Moulton Surgery
MOULTON SURGERY - Patient Survey 2014

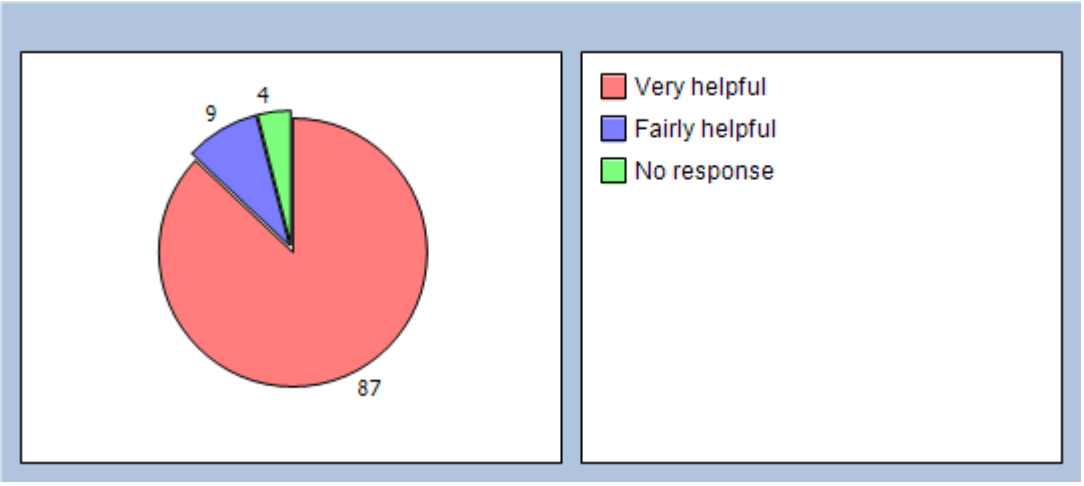
Number of Responses:**324**

MOULTON SURGERY - Patient Survey 2014

ABOUT RECEPTIONISTS AND APPOINTMENTS

How helpful do you find the receptionists in this practice?

Very helpful **87%**
Fairly helpful **9%**
Not very helpful **0%**
No response **4%**

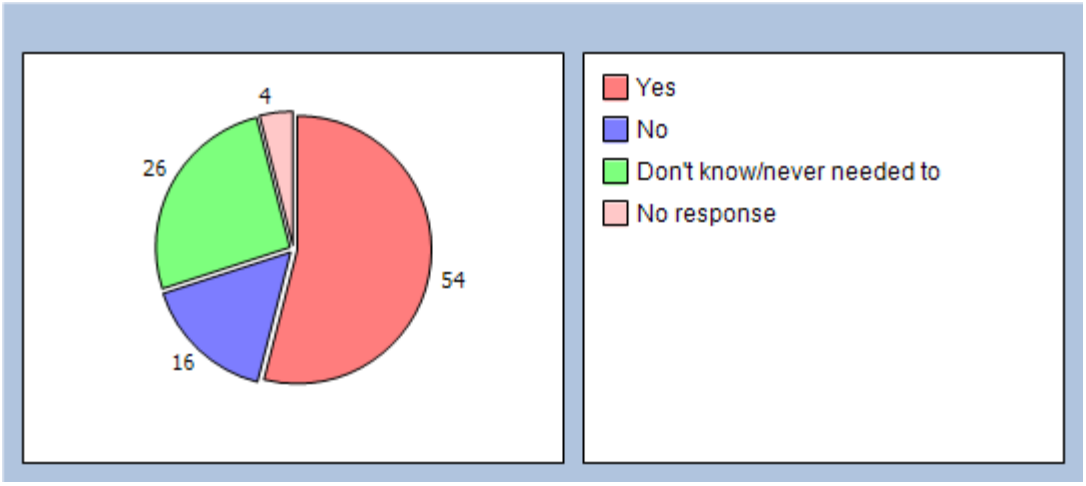


How easy is it to get through to speak to a receptionist, doctor or nurse on the phone?

