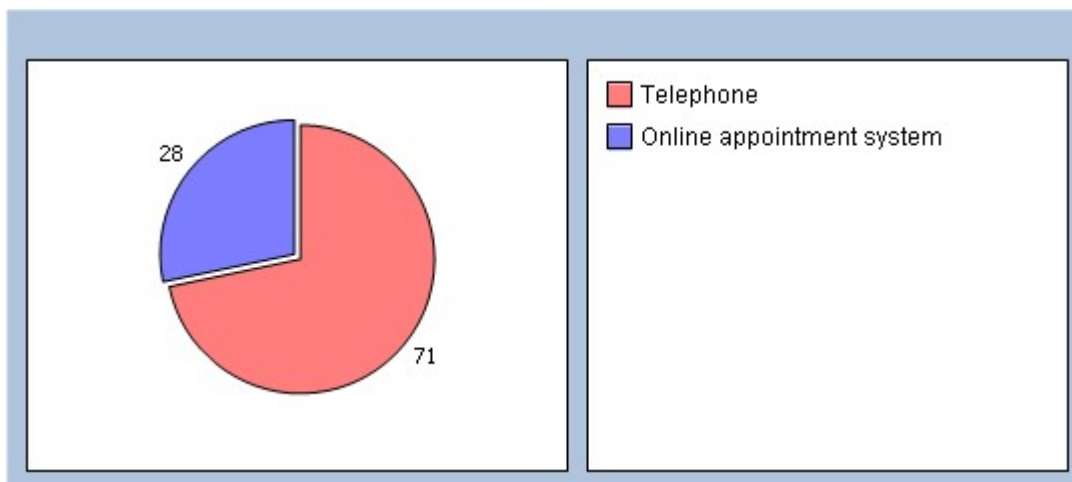


Orchard Surgery – Patient Survey 2015-16

Number of Responses:21

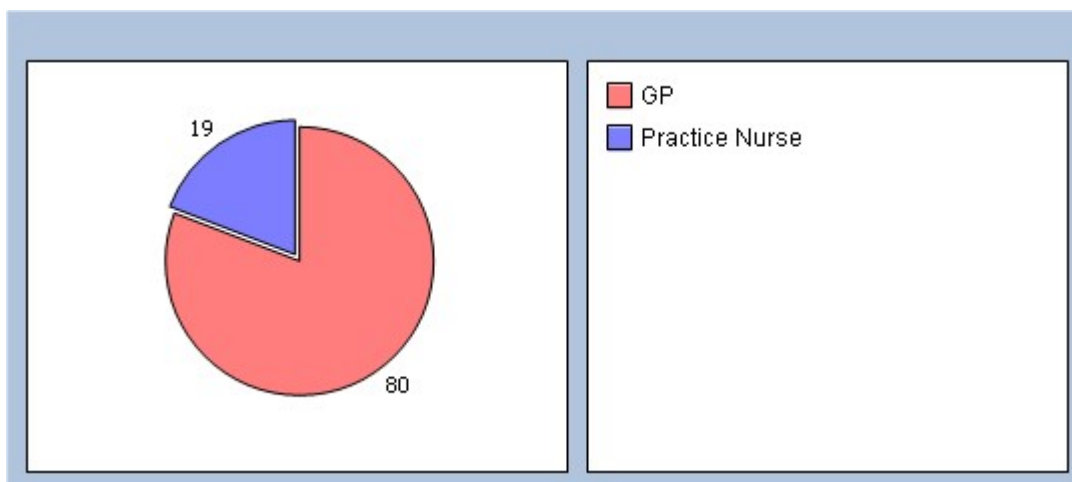
How do you prefer to book your appointments?

