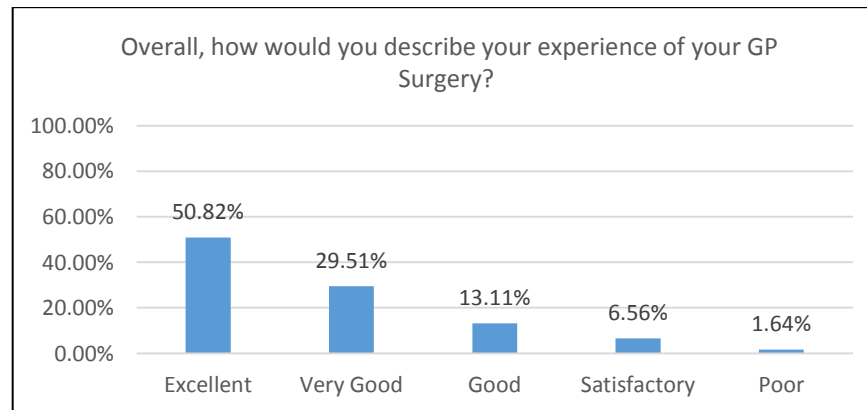




# Hough Green Health Park Patient Survey Results 2016

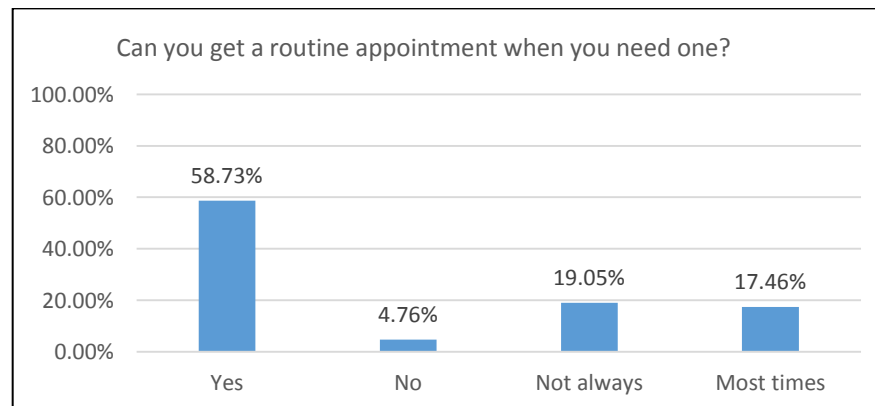
The Patient survey was carried out during March 2016 using General Practice Questionnaire forms. In total 63 patients responded to the questionnaire, around 2% of the practice population.

**Overall, how would you describe your experience of your GP Surgery?**  
51% of patients who responded felt their experience was Excellent



**Can you get a routine appointment when you need one?**

59% 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:**

**10** patients say they are offered - Telephone encounter

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

**2** patients say receptionist - Does not offer any option

**8** patients say they are offered - Emergency appointment if needed

**11** patients are -Not sure

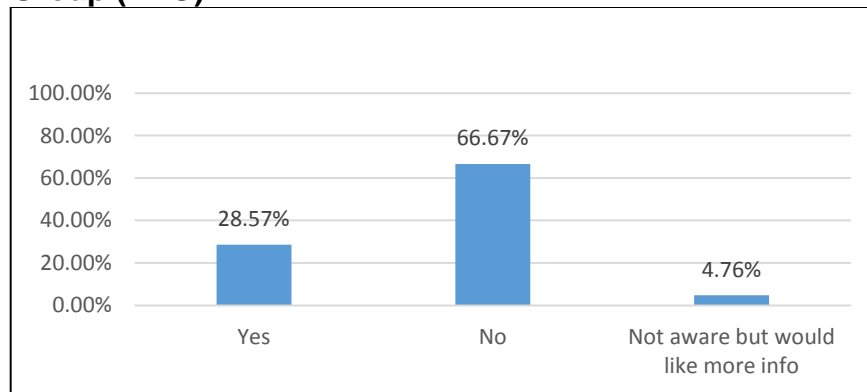
**Following your most recent consultation with the Doctor/Nurse, how satisfied did you feel with the outcome of that consultation?**

- 83% of respondents were very satisfied
- 17% of respondents were satisfied

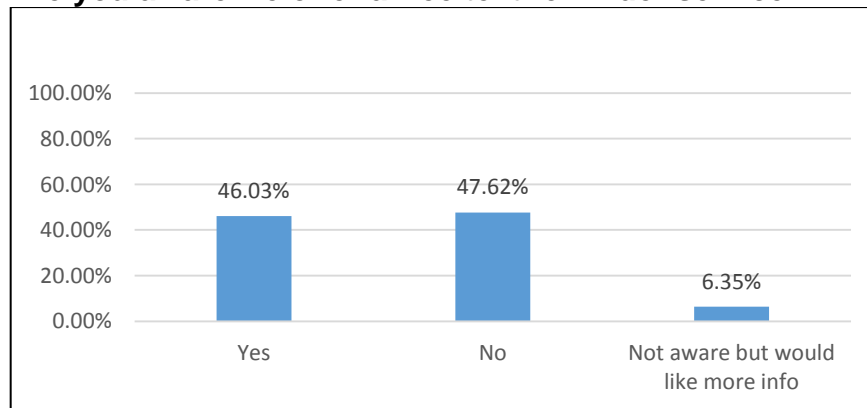
**Thinking about the reception staff do you feel they?**

- Greet you with a friendly and polite attitude – **39 out of 63** patients agreed with this.
- Offer you privacy if you wish to speak in private - **28 out of 63** patients agreed with this.
- Provide you with a satisfactory response to your request(s) – **32 out of 63** patients agreed with this.

