

THE WASU MEDICAL CENTRE
PATIENT QUESTIONNAIRE 2014

Number of Responses: 75

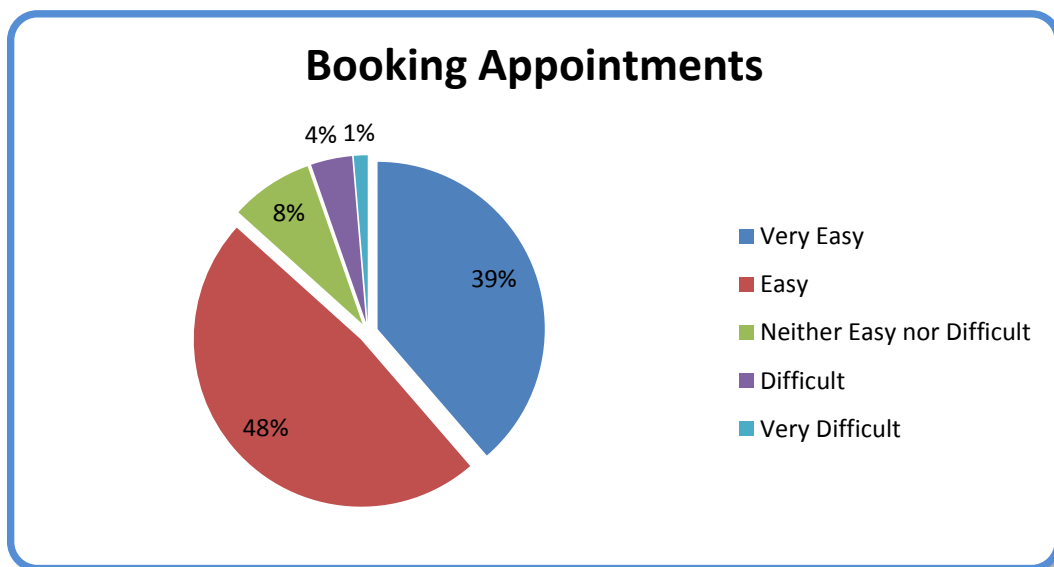
Dear Patient,

We at the Wasu Medical Centre would like to thank you for completing the surgery questionnaire to help improve patient care and provide invaluable feedback about our services.

About Receptionists and Appointments

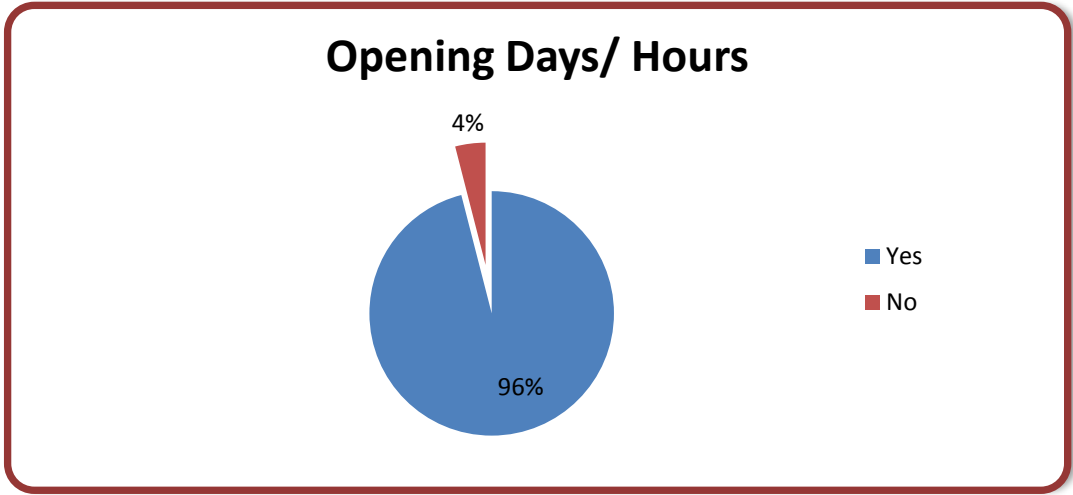
Q1 How easy is it to book an appointment at your Practice?