At the reception desk 0%
Telephone 71%
Online appointment system 28%



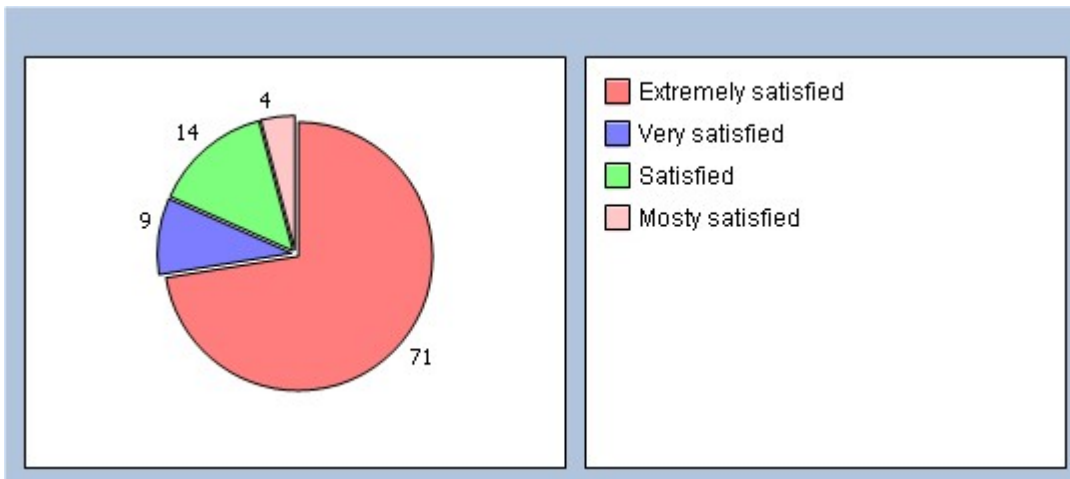
Who was your most recent appointment with?

GP 80%
Practice Nurse 19%
Health Care Assistant (HCA) 0%
Community Care Provider 0%



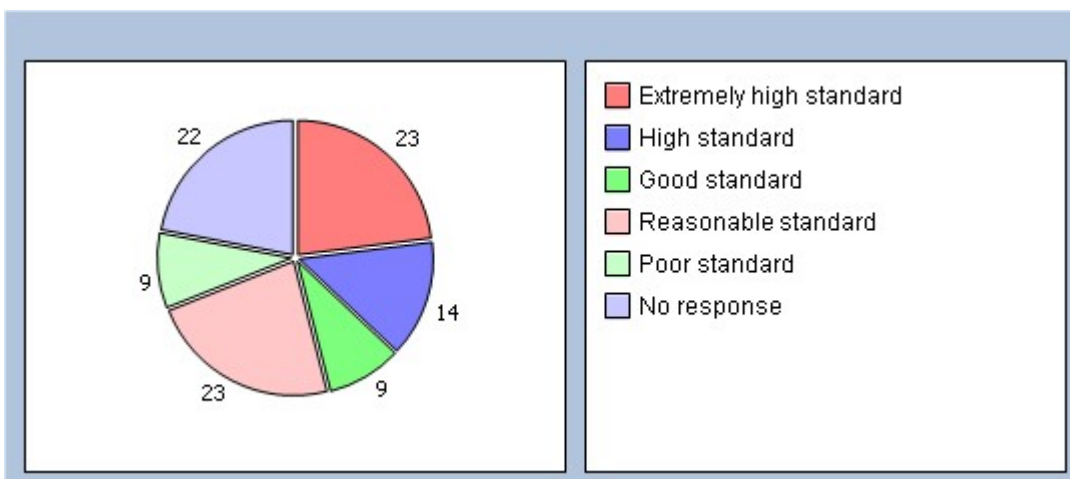
How satisfied were you with the result of the consultation?

Extremely satisfied 71%
Very satisfied 9%
Satisfied 14%
Mostly satisfied 4%
Unsatisfied 0%



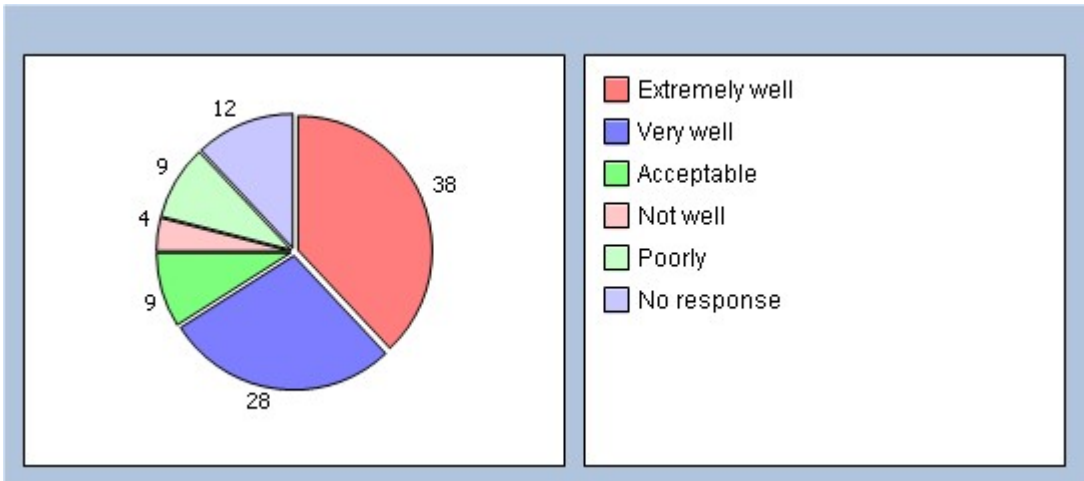
We strive to provide a high standard of community care to all our patients. This includes District Nurses, Community Matrons, Occupational Therapists and Physiotherapists; to what standard do you feel we achieve this?

