

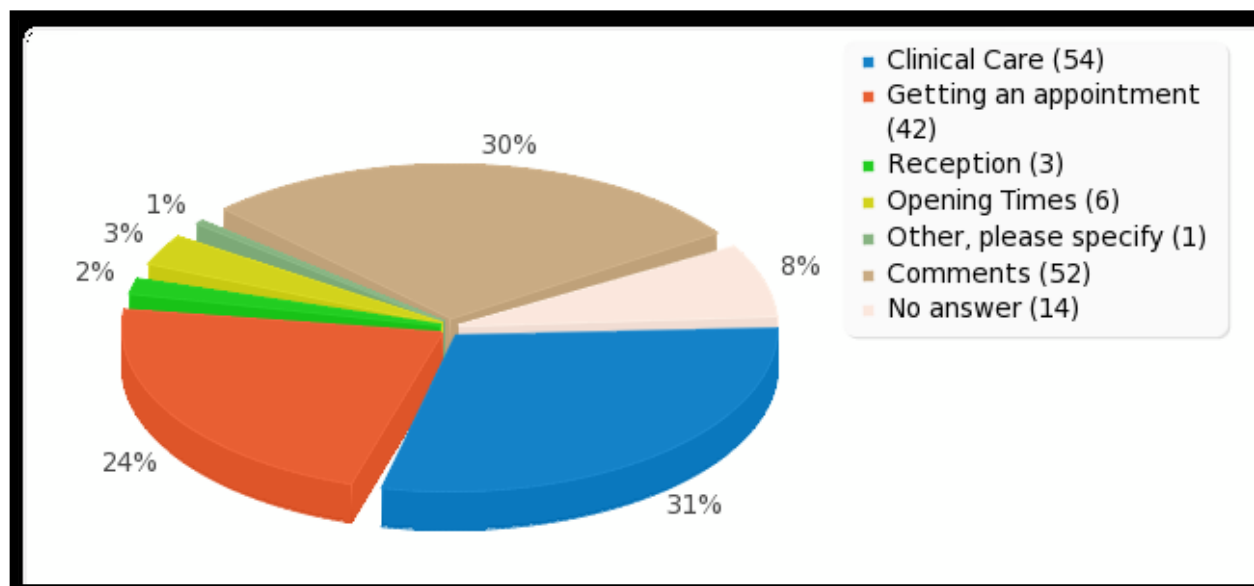
SPINNEY BROOK MEDICAL CENTRE PATIENT SURVEY RESULTS

2012

(Number of Responses 120)

