

**Connaught Square
Practice Patient
Satisfaction**

January – March 2018
Survey Results

GP Patient Satisfaction

January – March 2018
Survey Results

97

GP
surveys
received

69

Nurse
surveys
received

115

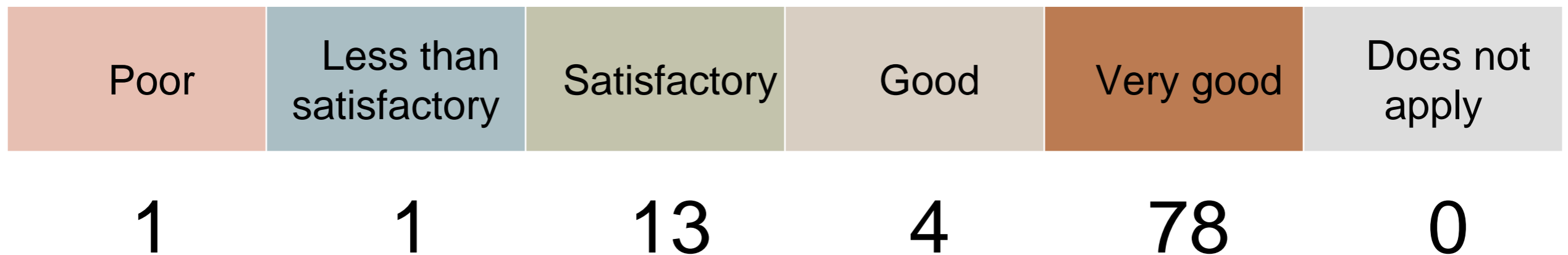
Reception
surveys
received

Data collected during January-March 2018

How good was the last GP you saw in the Practice at each of the following?