Value	Frequency	Percentage %
Very Easy	29	39%
Easy	36	48%
Neither Easy nor Difficult	6	8%
Difficult	3	4%
Very Difficult	1	1%
TOTAL:	75	100%



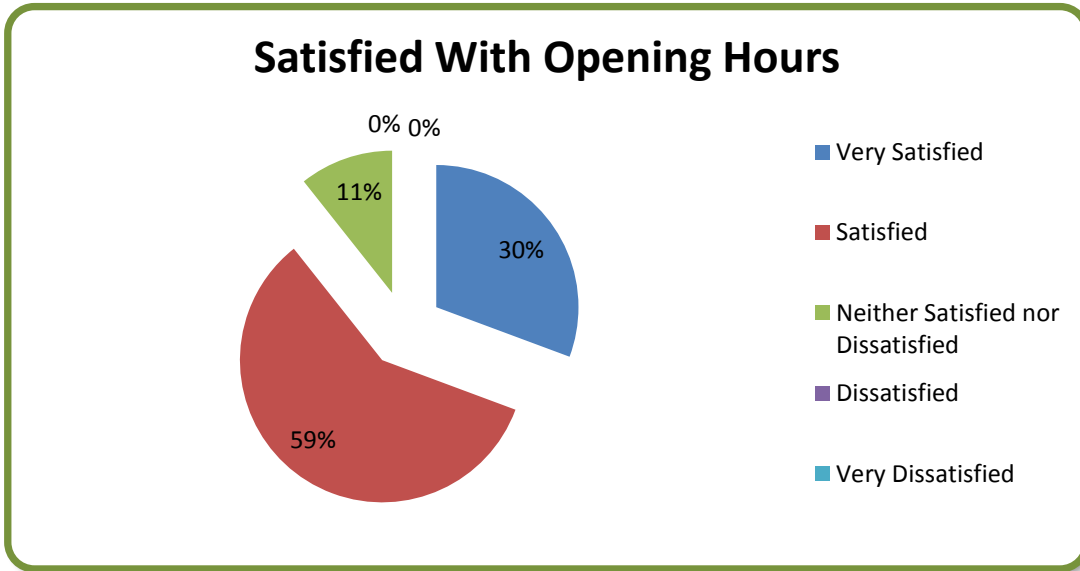
Q2 Do you know the Opening days/hours of your Practice?

Value	Frequency	Percentage %
Yes	72	96%
No	3	4%
TOTAL:	75	100%



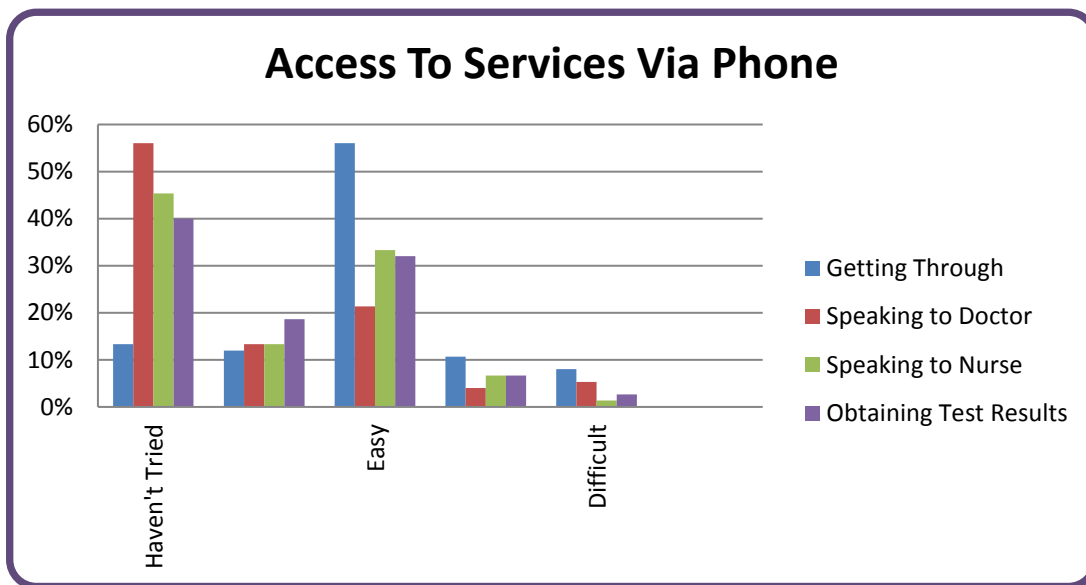
Q3 How satisfied are you with the opening hours at the Practice?

