

Station Surgery

Patient Experience Station Surgery 2014

Number of Responses: 37

 [Excel Report \(click here for full dataset\)](#)

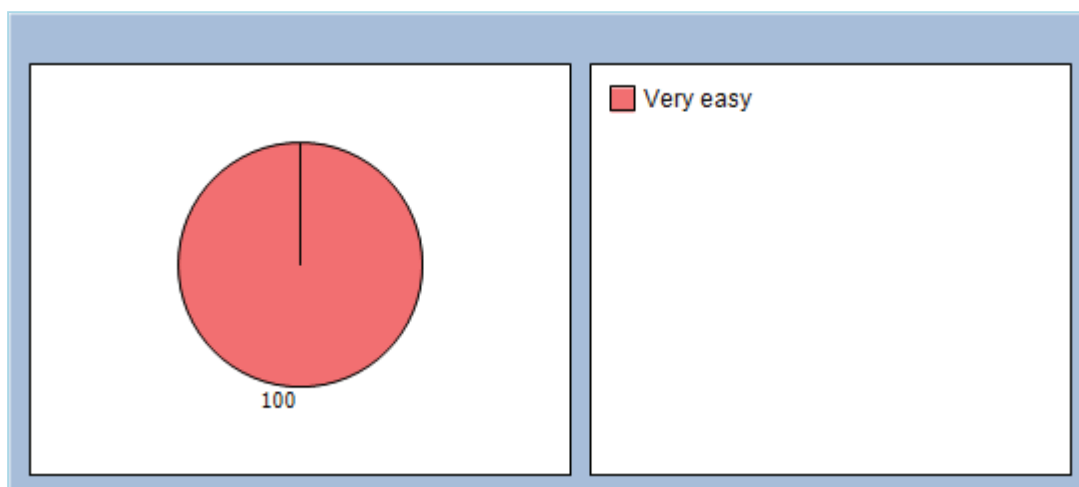
Dear Patient,

Many thanks for agreeing to take this short survey to help our practice understand how our appointment system can be improved, if at all.

Please answer all of the questions and click 'Send Survey' when you are done.

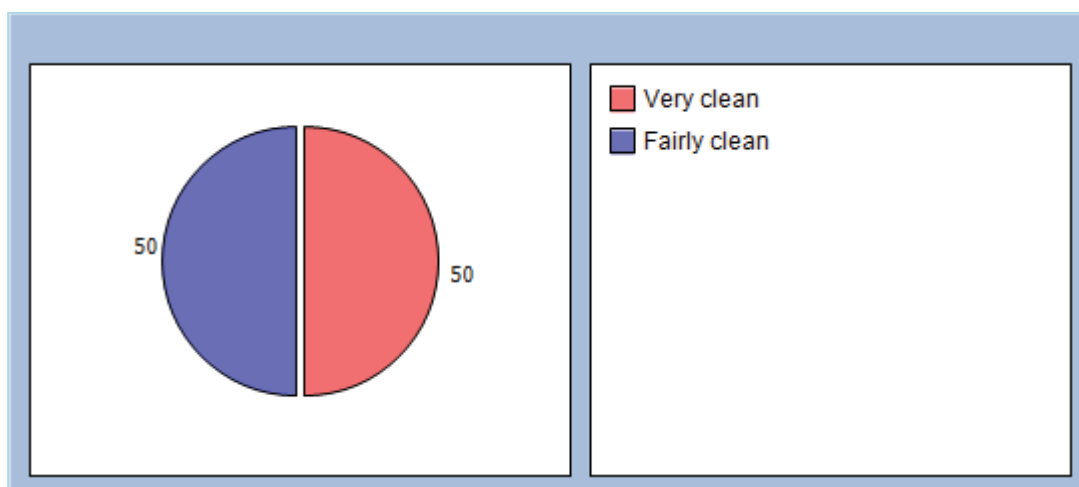
Q1. How easy do you find getting into the building at the surgery ?

| | |
|------------------------|-------------|
| Very easy | 100% |
| Fairly easy | 0% |
| Not very easy | 0% |
| Not at all easy | 0% |



Q2. How clean is the GP surgery ?