Being polite

97 respondents



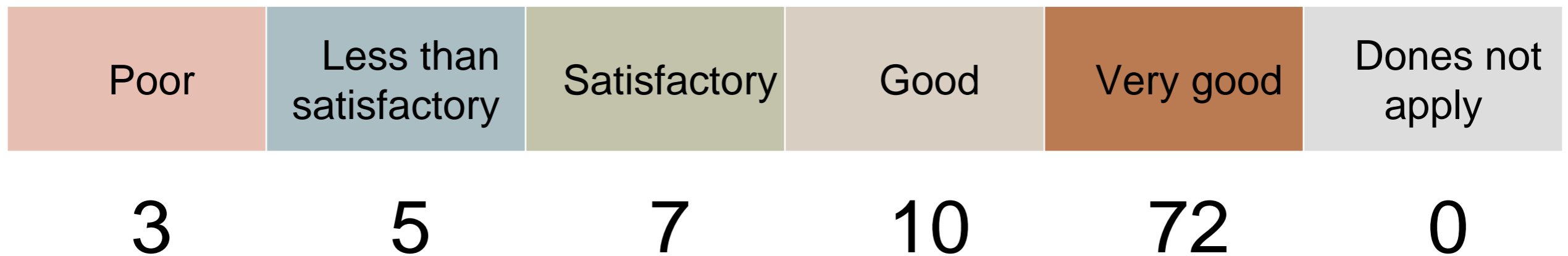
Making you feel at ease

97 respondents



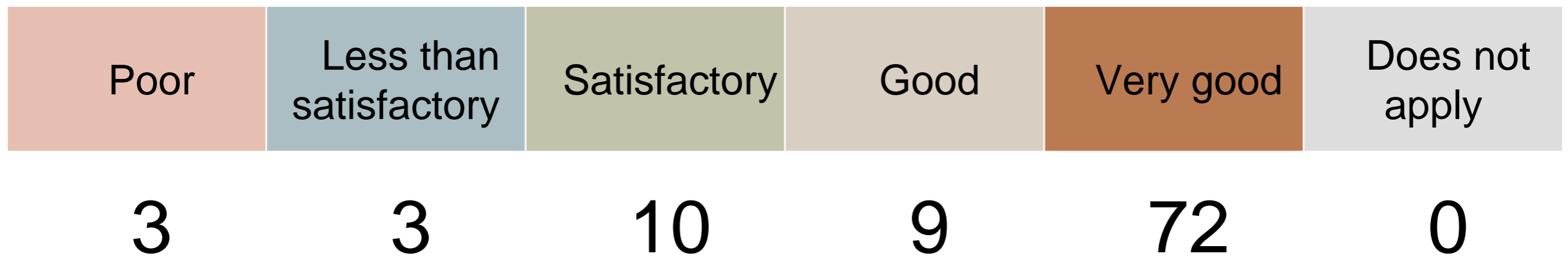
Listening to you

97 respondents



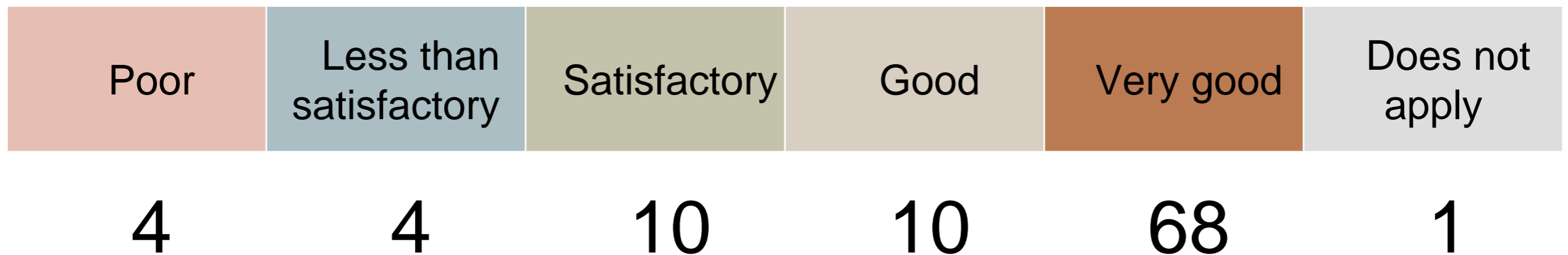
Assessing your medical condition

97 respondents



Explaining your condition and treatment

97 respondents



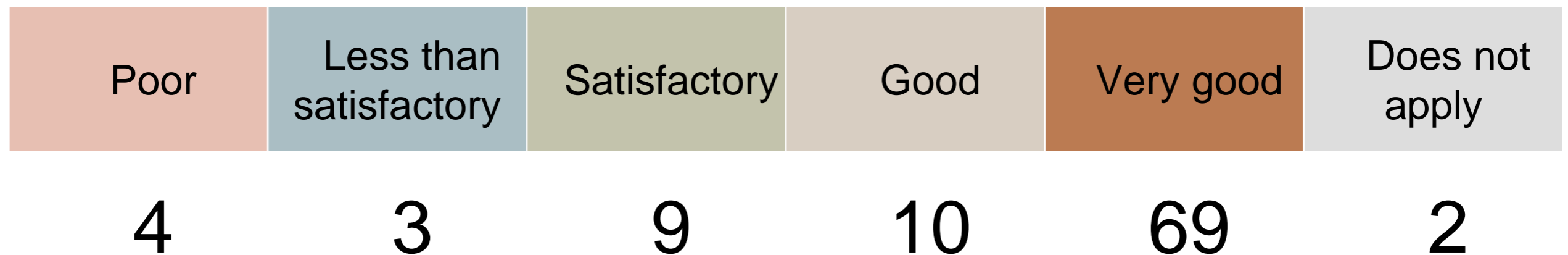
Involving you in decisions about your treatment

97 respondents



Providing or arranging treatment for you

97 respondents



Please decide how strongly you agree or disagree with the following statements:

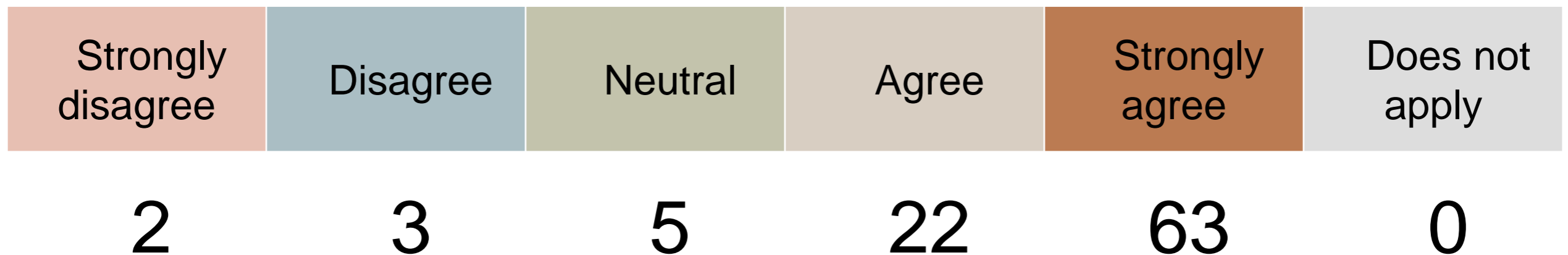
This doctor will keep information about me confidential

95 respondents



I have trust and confidence in this doctor

95 respondents



I am confident about this
doctor's ability to provide care

88

Yes

5

No

I would be completely happy to
see this doctor again

84

Yes

6

No

Was your last visit with your
usual doctor

54

Yes

31

No

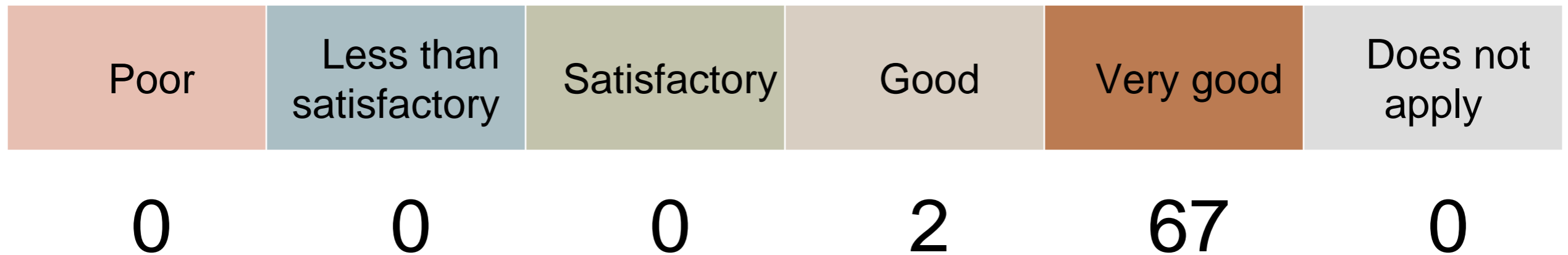
Nurse Patient Satisfaction

January – March 2018
Survey Results

How good was the last Nurse/HCA
you saw in the Practice at each of
the following?