Value	Frequency	Percentage %
Very Satisfied	23	31%
Satisfied	44	59%
Neither Satisfied nor Dissatisfied	8	11%
Dissatisfied	0	0%
Very Dissatisfied	0	0%
TOTAL:	75	100%



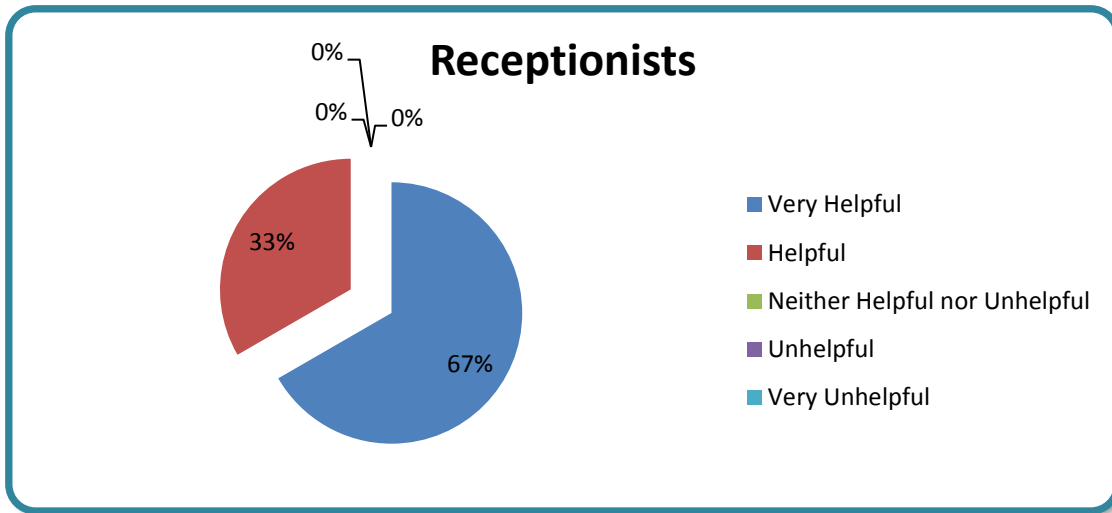
Q4 How Easy is it to access services by telephone?

Value	Getting Through	Speaking to Doctor	Speaking to Nurse	Obtaining Test Results
Haven't Tried	13%	56%	45%	40%
Very Easy	12%	13%	13%	19%
Easy	56%	21%	33%	32%
Neither Easy nor Difficult				
Difficult	11%	4%	7%	7%
Very Difficult	0%	0%	0%	0%



Q5 How helpful do you find the receptionist at the Surgery?

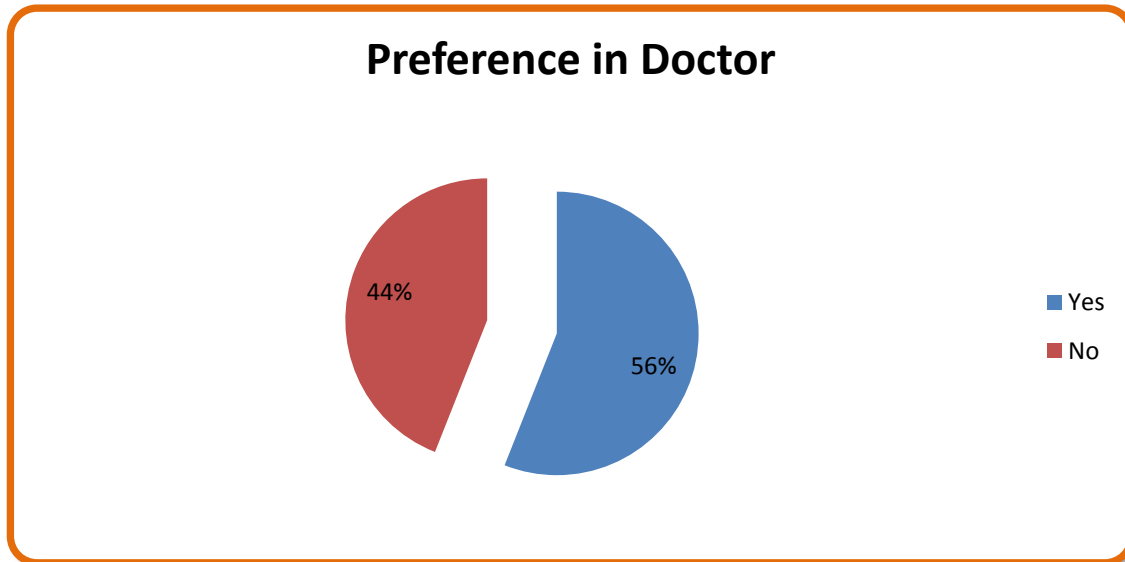
Value	Frequency	Percentage %
Very Helpful	50	67%
Helpful	25	33%
Neither Helpful nor Unhelpful	0	0%
Unhelpful	0	0%
Very Unhelpful	0	0%
TOTAL:	75	100%