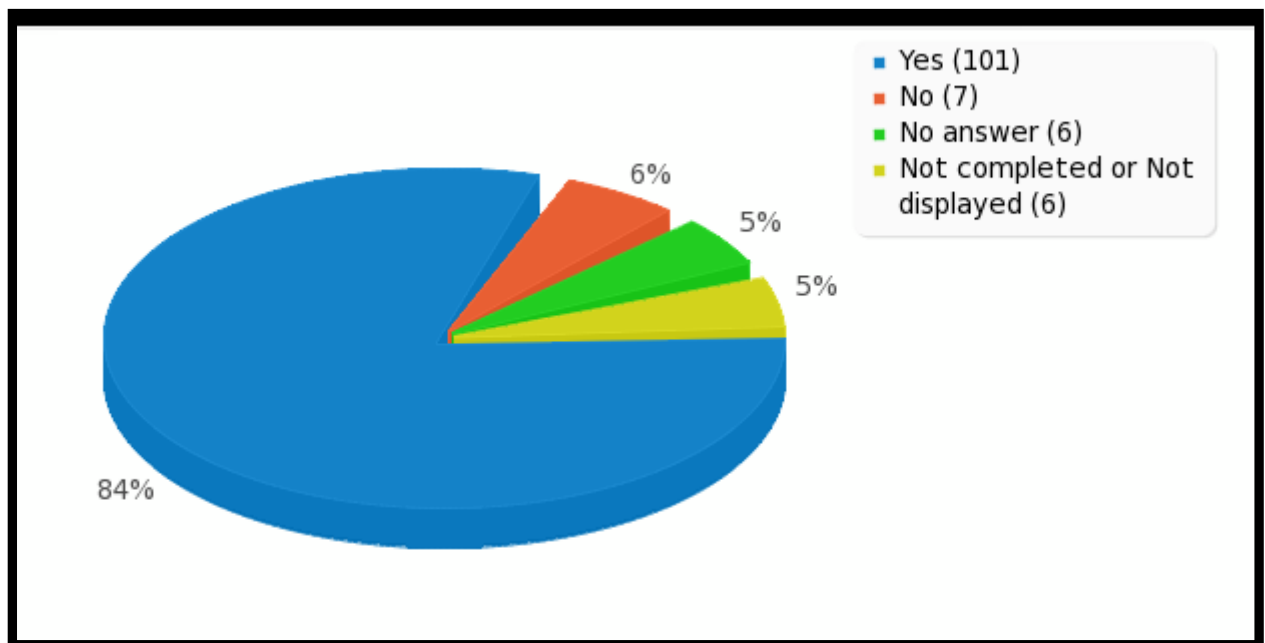
Question 1

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



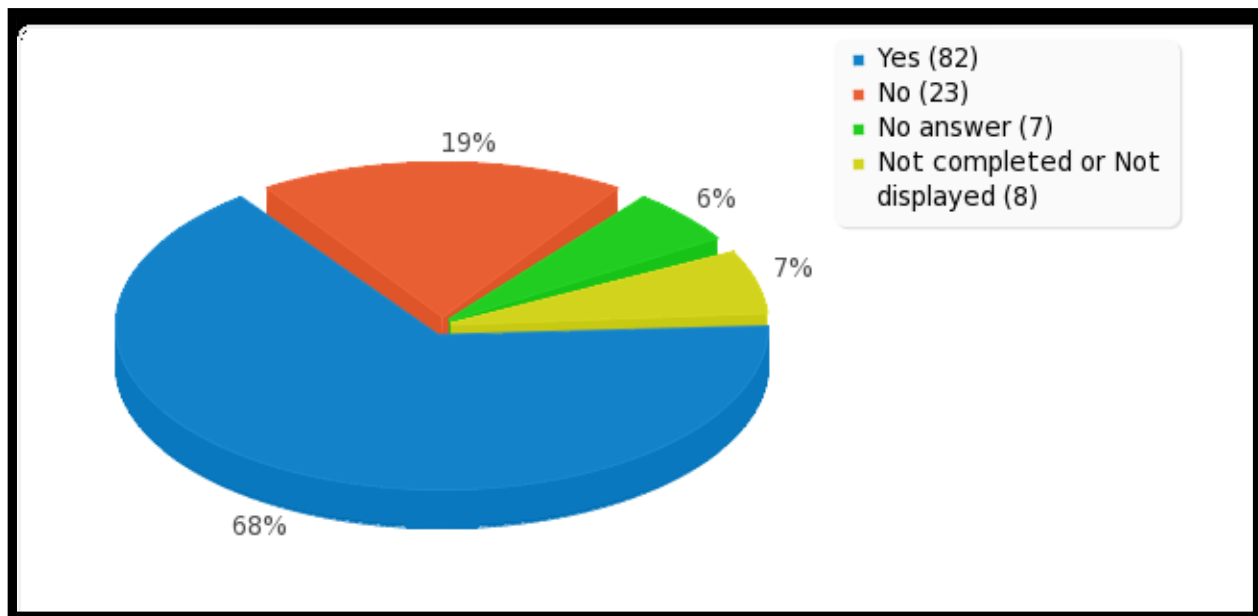
Question 2

'Have you made an appointment at the surgery in the last 6 months?'