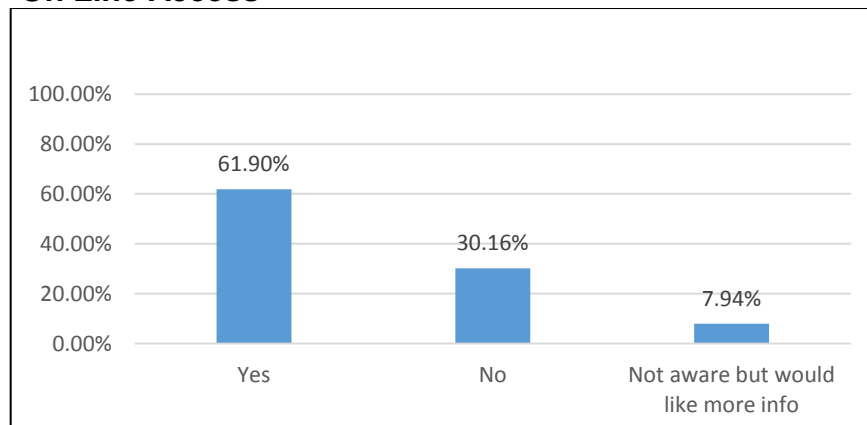
**Are you aware Hough Green Health Park have a Patient Participation Group (PPG)?**



**Are you aware we offer a free text reminder service?**

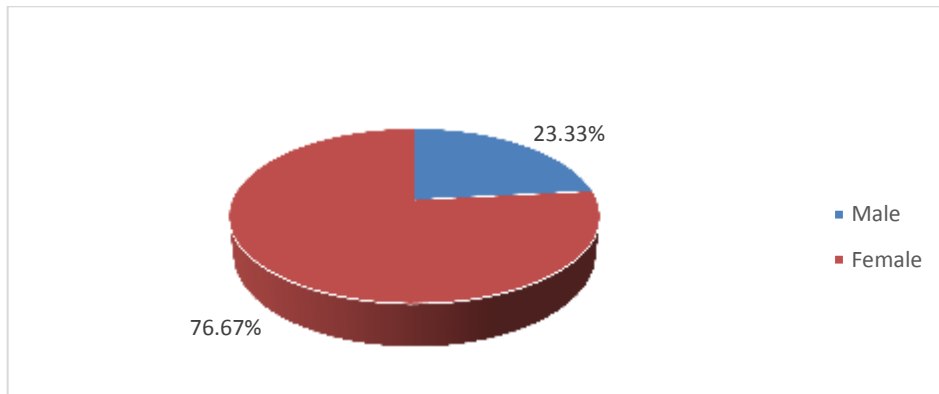


**Are you aware you can book appointments/order prescriptions via On Line Access**

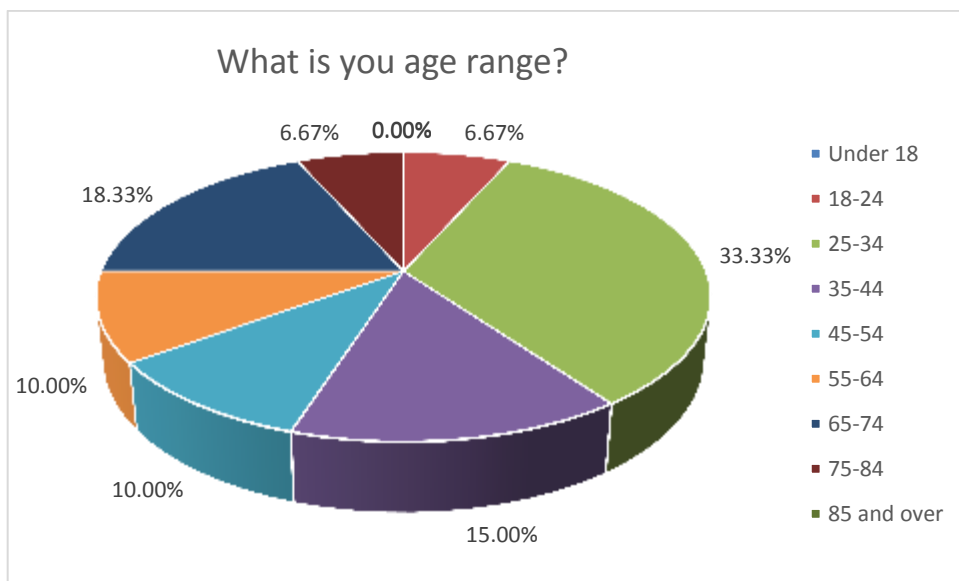


## Demographics

### Gender



### How old are you?



### Ethnic Group

