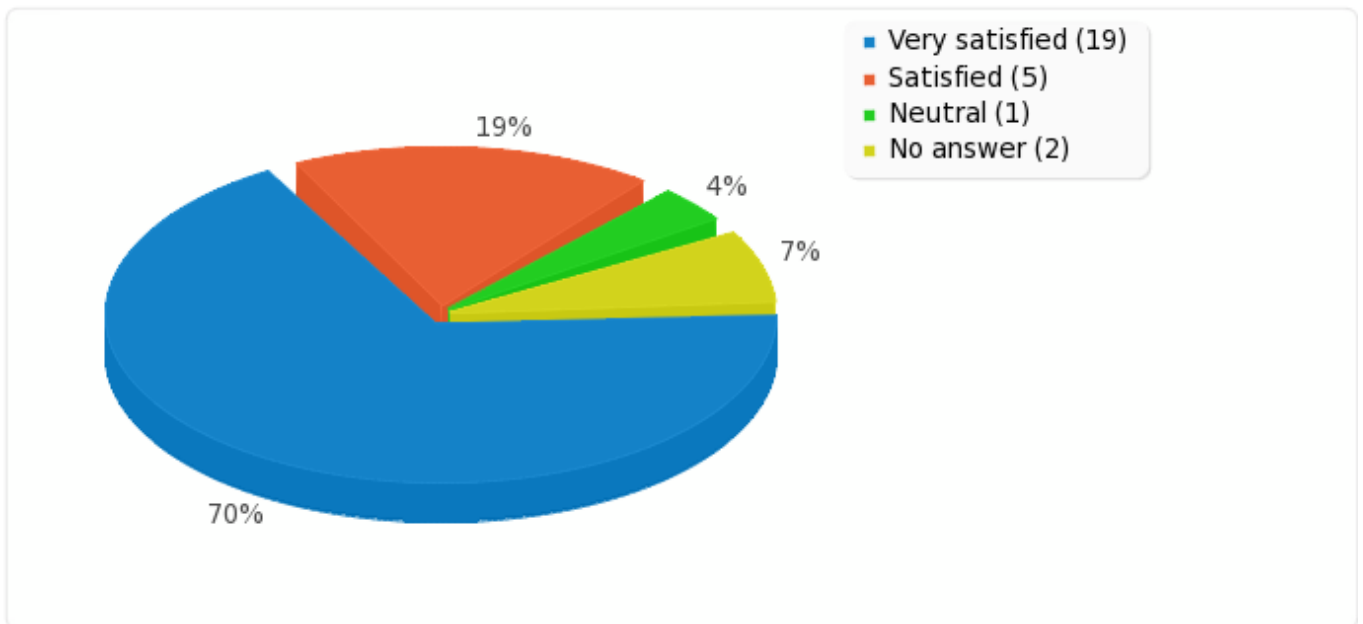
4. How satisfied are you with the services at the Medical Centre?

Answer	Count	Percentage
Very satisfied (A1)	19	70.37%
Satisfied (A2)	5	18.52%
Neutral (A3)	1	3.70%
Dissatisfied (A4)	0	0.00%
No answer	2	7.41%