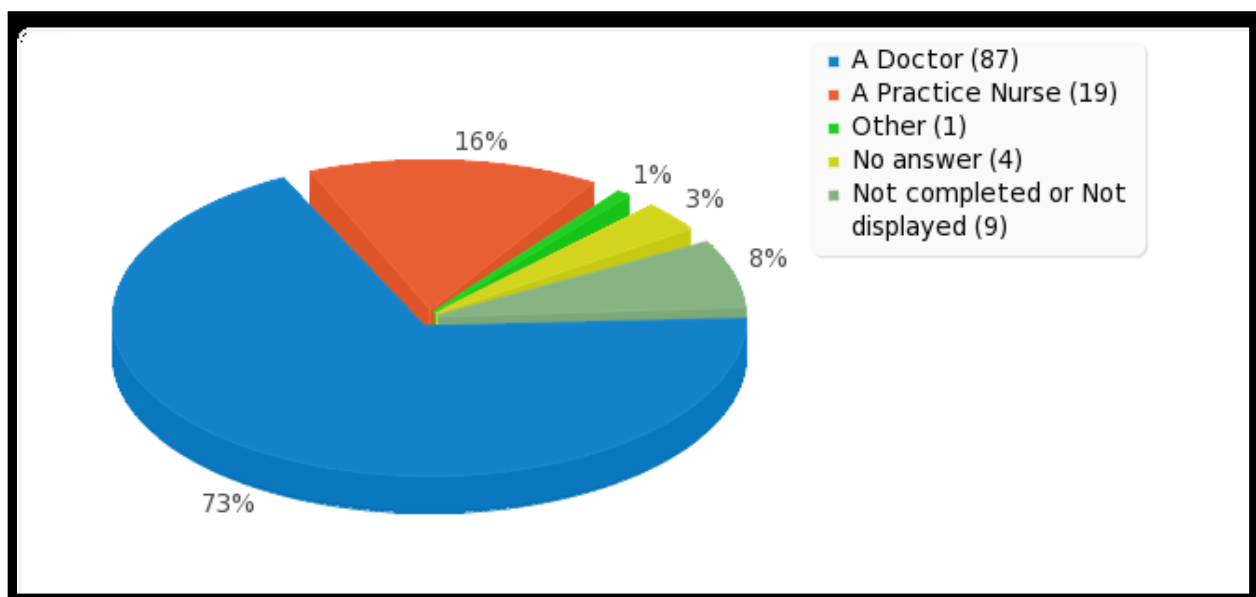
Question 3

‘Did you find it easy to get this appointment?’