About Doctors, Nurses and Consultations

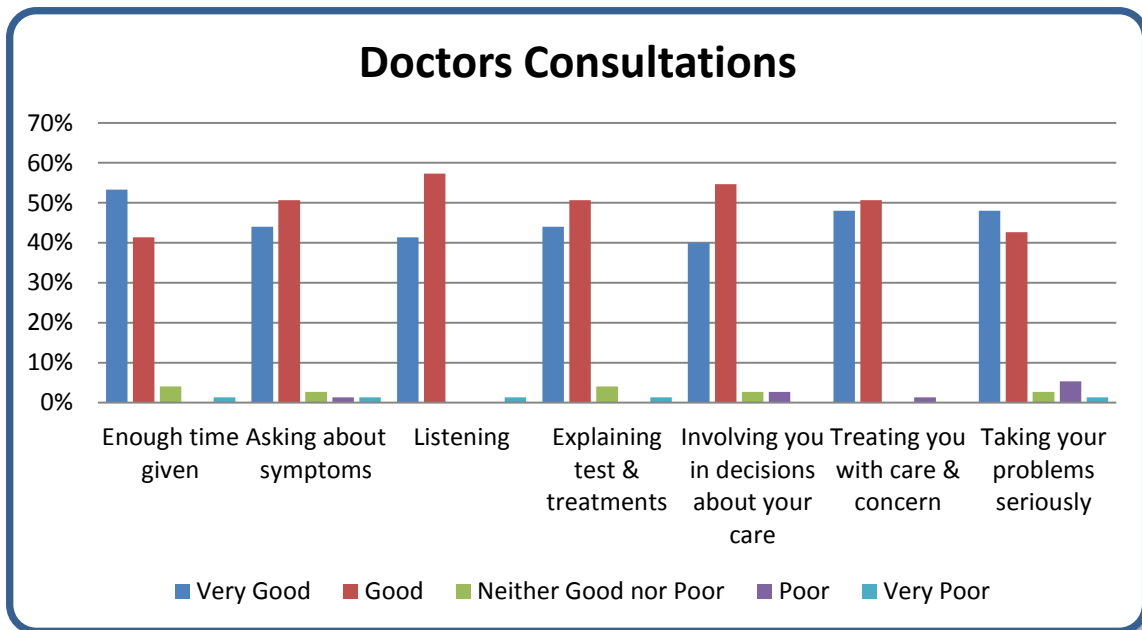
Q6 Is there a particular doctor you prefer to see at the GP surgery?

Value	Frequency	Percentage %
Yes	42	56%
No	33	44%
TOTAL:	75	100%



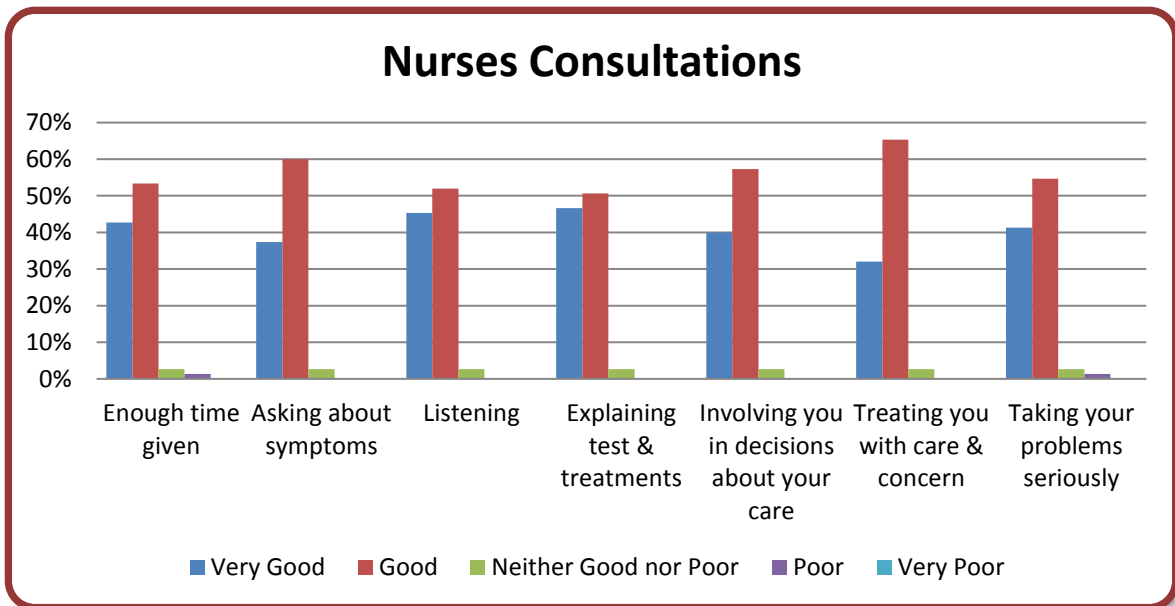
Q7 Thinking about the GP you see most often how you would rate them in the following areas?

