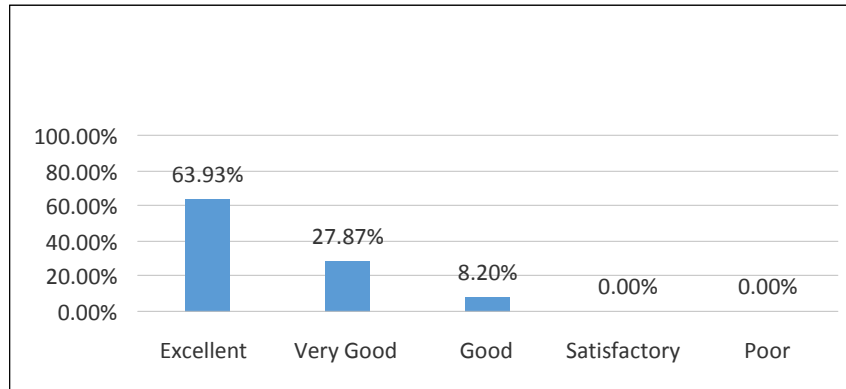




Hough Green Health Park Patient Survey Results 2015

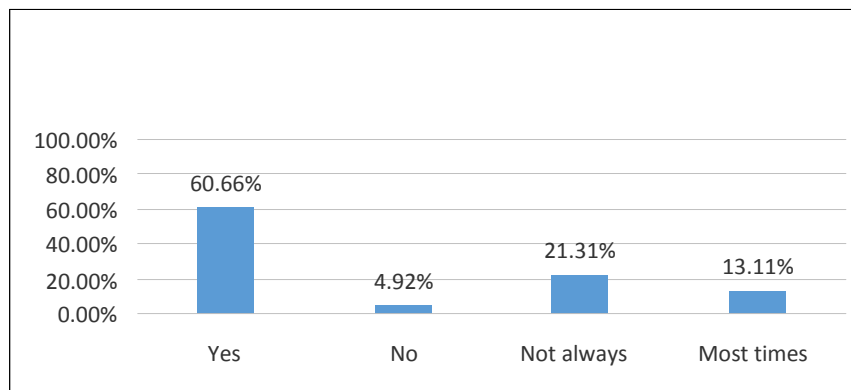
The Patient survey was carried out during March 2015 using General Practice Questionnaire forms. In total 61 patients responded to the questionnaire, around 3% of the practice population.

Overall, how would you describe your experience of your GP Surgery?
63% of patients who responded felt their experience was Excellent



Can you get a routine appointment when you need one?

60% of those who took part felt they were able to get a routine appointment.



We asked If you cannot get an appointment when you want one, do reception staff offer you any of the following:

7 patients say they are offered - Telephone encounter

30 patients say they are asked to - Call back at 8.45am the following morning

5 patients say receptionist - Does not offer any option

17 patients say they are offered - Emergency appointment if needed

4 patients are -Not sure

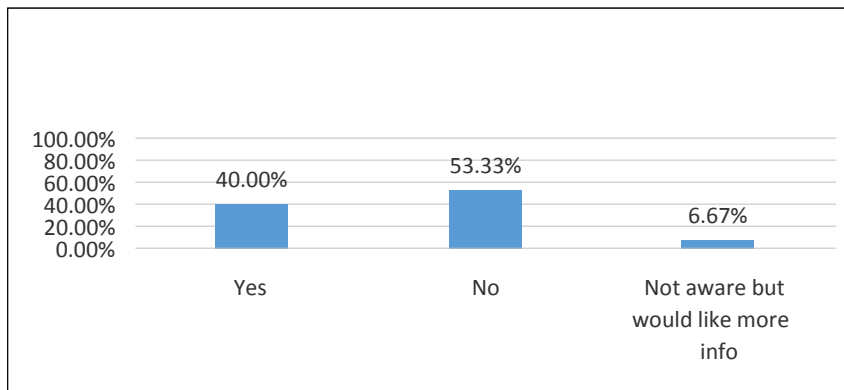
Following your most recent consultation with the Doctor/Nurse, how satisfied did you feel with the outcome of that consultation?