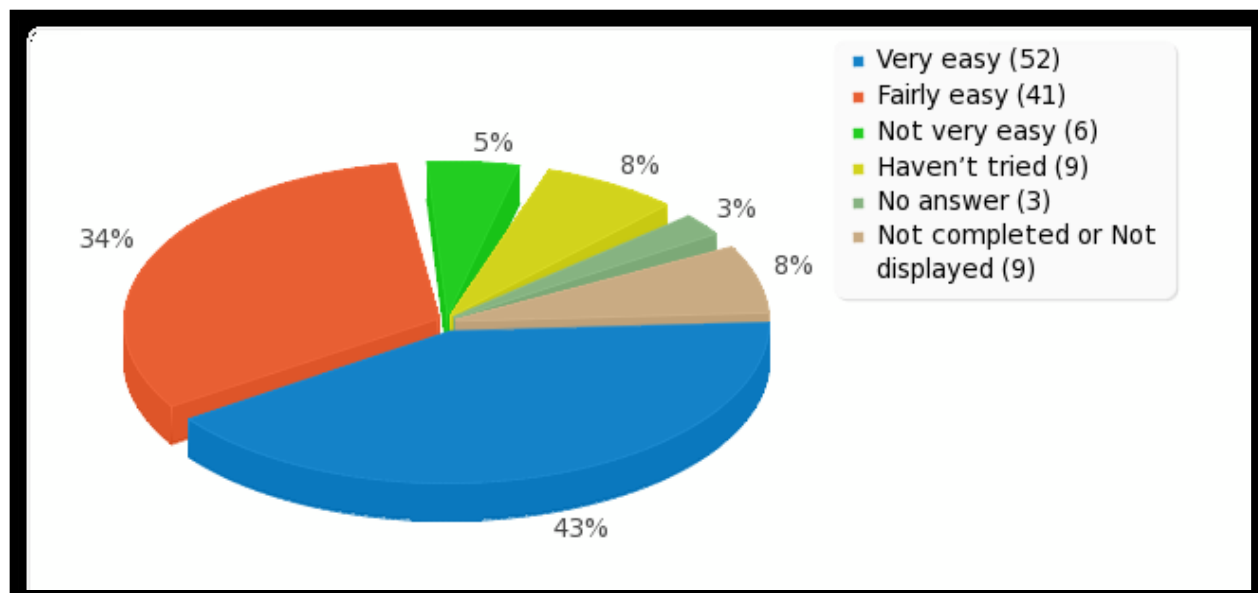
Question 4

‘Which service was your appointment with?’