Extremly high standard **23%**
 High standard **14%**
 Good standard **9%**
 Reasonable standard **23%**
 Poor standard **9%**
 No response **22%**



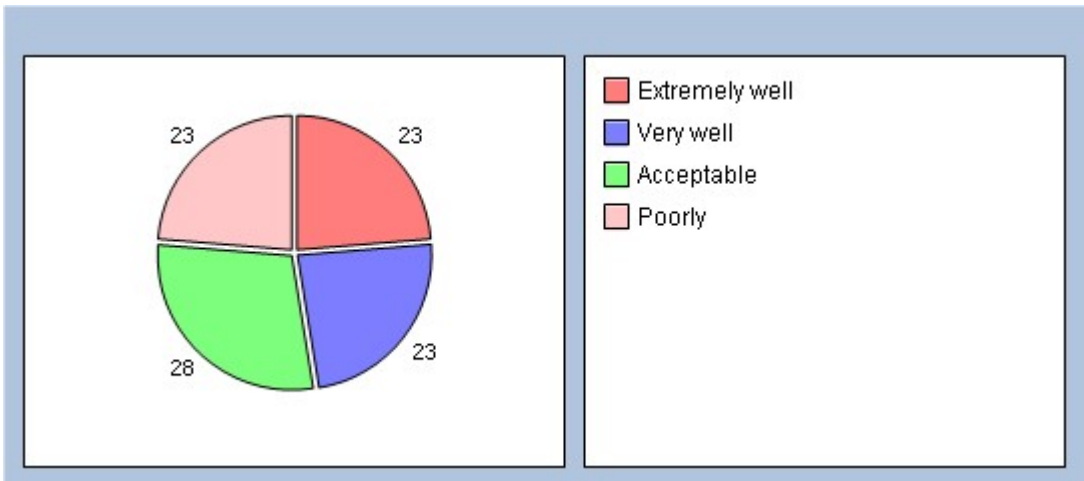
How well do you feel the GPs and clinical practice staff communicate with patients?

Extremly well **38%**
 Very well **28%**
 Acceptable **9%**
 Not well **4%**
 Poorly **9%**
 No response **12%**



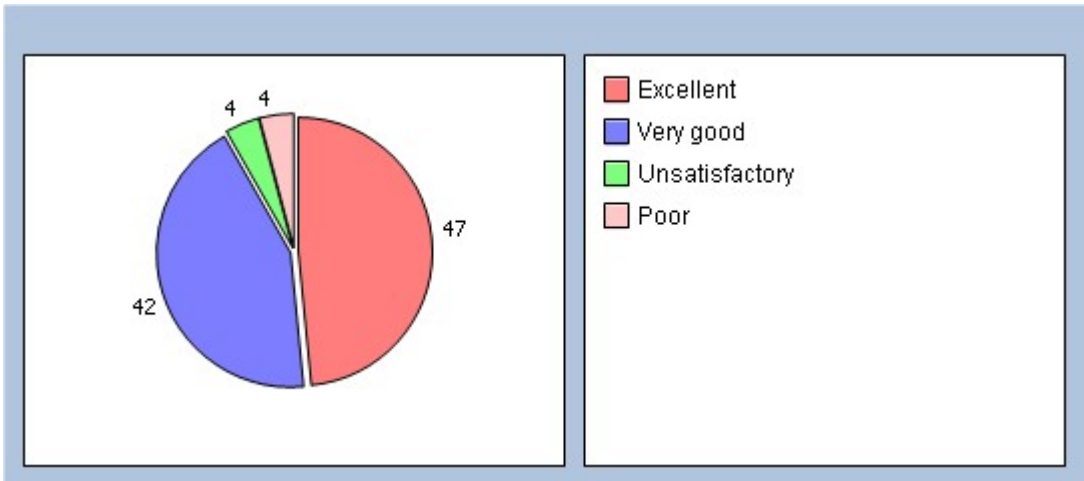
How well do you feel the non-clinical practice staff communicate with patients?

