Healds Road Survey 2013 / 2014

|  |  |
| --- | --- |
| Q1 Speed at which the telephone was answered initially | 72% |
| Q2 Length of time you had to wait for an appointment | 75% |
| Q3. Satisfaction with convenience of day and time of your appointment | 84% |
| Q4. Satisfaction with availability of particular doctor | 81% |
| Q5. Satisfaction with the waiting time to see the doctor or nurse | 79% |
| Q7. Satisfaction with the opportunity of speaking to a doctor or nurse on the telephone when necessary | 79% |
| Q8Satisfaction of obtaining a home visit when necessary | 79% |
| Q9 Level of Satisfaction with the extended hours offered at the surgery | 80% |
| Q10. Satisfaction with prescription being ready on time | 92% |
| Q11 Satisfaction with correct prescription being issued | 88% |
| Q12. Satisfaction with how easy it is to obtain test results | 71% |
| Q13. Satisfaction in the way you are treated by the receptionist. | 76% |
| Q14. Satisfaction with doctor's explanations | 85% |
| Q15. Satisfaction with the time doctor spends | 83% |
| Q16. Satisfaction with doctor's patience | 90% |
| Q17. Satisfaction with doctor's caring and concern | 84% |
| Q18. Ability to understand problem after visiting doctor | 79% |
| Q19. Ability to cope with problem after visiting the doctor | 78% |
| Q20 Would you like to be able to order prescriptions and book appointments online? | 77% |