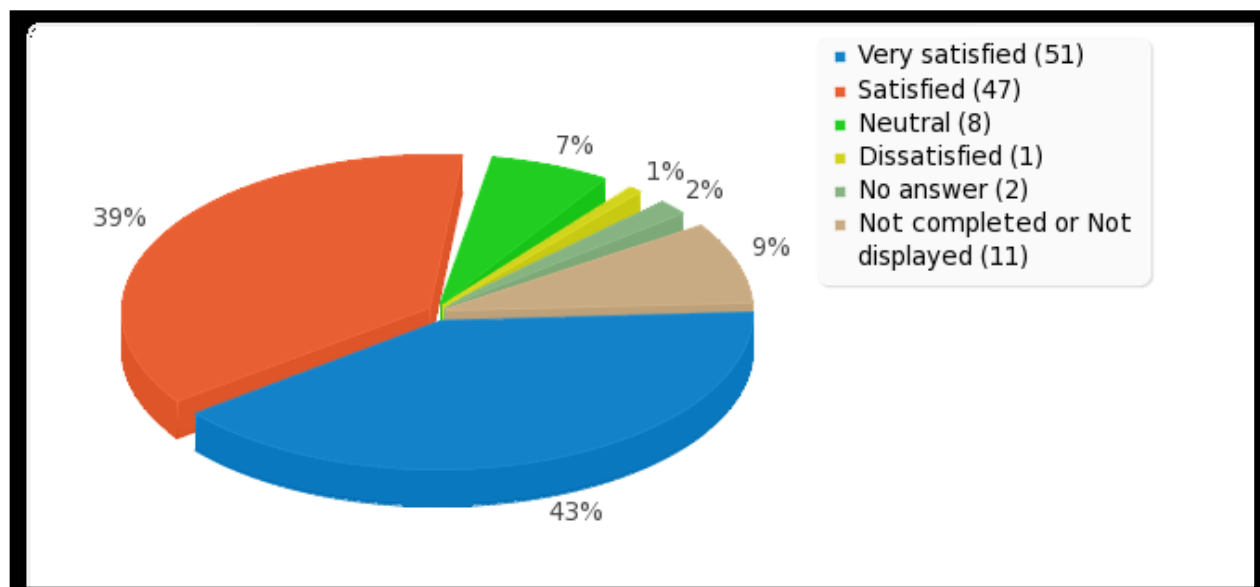
Question 5

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



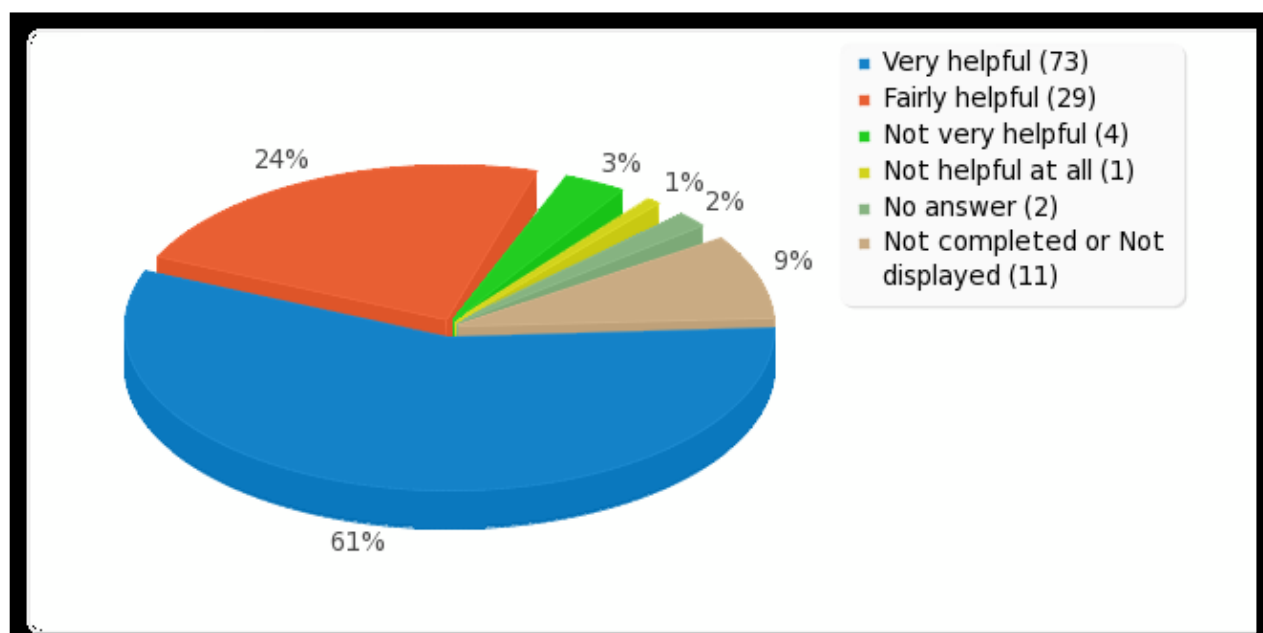
Question 6

'How satisfied are you with the services at the Medical Centre?'