RECEPTIONIST **1%**
Very easy **56%**
Fairly easy **33%**
Not very easy **5%**
DOCTOR **0%**
Very easy **20%**
Fairly easy **39%**
Not very easy **9%**
NURSE **0%**
Very easy **22%**
Fairly easy **34%**
Not very easy **4%**

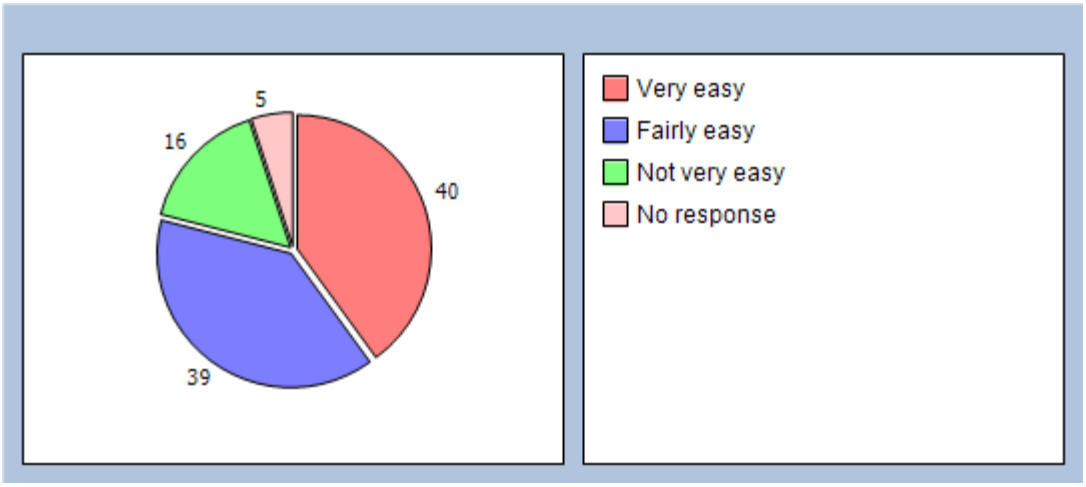
If you need to be seen by a GP, or a nurse urgently, can you normally be seen on the same day?

Yes **54%**
No **16%**
Don't know/never needed to **26%**
No response **4%**



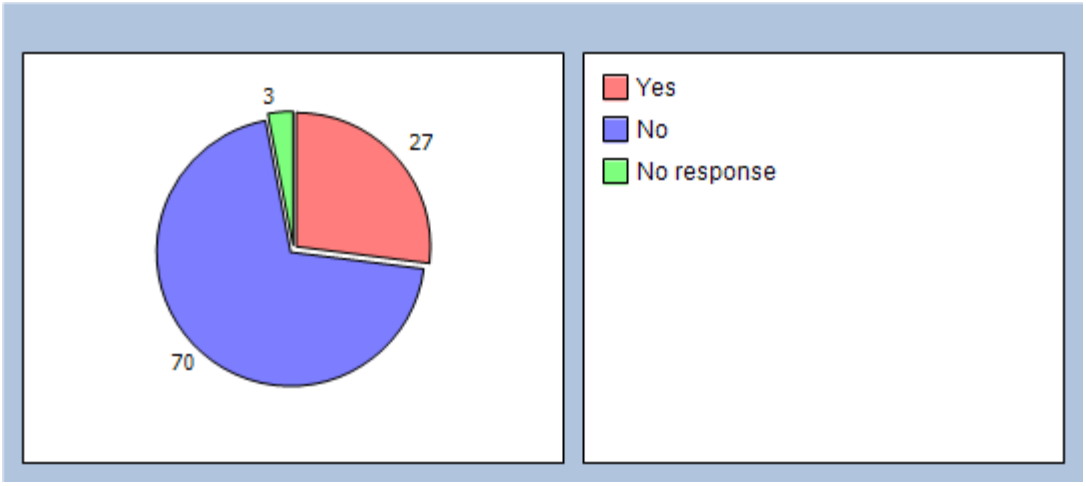
How easy is it for you to book an appointment ahead?

Very easy **40%**
Fairly easy **39%**
Not very easy **16%**
No response **5%**



Are you aware that you can book some appointments 4 weeks in advance online?