Field summary for 004

4. How satisfied are you with the services at the Medical Centre?





Field summary for 005

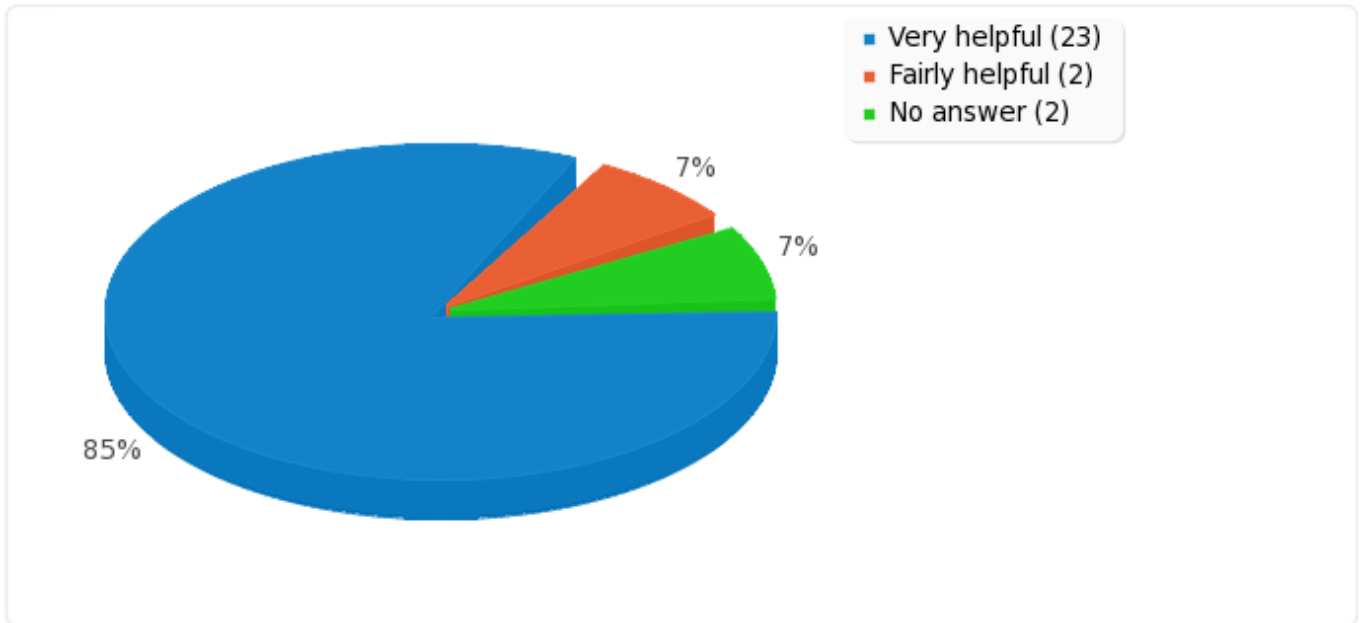
5. How helpful do you find the Reception/Admin. Staff at the Medical Centre?

Answer	Count	Percentage
Very helpful (A1)	23	85.19%
Fairly helpful (A2)	2	7.41%
Not very helpful (A3)	0	0.00%
Not helpful at all (A4)	0	0.00%
No answer	2	7.41%



Field summary for 005

5. How helpful do you find the Reception/Admin. Staff at the Medical Centre?





Field summary for 006

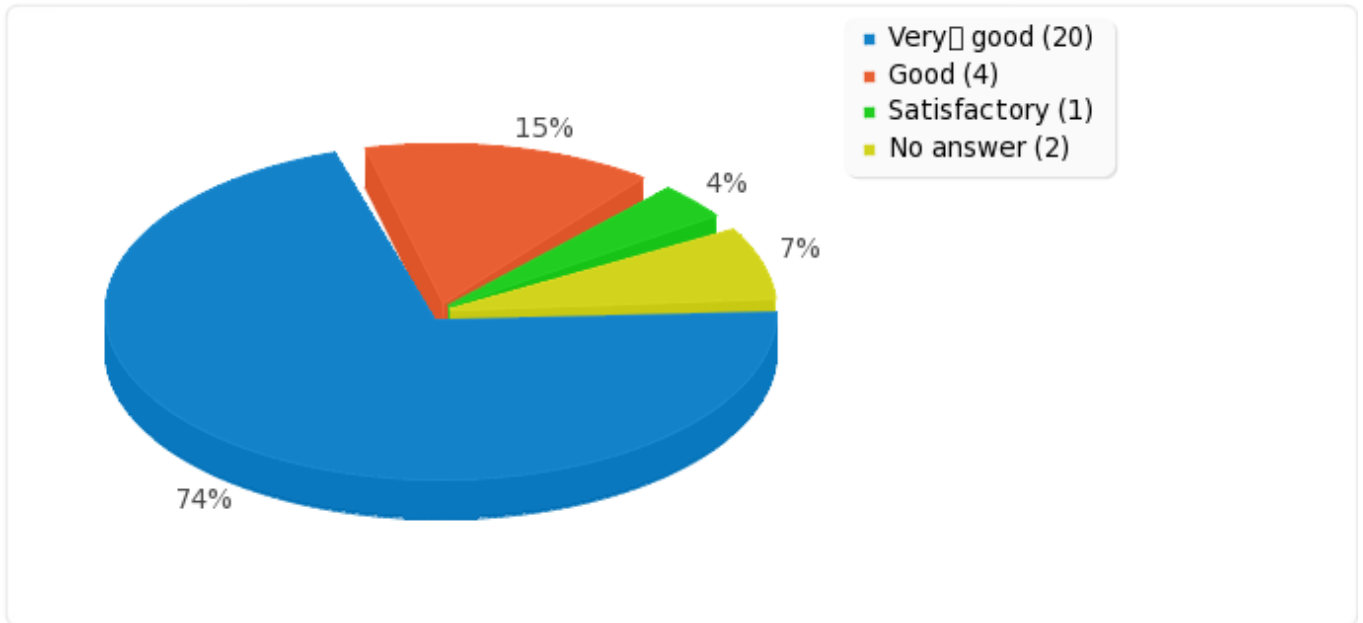
6. Overall, how would you rate Medical Centres communication with you?