| | |
|-------------------------|------------|
| Very clean | 50% |
| Fairly clean | 50% |
| Not very clean | 0% |
| Not at all clean | 0% |
| Don't know | 0% |

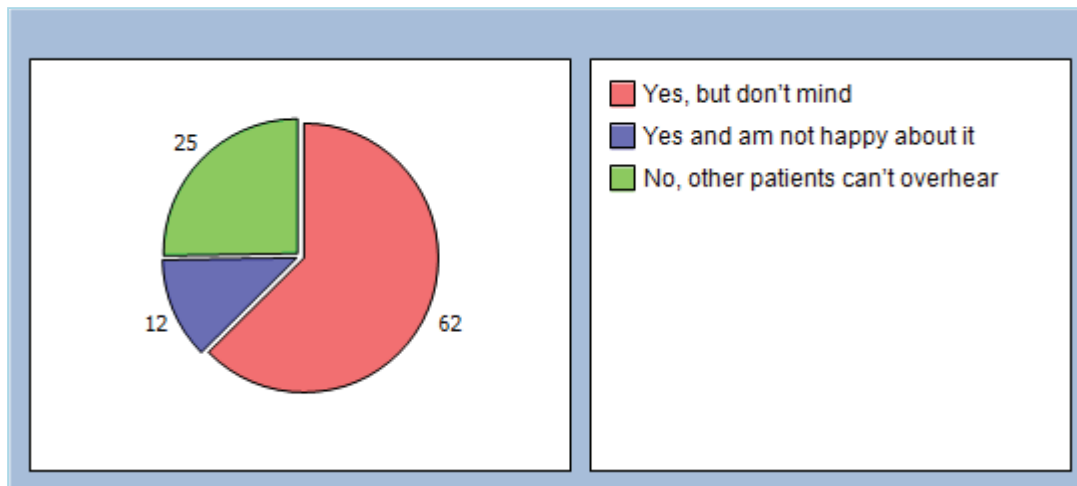


Q3. In the Reception Area, can other patients overhear what you say to the receptionist?

| | |
|--|------------|
| Yes, but don't mind | 62% |
| Yes and am not happy about it | 12% |
| No, other patients can't overhear | 25% |