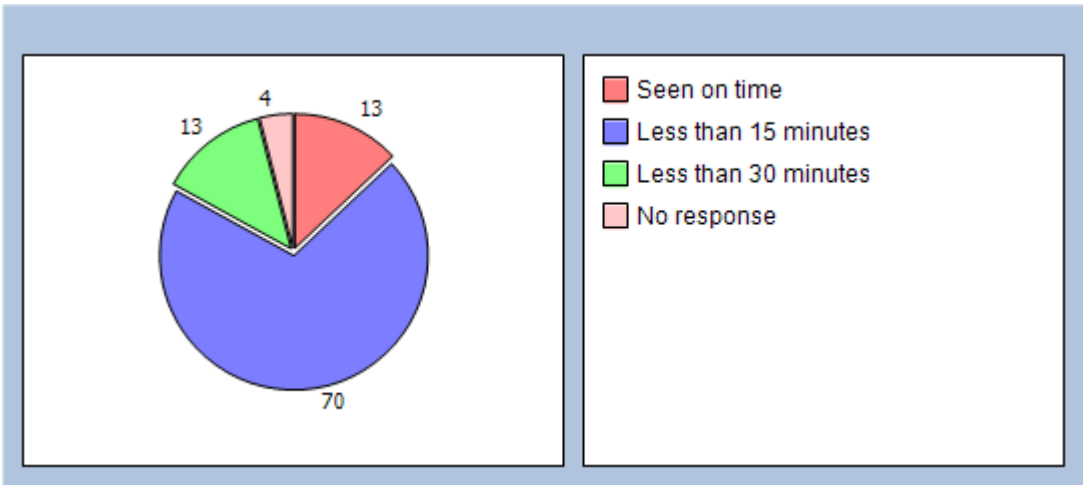
Yes **27%**
No **70%**
No response **3%**



YOUR APPOINTMENT

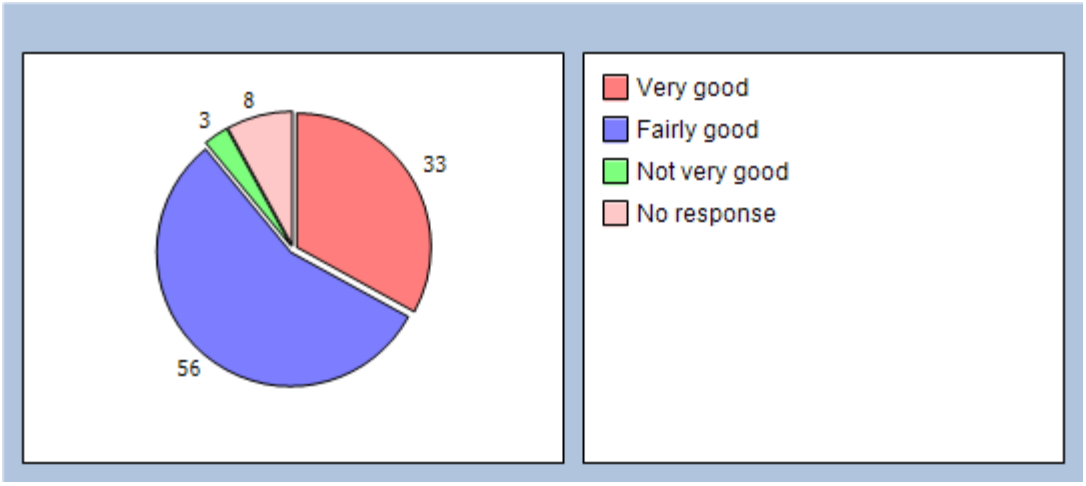
How long after your appointment time do you normally have to wait?

Seen on time **13%**
Less than 15 minutes **70%**
Less than 30 minutes **13%**
No response **4%**



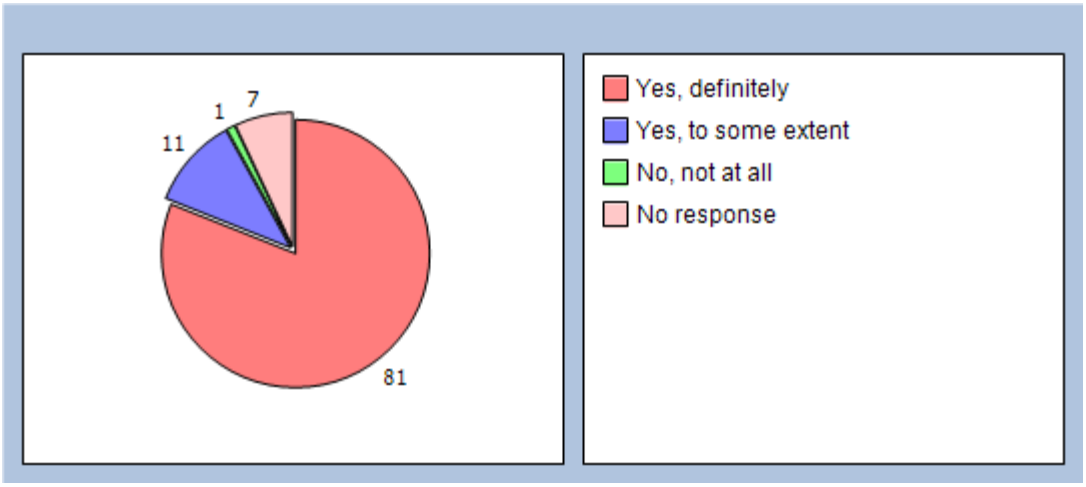
How do you rate this?