Extremely well **23%**
 Very well **23%**
 Acceptable **28%**
 Not well **0%**
 Poorly **23%**



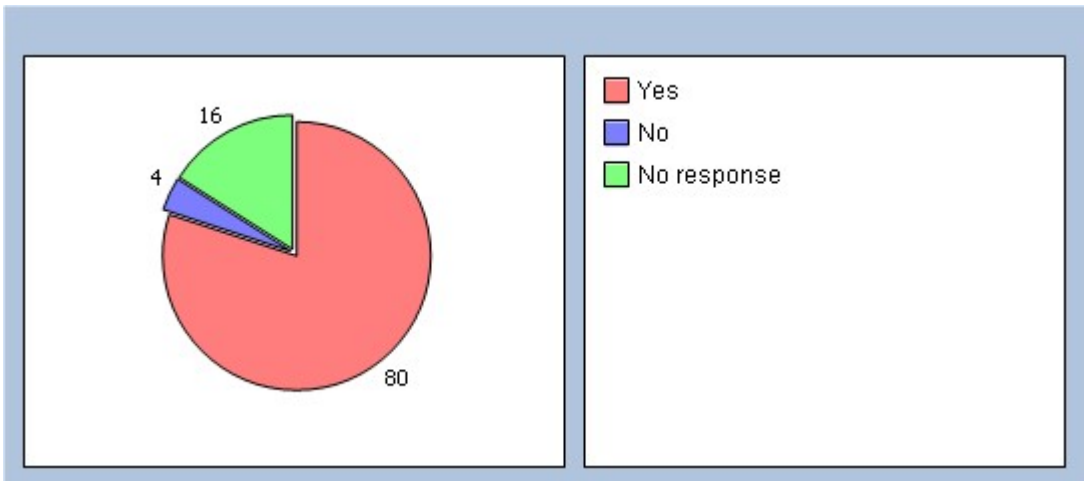
How would you rate the practice overall?

Excellent **47%**
 Very good **42%**
 Satisfactory **0%**
 Unsatisfactory **4%**
 Poor **4%**



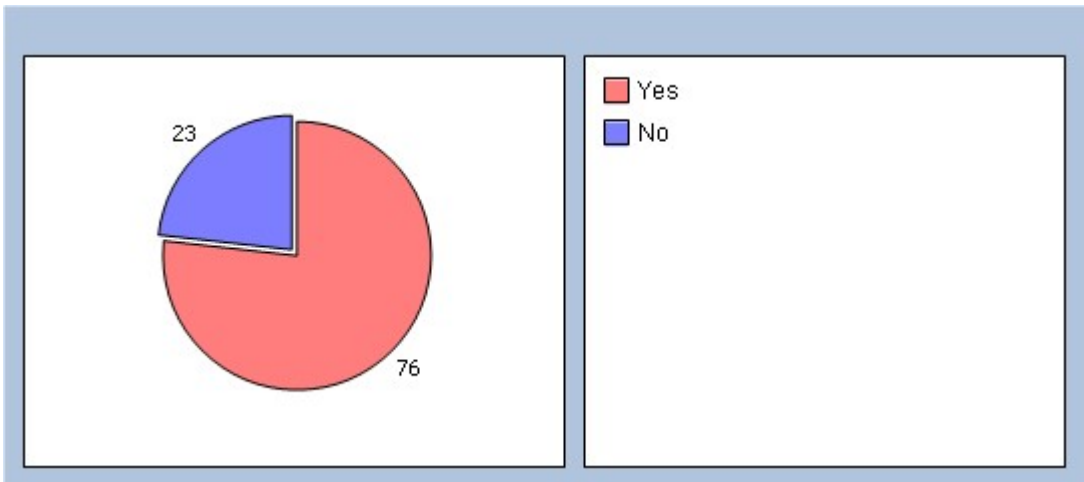
Do you feel the practice offers a wide range of both specialised clinics and medical services to cater to all our patients?