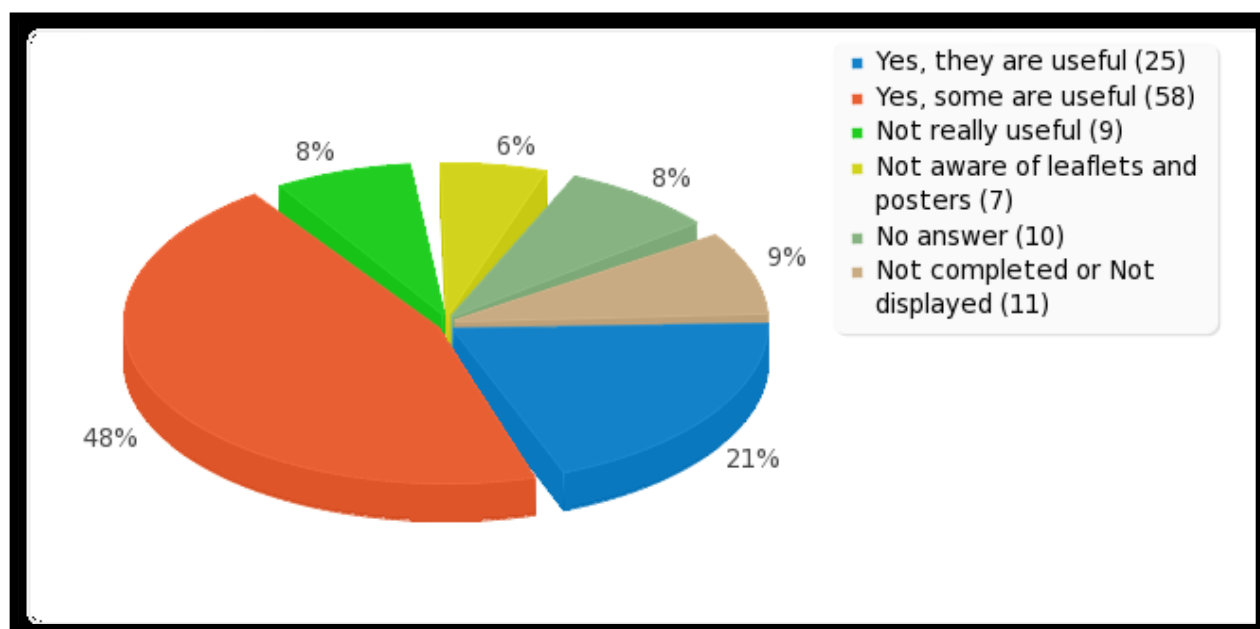
Question 7

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



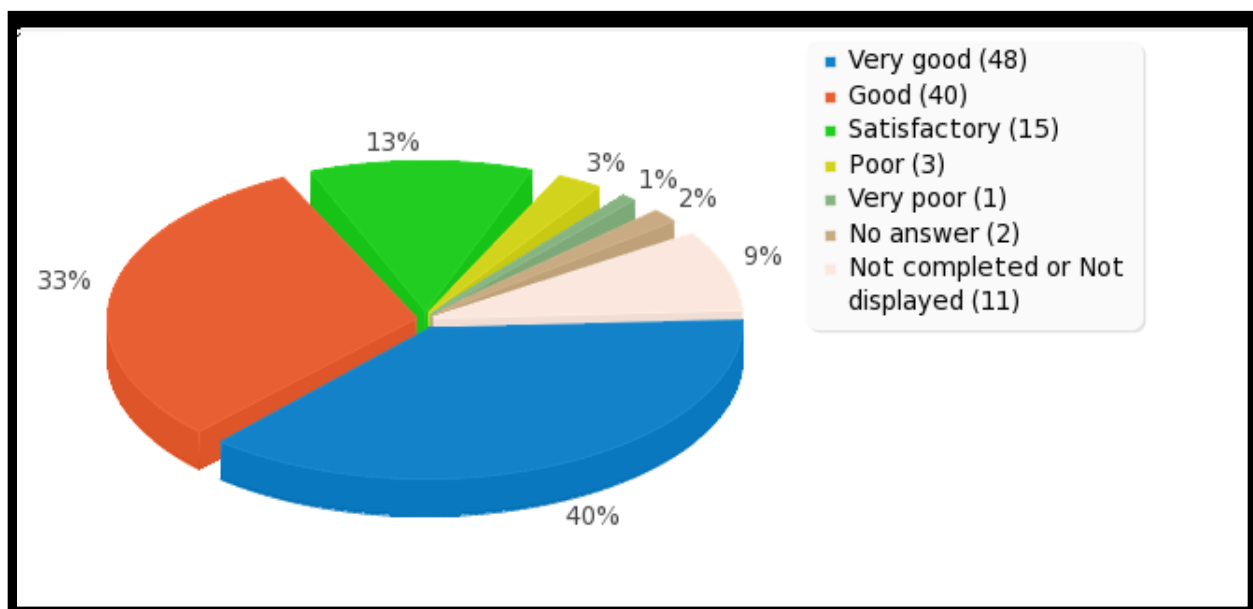
Question 8

'Do you find the Health Education Leaflets and Posters displayed useful?'