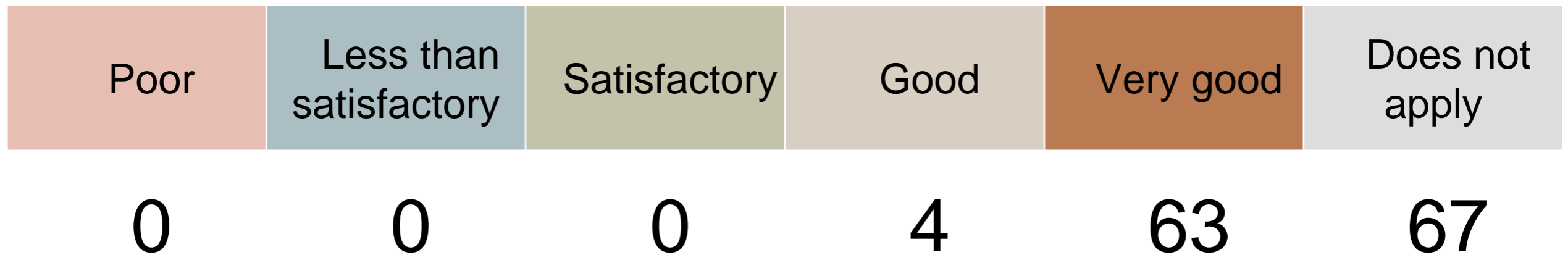
Being polite

69 respondents



Making you feel at ease

67 respondents



Listening to you

67 respondents



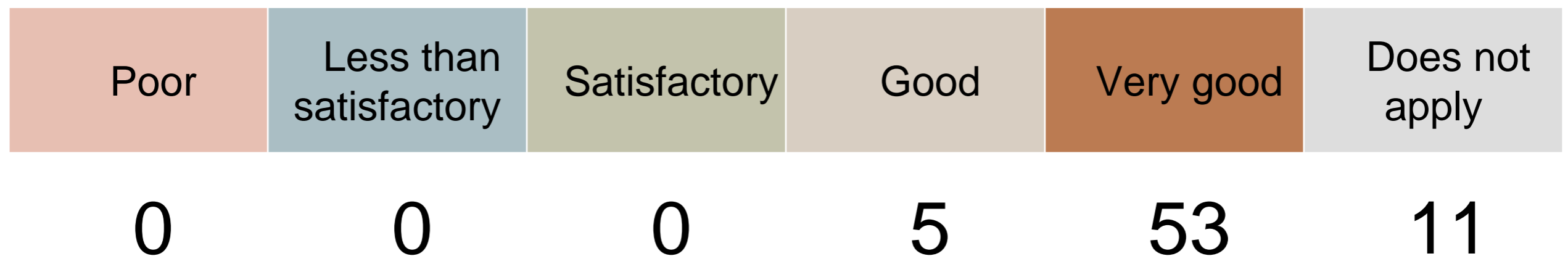
Assessing your medical condition

67 respondents



Involving you in decisions about your treatment

69 respondents



Providing or arranging treatment for you

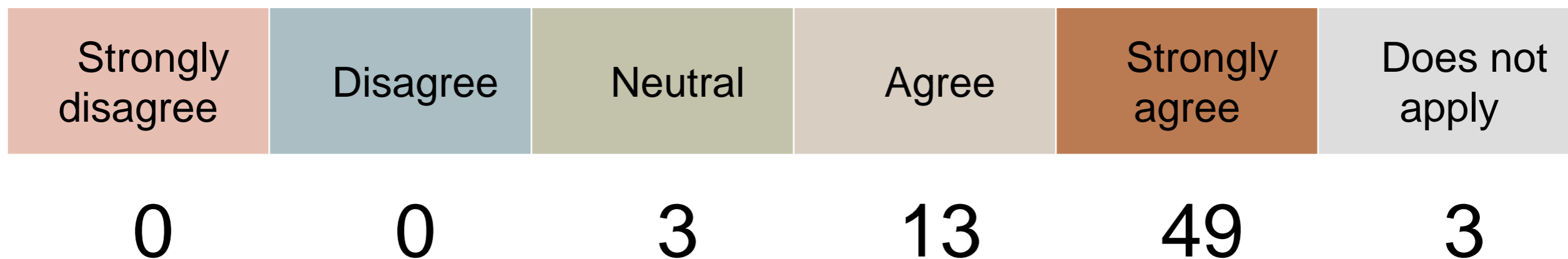
68 respondents



Please decide how strongly you agree or disagree with the following statements:

This Nurse/HCA will keep information
about me confidential

68 respondents



I have trust and confidence in this Nurse/HCA

68 respondents



I am confident about this
Nurse's/ HCA's ability to provide
care

64

Yes

2

No

I would be completely happy to
see this Nurse/HCA again

66

Yes

0

No

Reception Patient Satisfaction

January – March 2018
Survey Results

Are you

69

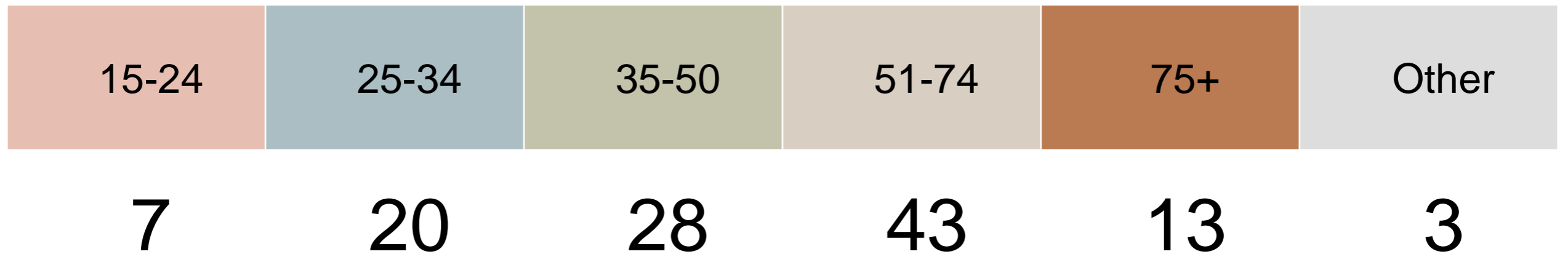
Female

44

Male

What is your age range?

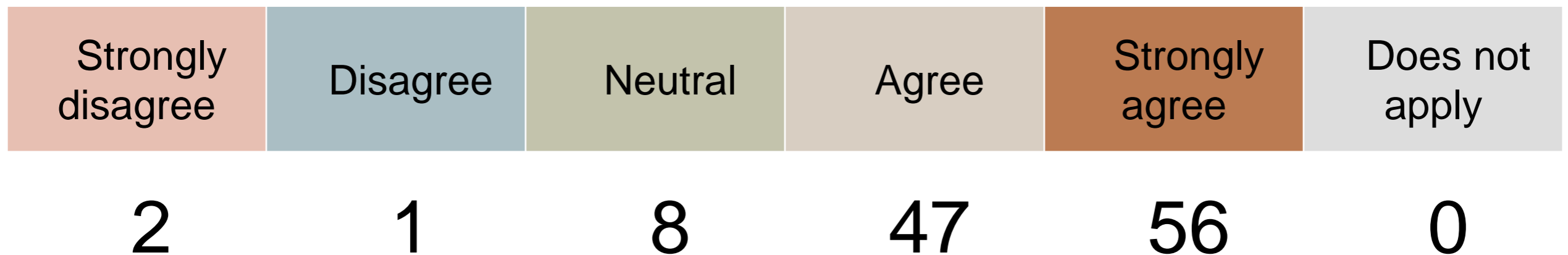
68 respondents



Please decide how strongly you agree or disagree with the following statement about our Practice environment:

