

# Patient Survey Analysis

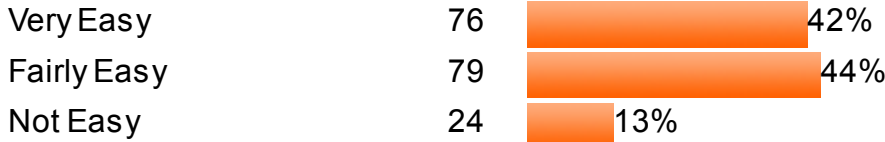
The results so far are shown below.

Total responses: 182

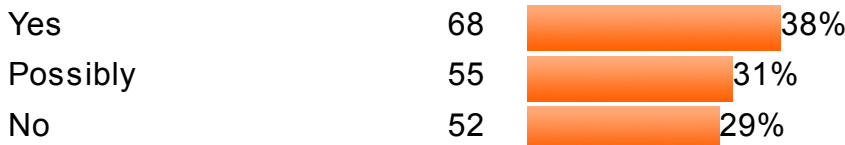
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## Appointments & Access

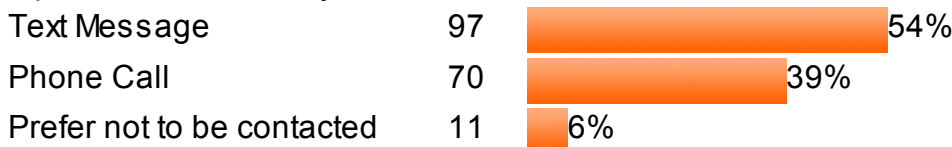
2 How easy is the process of booking an appointment with us?



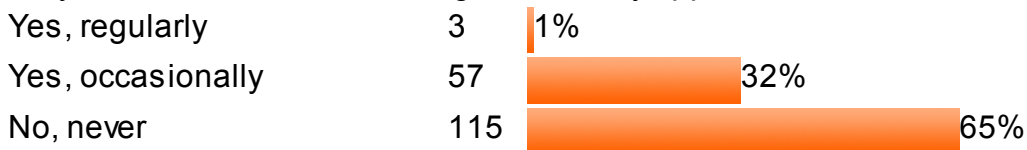
3 Would you find being able to book an appointment online helpful?



4 The practice has found that contacting patients to remind them of their appointment has reduced our DNA (Did Not Attend) rate by up to 51%. How would you prefer us to contact you with a reminder?



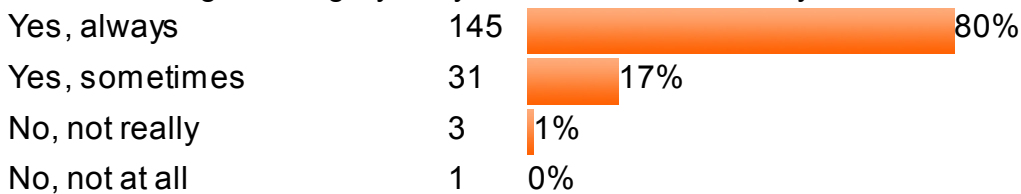
5 Have you ever used a late evening or Saturday appointment?



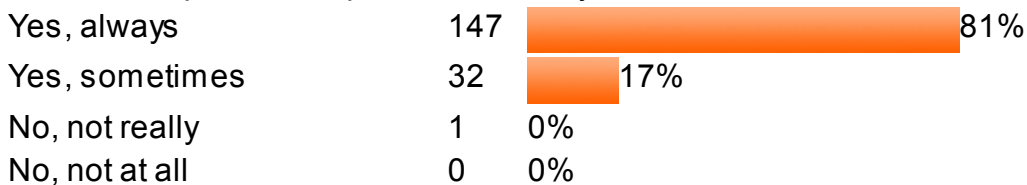
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## Customer Service

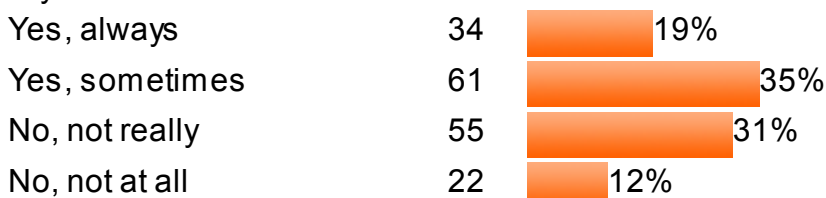
7 When contacting the surgery are you treated with courtesy?