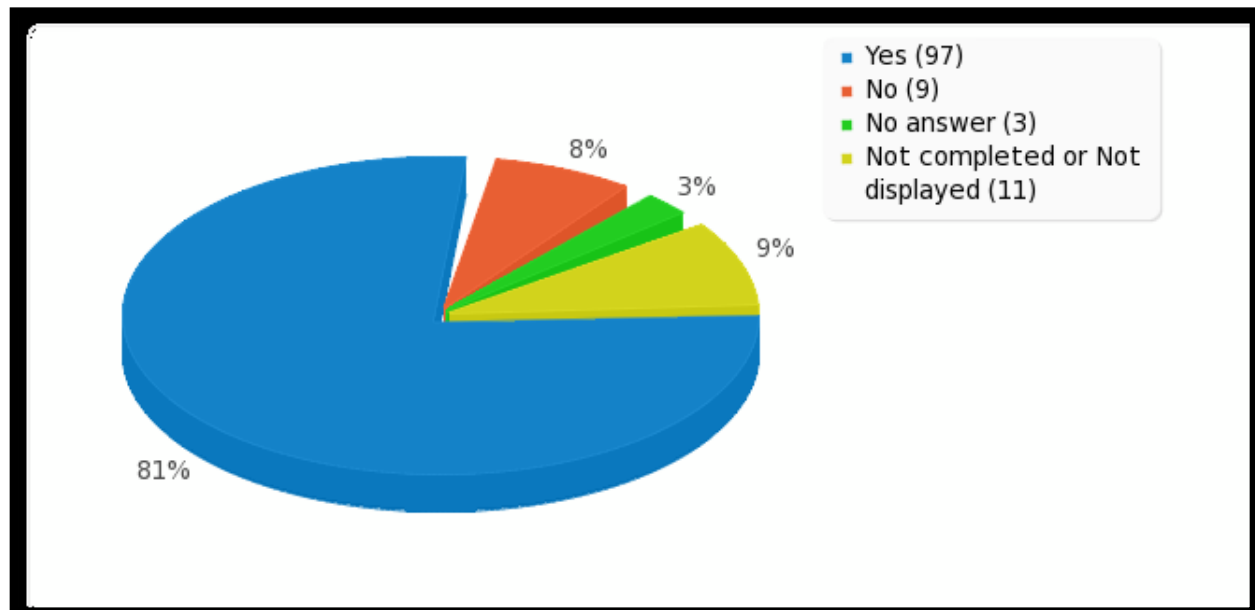
Question 9

‘Overall, how would you rate Medical Centres communication with you?’



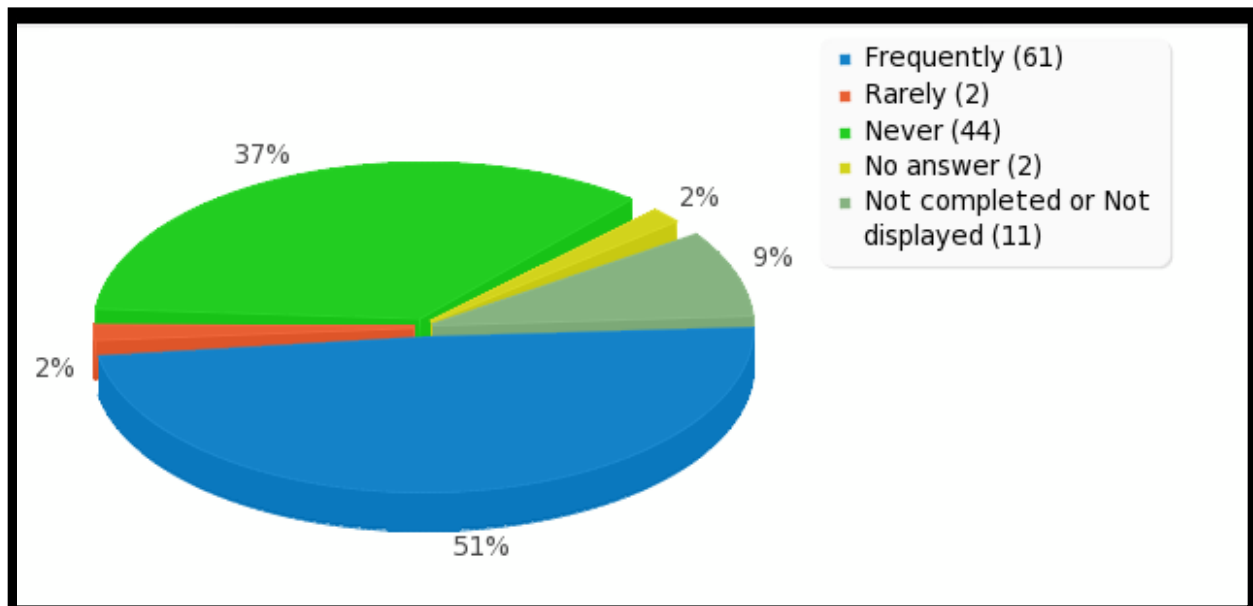
Question 10

‘Are you aware of the on-line appointment booking and repeat prescription service?’



Question 11

'How often do you use the on-line appointment booking and repeat prescription service?'



Question 12

'Would you be interested in supporting the Practice by participating in confidential surveys aimed at improving our services as part of our Patient Representation Group?'