The Practice environment seemed clean and tidy

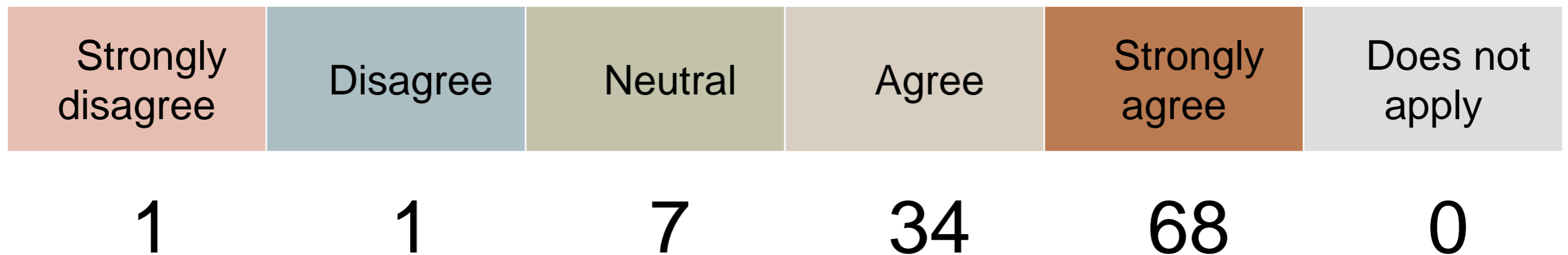
114 respondents



Please decide how strongly you agree or disagree with the following statement about the level of care and respect shown to you:

I was treated with care and respect

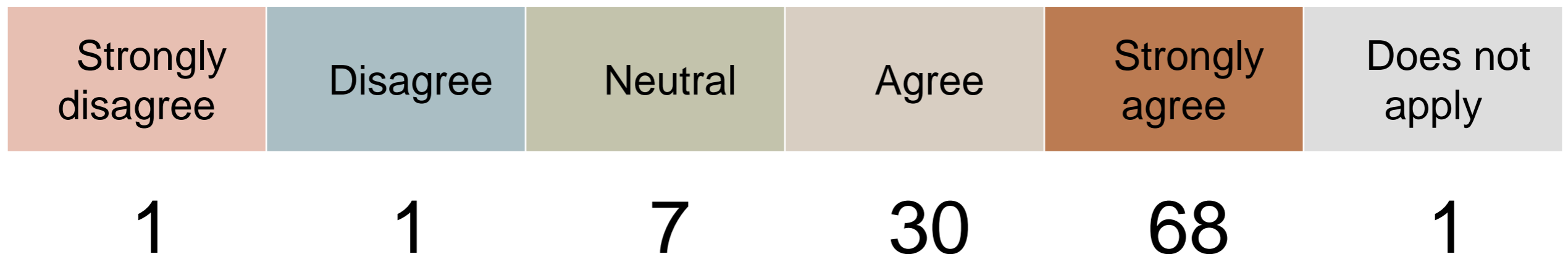
111 respondents



Please decide how strongly you agree or disagree with the following statement about how well you were listened to:

The member of staff who helped me
listened carefully to me

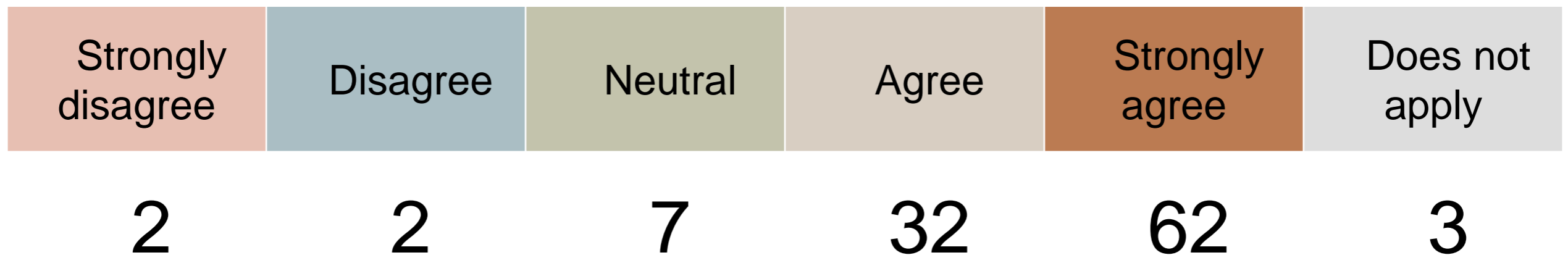
108 respondents



Please decide how strongly you agree or disagree with the following statement about our level of service:

The member of staff was able to handle my query/concern quickly and efficiently

109 respondents



Thank you