Answer	Count	Percentage
Very% good (A1)	20	74.07%
Good (A2)	4	14.81%
Satisfactory (A3)	1	3.70%
Poor (A4)	0	0.00%
Very poor (A5)	0	0.00%
No answer	2	7.41%



Field summary for 006

6. Overall, how would you rate Medical Centres communication with you?





Field summary for 007

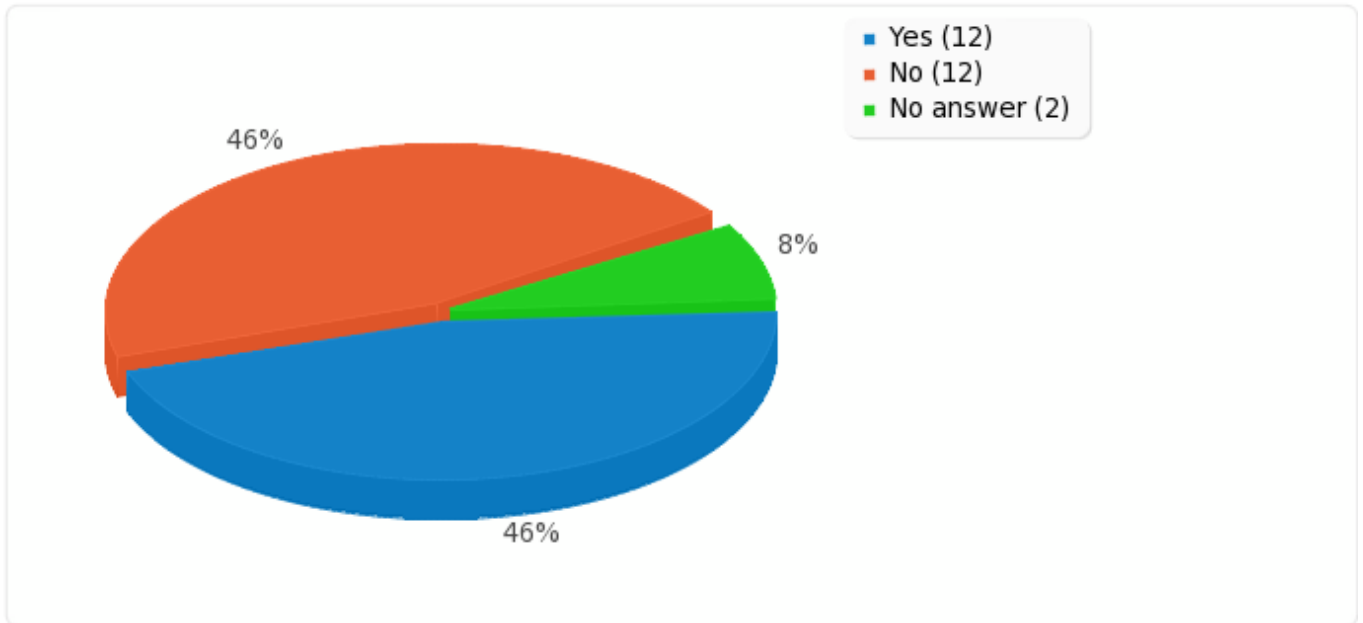
7. Are you aware of the on-line repeat prescription service?

Answer	Count	Percentage
Yes (A1)	12	46.15%
No (A2)	12	46.15%
No answer	2	7.69%



Field summary for 007

7. Are you aware of the on-line repeat prescription service?





Field summary for 008

8. How often do you use the on-line repeat prescription service?

Answer	Count	Percentage
Frequently (A1)	3	11.54%
Rarely (A2)	0	0.00%
Never (A3)	22	84.62%
No answer	1	3.85%



Field summary for 008

8. How often do you use the on-line repeat prescription service?