Very good **33%**
Fairly good **56%**
Not very good **3%**
No response **8%**



Did the doctor or nurse you last saw treat you with dignity and respect?

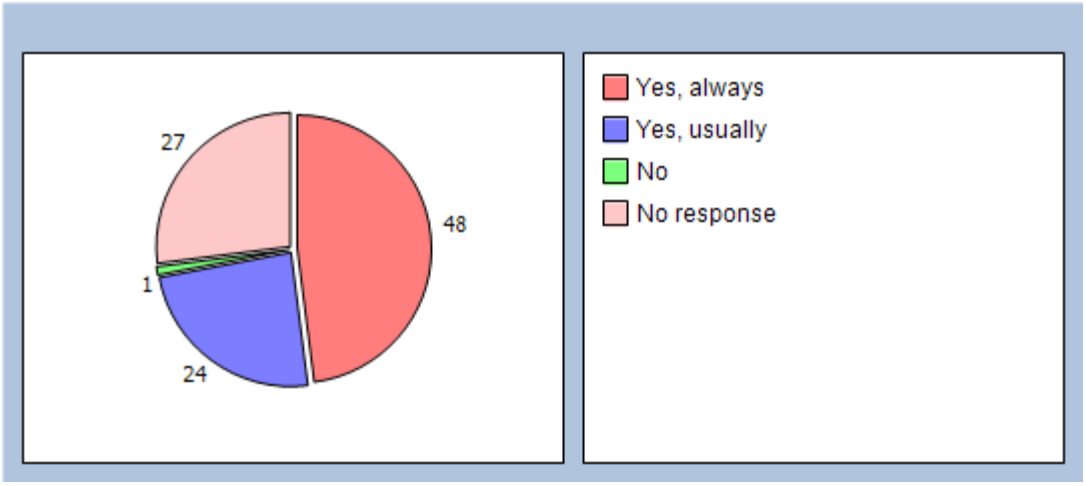
Yes, definitely **81%**
Yes, to some extent **11%**
No, not at all **1%**
No response **7%**



DISPENSARY/PRESCRIPTIONS

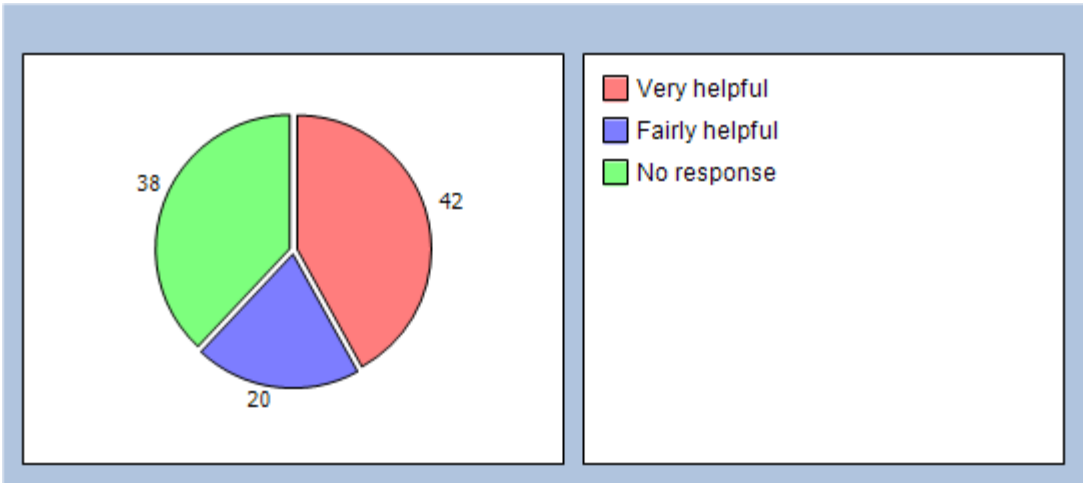
Are your repeat prescriptions ready on time?