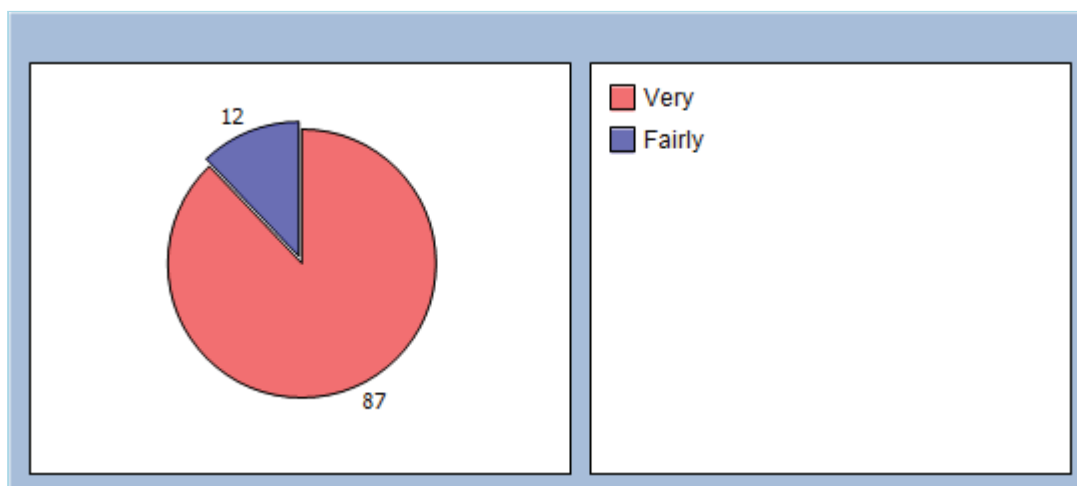
Don't know

0%



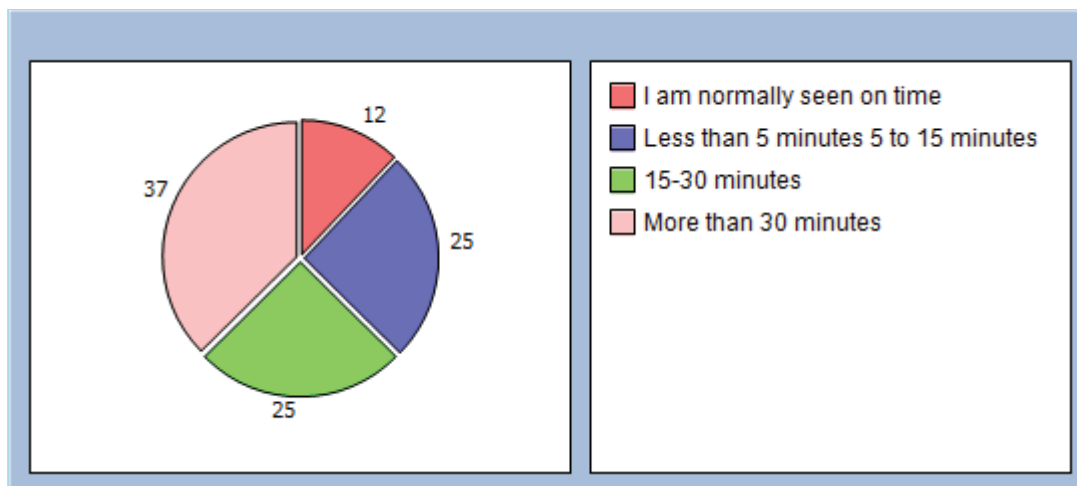
Q4. How helpful do you find the receptionists at the surgery ?

| | |
|-------------------|------------|
| Very | 87% |
| Fairly | 12% |
| Not very | 0% |
| Not at all | 0% |



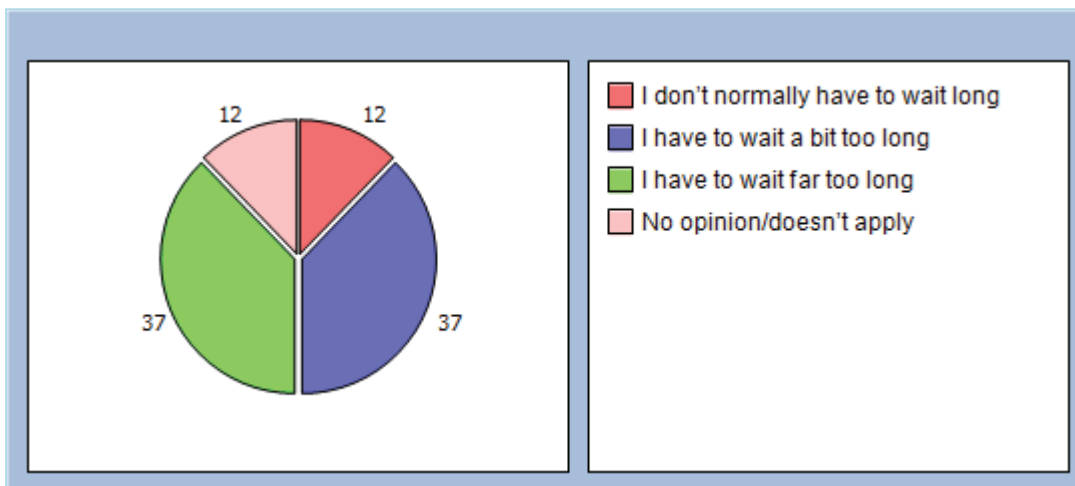
Q5. How long after your appointment time do you normally wait to be seen?

| | |
|---|------------|
| I don't normally have appts at a specific time | 0% |
| I am normally seen on time | 12% |
| Less than 5 minutes | 25% |
| 5 to 15 minutes | 25% |
| 15-30 minutes | 37% |
| More than 30 minutes | 0% |
| Can't remember | 0% |



Q6. How do you feel about how long you normally have to wait ?