Yes **80%**
 No **4%**
 No response **16%**



Do you feel the practice keeps patients up to date on all areas of health care and the NHS through the practice website and waiting room information screen?

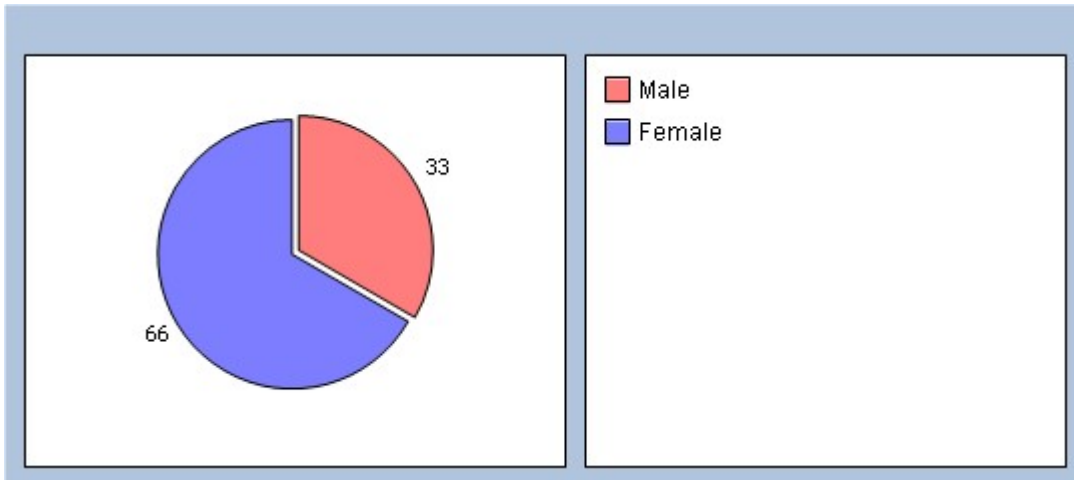
Yes **76%**
 No **23%**



Do you have any comments, concerns or suggestions for ways we could improve as a practice?

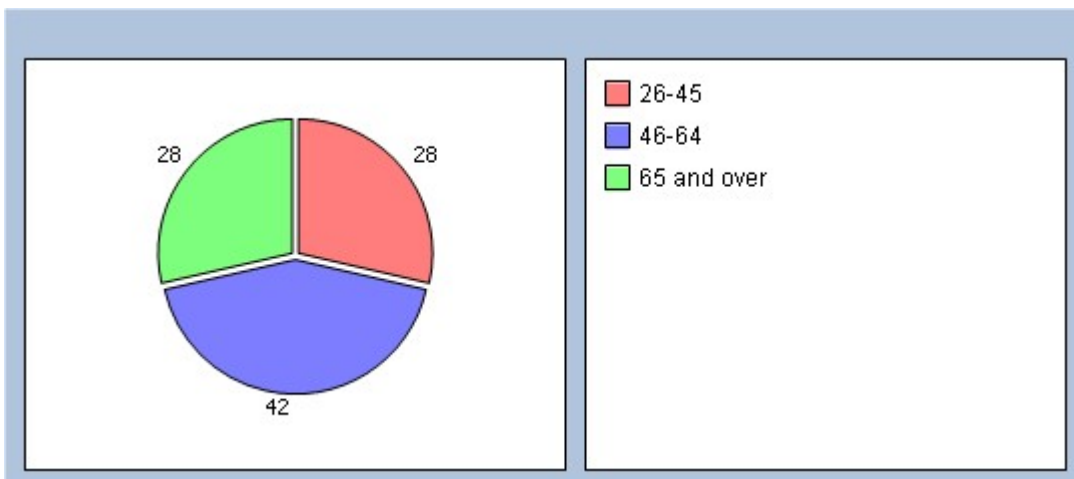
Are you male or female?

Male **33%**
Female **66%**



What age group are you?

16-25 **0%**
26-45 **28%**
46-64 **42%**
65 and over **28%**



Do you suffer any longstanding conditions?

Yes **80%**
No **19%**



Yes
No