Yes, always **48%**
Yes, usually **24%**
No **1%**
No response **27%**



How helpful do you find the dispensary staff?

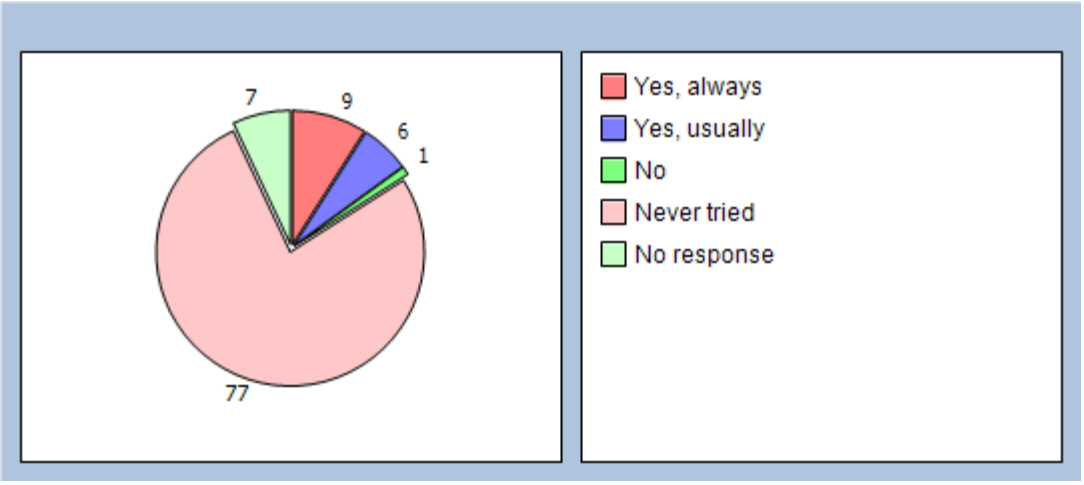
Very helpful **42%**
Fairly helpful **20%**
Not very helpful **0%**
No response **38%**



HOME VISITS

Are you able to get a home visit should the need arise?

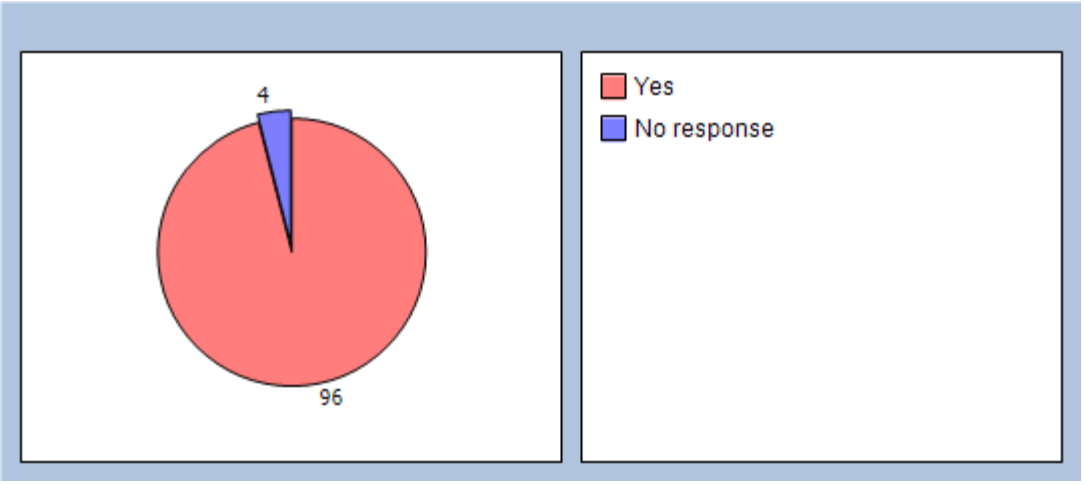
Yes, always **9%**
Yes, usually **6%**
No **1%**
Never tried **77%**
No response **7%**



