

Patient Questionnaire Results 2012/13

Tennyson House Surgery

Thank you to all the patients that took the time to fill in our patient questionnaire.

This is what you had to say:



Access

■ Ease of getting in to the building	Satisfaction score	98.5%
■ How clean is the waiting room	Satisfaction score	99.0%
■ How helpful are the receptionists	Satisfaction score	98.4%
■ To see a particular Doctor	Satisfaction Score	60.0%
■ Speak to a Doctor on phone	Satisfaction Score	49.0%
■ Number of days to get an appointment	Satisfaction score	49.7%
■ Seen same day	Satisfaction Score	82%

Consultation

■ Listening	Satisfaction Score	99.5%
■ Put at ease in examination	Satisfaction Score	100.0%
■ Involved in decisions	Satisfaction Score	99.5%
■ Explanations	Satisfaction Score	100.0%
■ Time spent	Satisfaction Score	99.5%
■ Caring and concern	Satisfaction Score	100.0%
■ Confidence in your GP	Satisfaction Score	100.0%
■ See the GP again	Satisfaction Score	100.0%

Overall experience of your GP Surgery Satisfaction Score 97.9%
Would you recommend the Surgery Satisfaction Score 97.4%