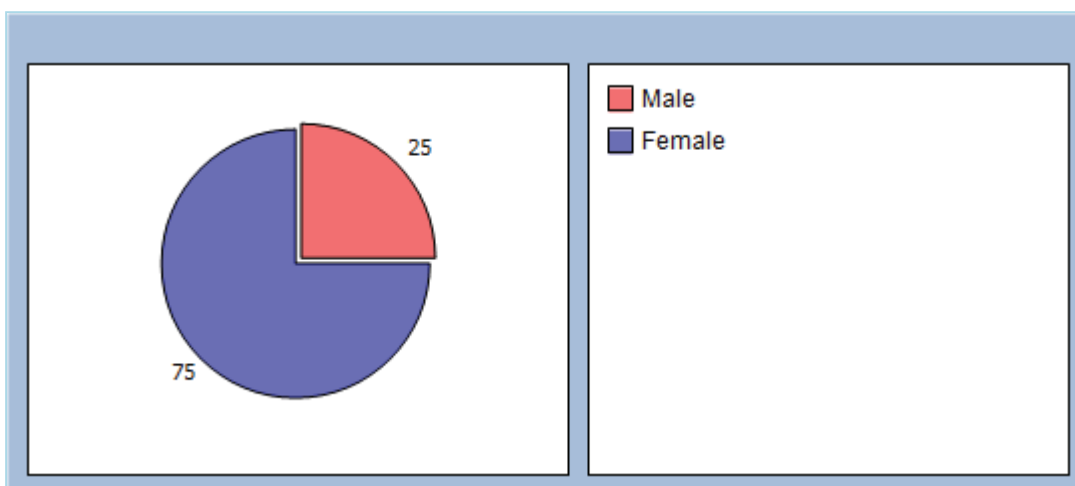
| | |
|---|------------|
| I don't normally have to wait long | 12% |
| I have to wait a bit too long | 37% |
| I have to wait far too long | 37% |
| No opinion/doesn't apply | 12% |



To help us analyse your answers please tell us a few things about yourself:

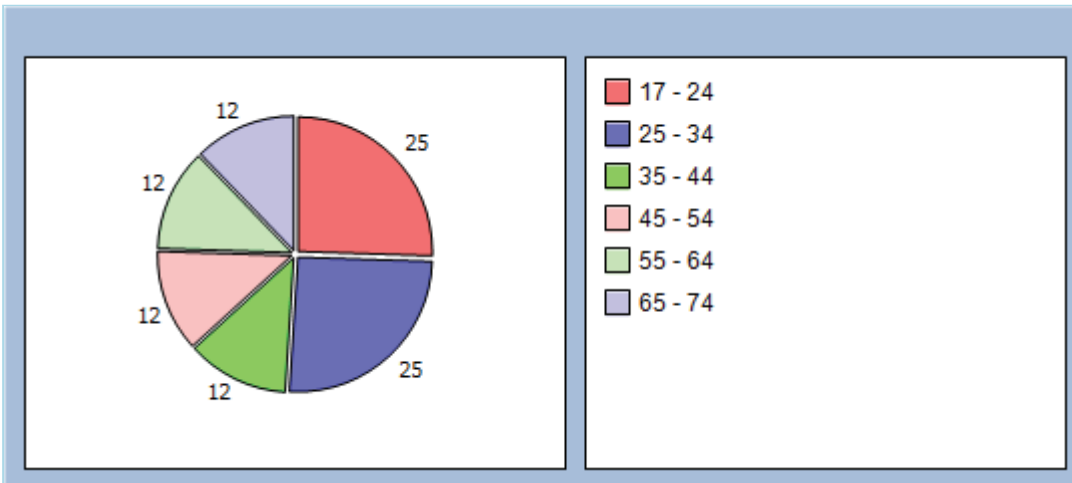
Are you male or female?