ABOUT THE SURGERY

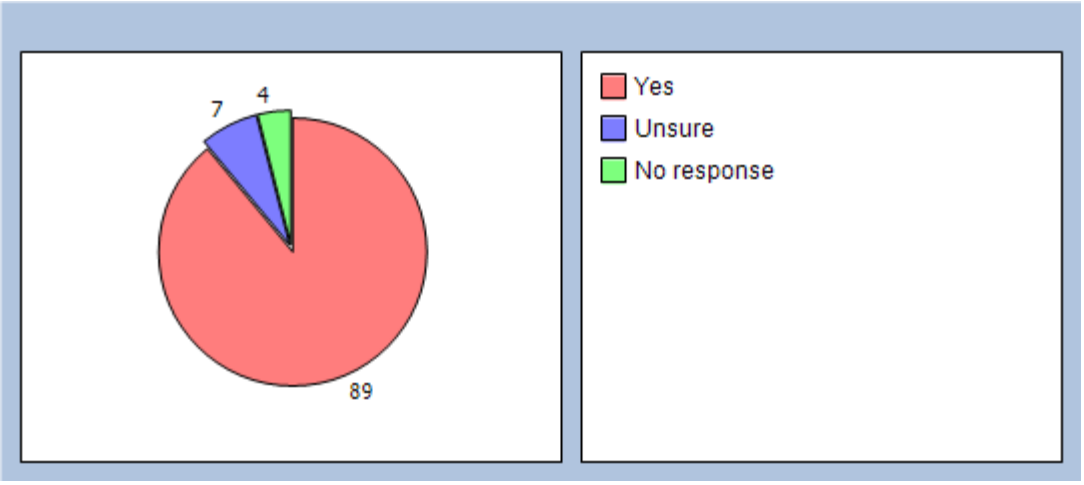
On the day of your last visit was the surgery clean enough?

Yes **96%**
No **0%**
No response **4%**



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

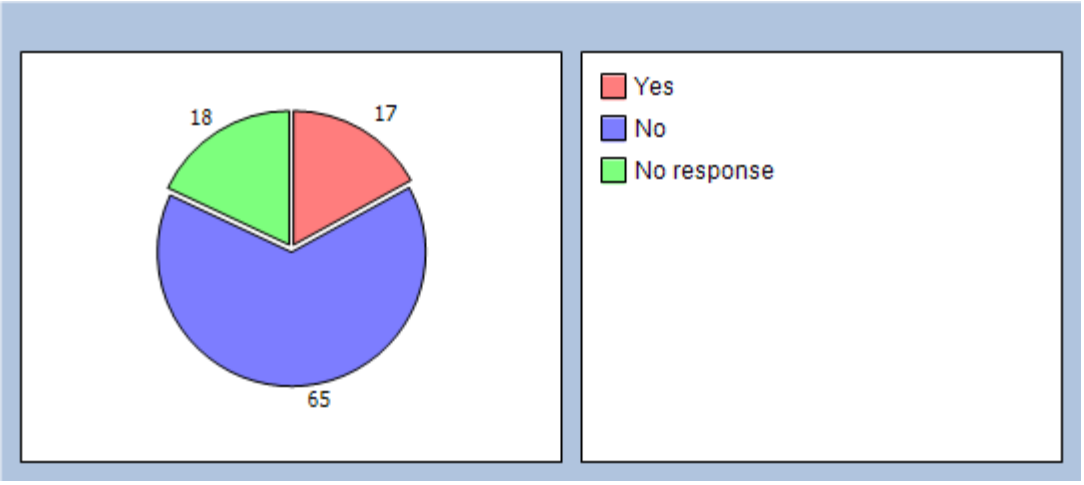
Yes **89%**
No **0%**
Unsure **7%**
No response **4%**



Is there anything you would like to change at the surgery, or see at the surgery in the future?

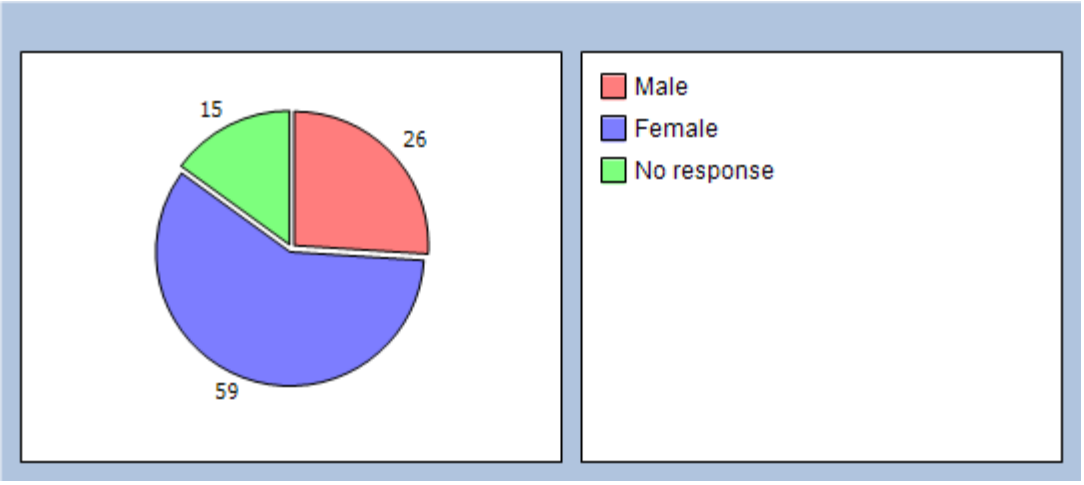
Are you aware of the surgery Patient Participation Group?