Value	Enough time given	Asking about symptoms	Listening	Explaining test & treatments	Involving you in decisions about your care	Treating you with care & concern	Taking your problems seriously
Very Good	53%	44%	41%	44%	40%	48%	48%
Good	41%	51%	57%	51%	55%	51%	43%
Neither Good nor Poor							
Poor	4%	3%	0%	4%	3%	0%	3%
Very Poor	0%	1%	0%	0%	3%	1%	5%
Very Poor	1%	1%	1%	1%	0%	0%	1%



Q8 Thinking about the Nurse you see most often how you would rate then in the following areas?

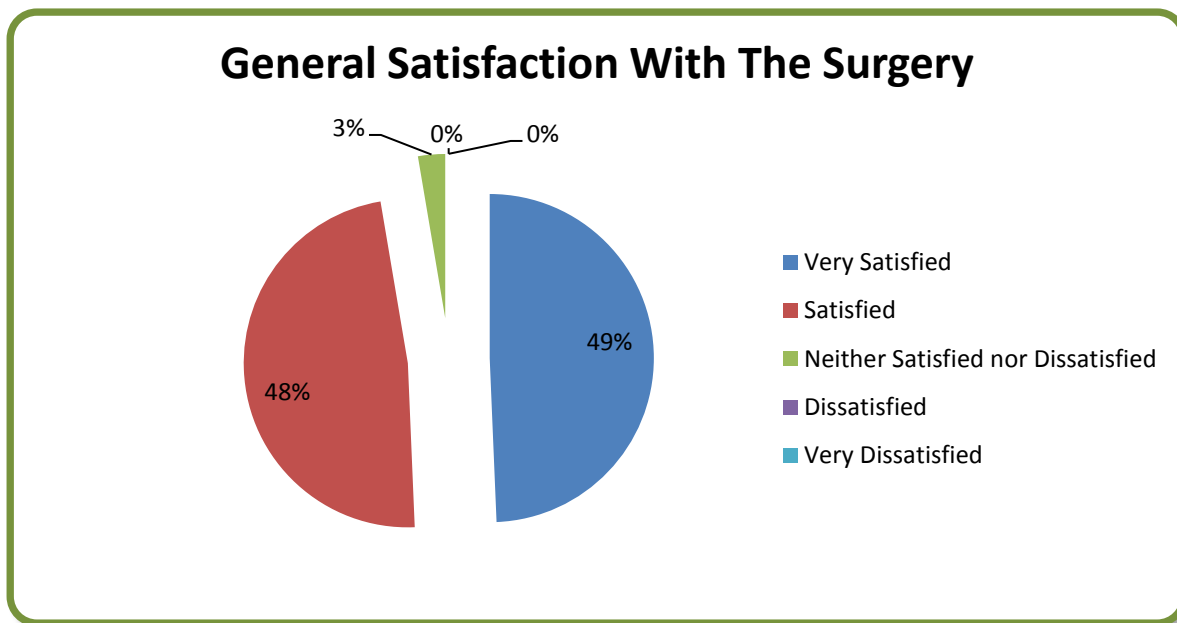
Value	Enough time given	Asking about symptoms	Listening	Explaining test & treatments	Involving you in decisions about your care	Treating you with care & concern	Taking your problems seriously
Very Good	43%	37%	45%	47%	40%	32%	41%
Good	53%	60%	52%	51%	57%	65%	55%
Neither Good nor Poor	3%	3%	3%	3%	3%	3%	3%
Poor	1%	0%	0%	0%	0%	0%	1%
Very Poor	0%	0%	0%	0%	0%	0%	0%



General Overview

Q9 In general how satisfied are you with the care you get at the surgery?

Value	Frequency	Percentage %
Very Satisfied	37	49%
Satisfied	36	48%
Neither Satisfied nor Dissatisfied	2	3%
Dissatisfied	0	0%
Very Dissatisfied	0	0%
TOTAL:	75	100%



Q10 Would you recommend the surgery to someone who has just moved to your local area?

Value	Frequency	Percentage %
Yes	53	71%
No	7	9%
Don't Know	15	20%
TOTAL:	75	100%