- 86% of respondents were very satisfied
- 13% of respondents were satisfied

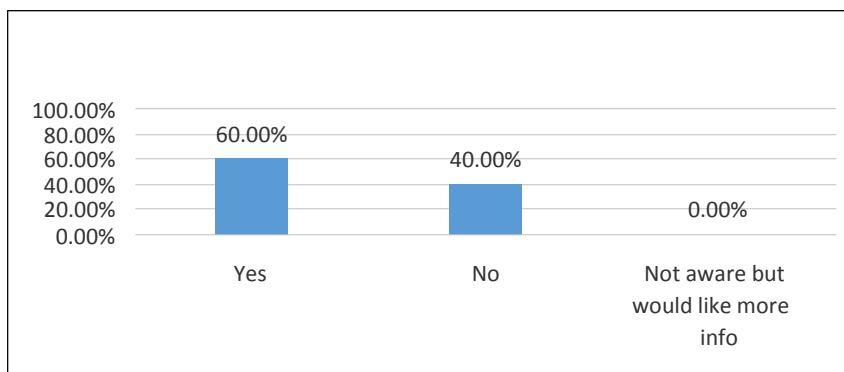
Thinking about the reception staff do you feel they?

- Greet you with a friendly and polite attitude – **47 out of 61** patients agreed with this.
- Offer you privacy if you wish to speak in private - **31 out of 61** patients agreed with this.
- Apologise if they have kept you waiting – **37 out of 61** patients agreed with this.
- Provide you with a satisfactory response to your request(s) – **37 out of 61** patients agreed with this.

Are you aware Hough Green Health Park have a Patient Participation Group (PPG)?

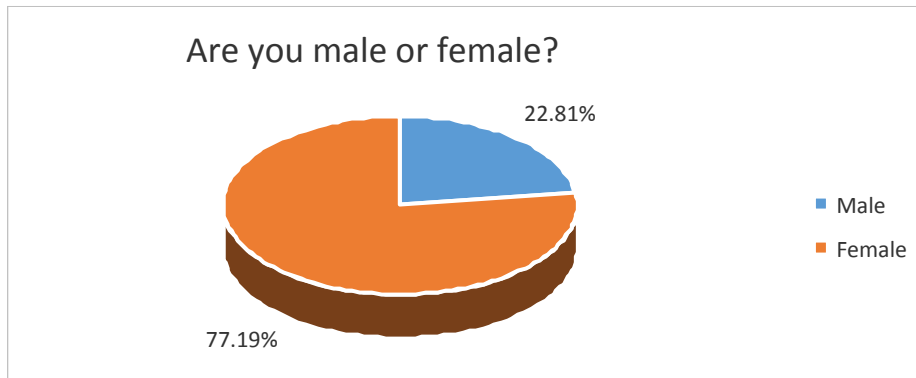


Are you aware we are a Wellbeing Practice?

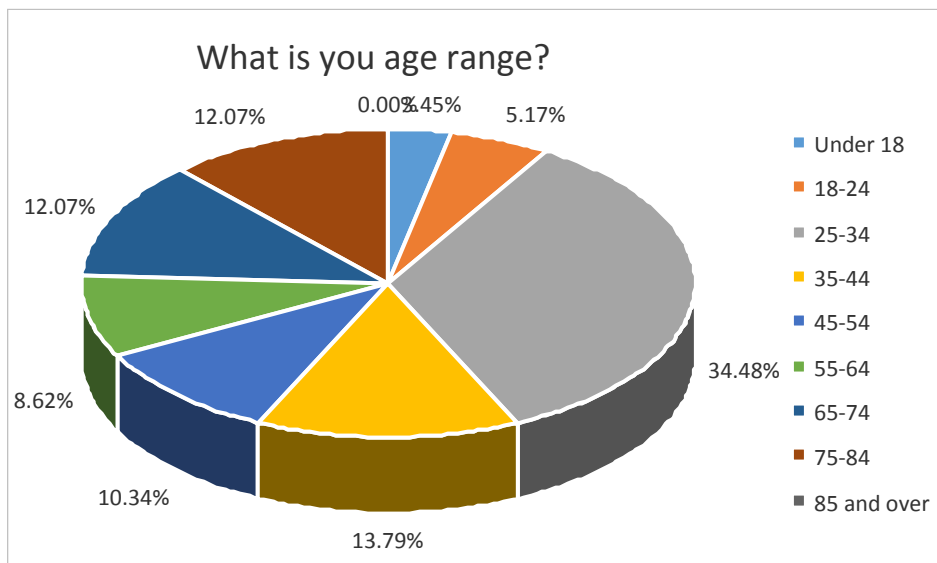


Demographics

Gender



How old are you?



Ethnic Group