Yes **17%**
No **65%**
Please ask at reception if you wish to join **0%**
No response **18%**



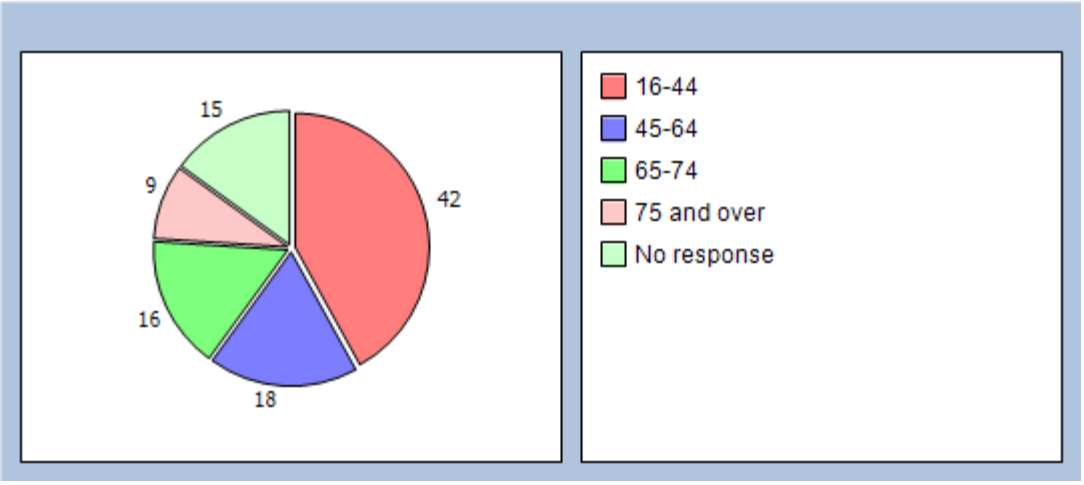
Are you

Male **26%**
Female **59%**
No response **15%**



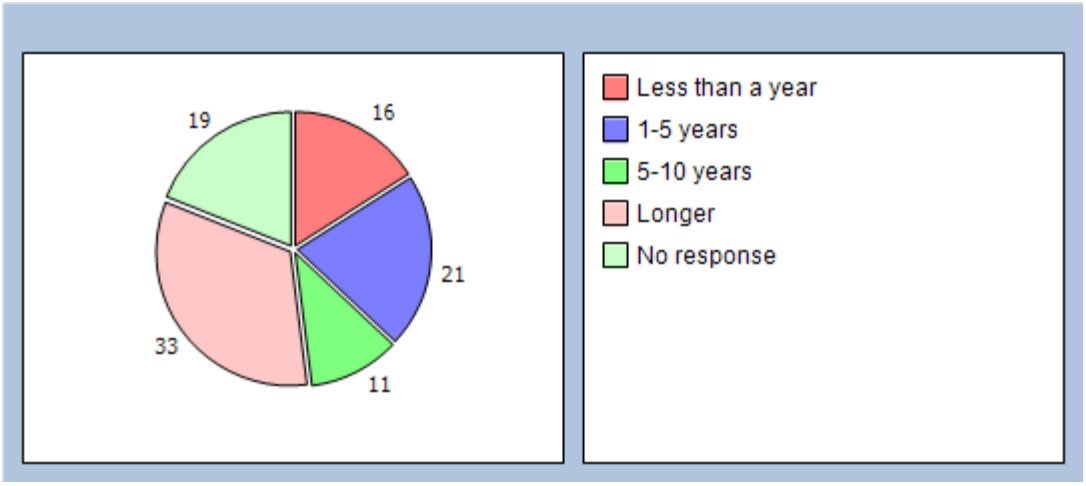
How old are you?