8 Does our reception team provide a friendly service?



9 If you have had an extended waiting room wait - have you been advised there is a delay?



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## Quality of Care

- 11 In general how satisfied are you with your care at the surgery?
- |                    |     |     |
|--------------------|-----|-----|
| Satisfied          | 141 | 81% |
| Somewhat Satisfied | 33  | 18% |
| Dissatisfied       | 0   | 0%  |
- 12 Would you recommend School Lane Surgery to someone new to the area?
- |          |     |     |
|----------|-----|-----|
| Yes      | 136 | 77% |
| Possibly | 36  | 20% |
| No       | 4   | 2%  |
- 13 If you have had to be referred for further treatment outside the practice was the process efficient?
- |                |     |     |
|----------------|-----|-----|
| Yes, always    | 103 | 66% |
| Yes, sometimes | 47  | 30% |
| No, not really | 4   | 2%  |
| No, not at all | 2   | 1%  |

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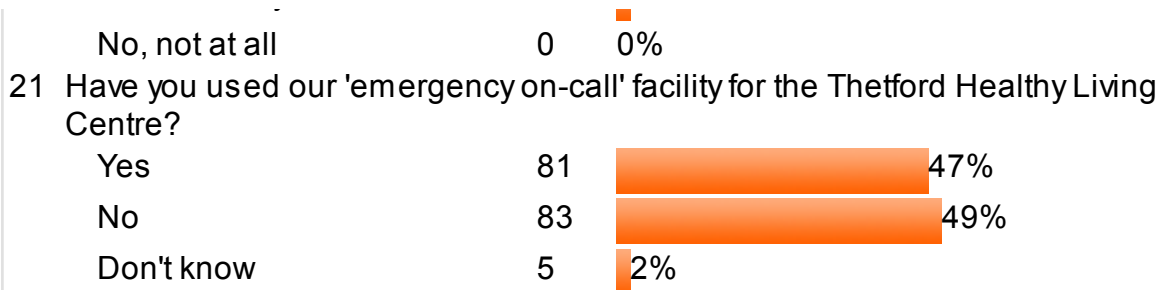
## Surgery Premises

- 15 The practice has recently spent a large amount of money on alterations to the reception / waiting area at School Lane - Do you find the new facilities welcoming?
- |            |     |     |
|------------|-----|-----|
| Yes        | 147 | 84% |
| No         | 7   | 4%  |
| Don't know | 20  | 11% |
- 16 Do you find the waiting areas (both upstairs and downstairs) at School Lane a pleasant environment?
- |            |     |     |
|------------|-----|-----|
| Yes        | 148 | 85% |
| No         | 13  | 7%  |
| Don't know | 13  | 7%  |
- 17 Do you find the School Lane waiting area at the Healthy Living Centre a pleasant environment?
- |            |     |     |
|------------|-----|-----|
| Yes        | 154 | 88% |
| No         | 13  | 7%  |
| Don't know | 7   | 4%  |

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## Flexibility

- 19 The practice endeavours to be as flexible as possible with regards to the needs of our patients. Is this your experience?
- |                |    |     |
|----------------|----|-----|
| Yes, always    | 80 | 47% |
| Yes, sometimes | 79 | 46% |
| No, not really | 11 | 6%  |
| No, not at all | 0  | 0%  |
- 20 Does the provision of our services through the Thetford Healthy Living Centre meet your needs?
- |                |     |     |
|----------------|-----|-----|
| Yes, always    | 112 | 66% |
| Yes, sometimes | 53  | 31% |
| No, not really | 4   | 2%  |



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## Perception of Approachability