| | |
|---------------|------------|
| Male | 25% |
| Female | 75% |



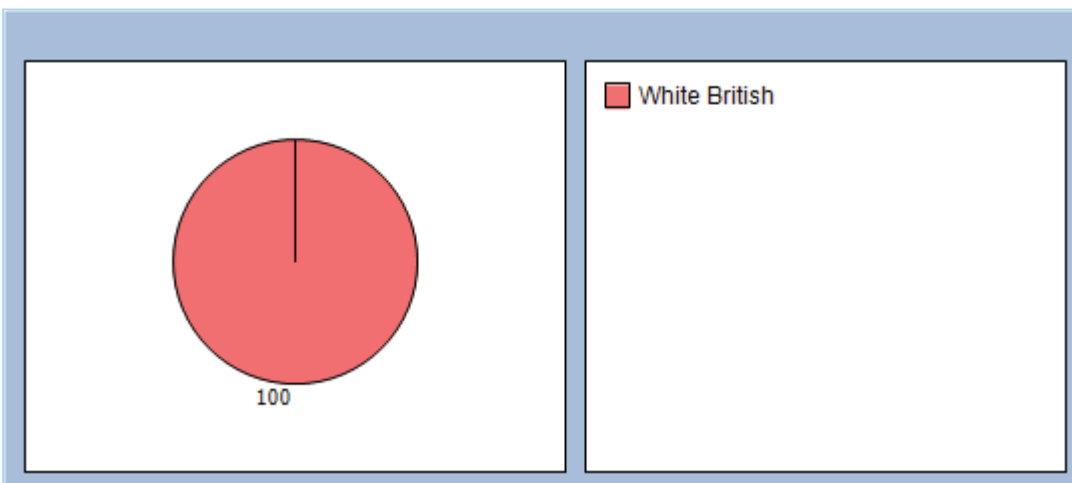
What age are you?

| | |
|-----------------|------------|
| Under 16 | 0% |
| 17 - 24 | 25% |
| 25 - 34 | 25% |
| 35 - 44 | 12% |
| 45 - 54 | 12% |
| 55 - 64 | 12% |
| 65 - 74 | 12% |
| 75 - 84 | 0% |
| Over 84 | 0% |



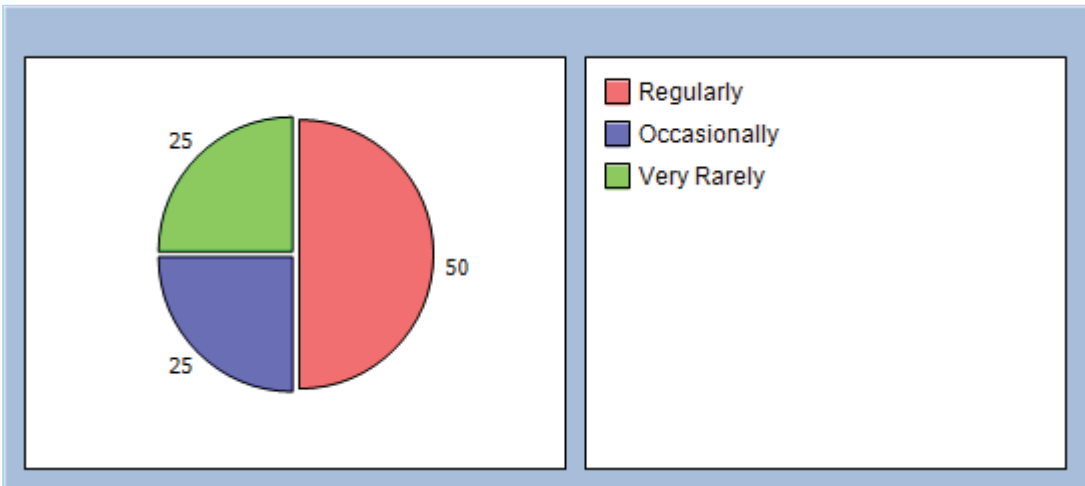
What is the ethnic background with which you most identify?

| | |
|--|-------------|
| White British | 100% |
| White Irish | 0% |
| Mixed White & Black Caribbean | 0% |
| Mixed White & Black African | 0% |
| Mixed White & Black Asian | 0% |
| Indian | 0% |
| Pakistani | 0% |
| Bangladeshi | 0% |
| Black Caribbean | 0% |
| Black African | 0% |
| Chinese | 0% |
| Other | 0% |



How would you describe how often you come to the practice?

| | |
|---------------------|------------|
| Regularly | 50% |
| Occasionally | 25% |
| Very Rarely | 25% |



Many thanks for your time in answering the questions on this survey.

Delete Responses