Under 16 **0%**
16-44 **42%**
45-64 **18%**
65-74 **16%**
75 and over **9%**
No response **15%**



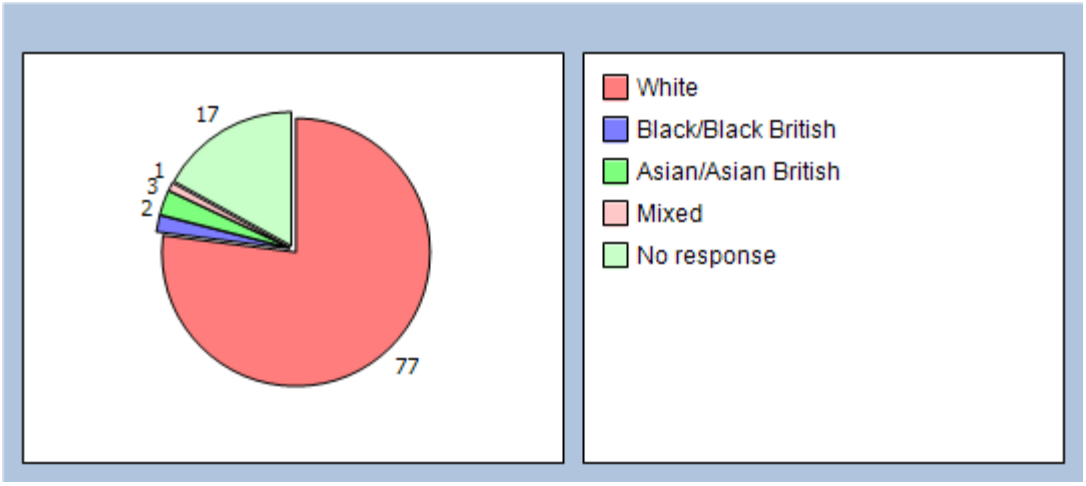
How long have your been registered at the practice?

Less than a year **16%**
1-5 years **21%**
5-10 years **11%**
Longer **33%**
No response **19%**



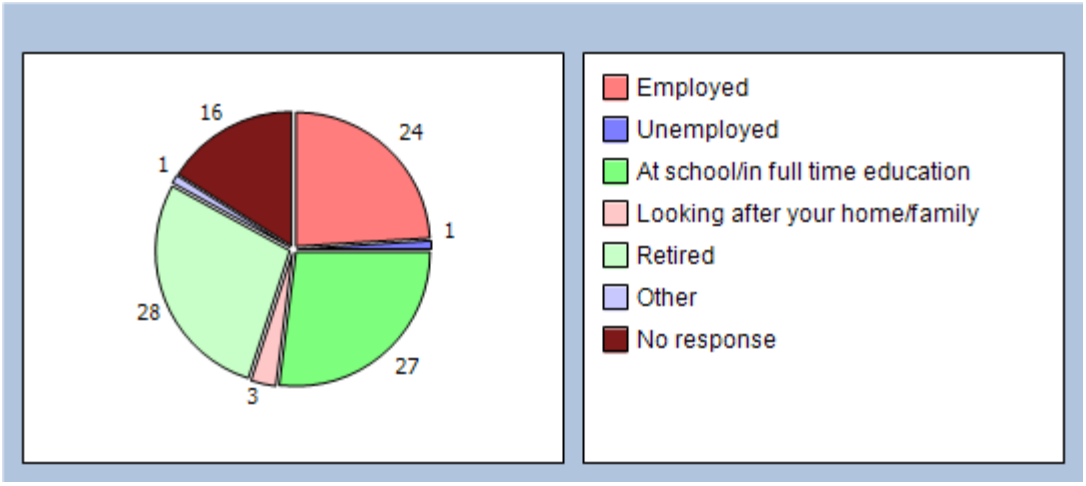
What is your ethnic group?

White **77%**
Black/Black British **2%**
Asian/Asian British **3%**
Mixed **1%**
Chinese **0%**
Other ethnic group **0%**
No response **17%**



Which of the following best describes you?

Employed **24%**
Unemployed **1%**
At school/in full time education **27%**
Looking after your home/family **3%**
Retired **28%**
Other **1%**
No response **16%**



Please use the space below if there are any further comments you would like to add

Thank you for taking the time to complete our patient survey