

# Orchard Surgery

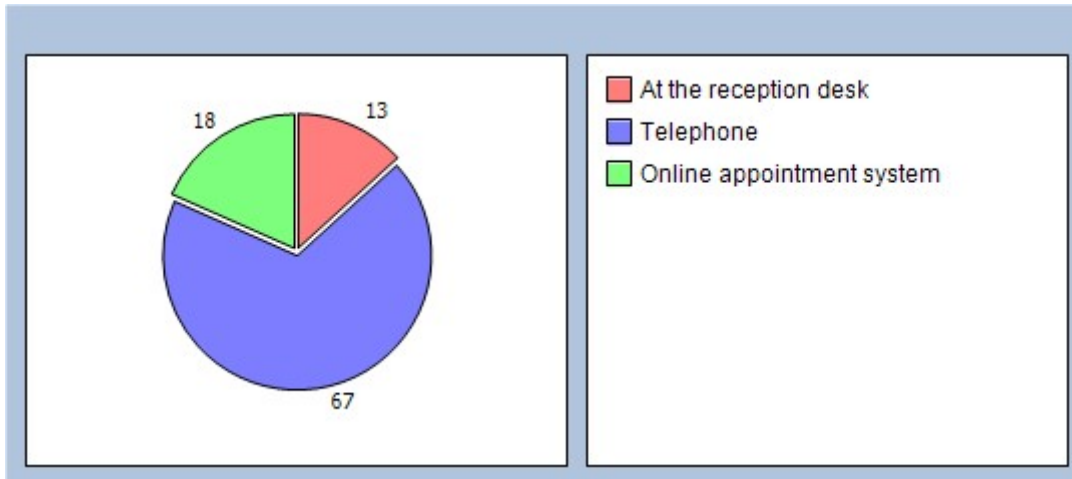
## Patient Survey - 2014/2015

### How do you prefer to book your appointments?

At the reception desk **13%**

Telephone **67%**

Online appointment system **18%**



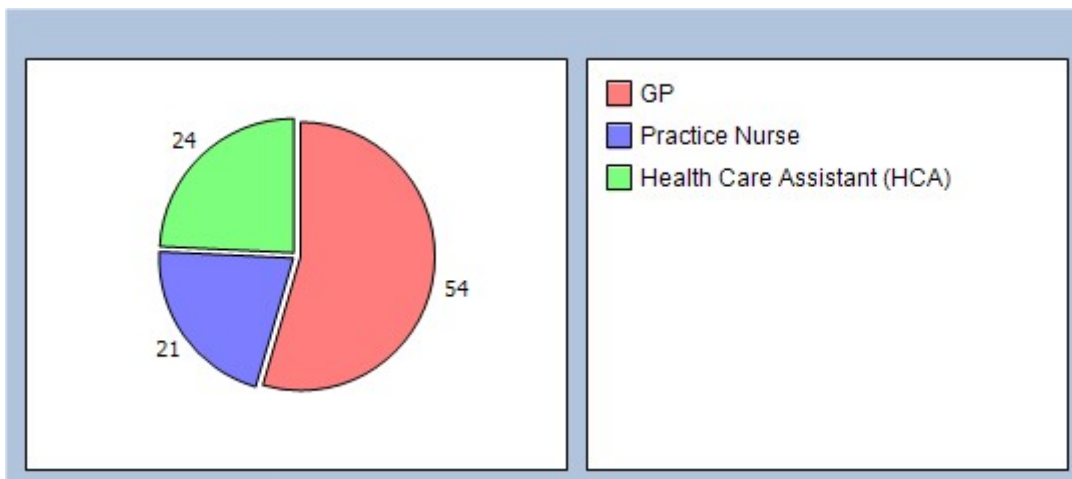
### Who was your most recent appointment with?

GP **54%**

Practice Nurse **21%**

Health Care Assistant (HCA) **24%**

Community Care Provider **0%**



### How satisfied were you with the result of the consultation?

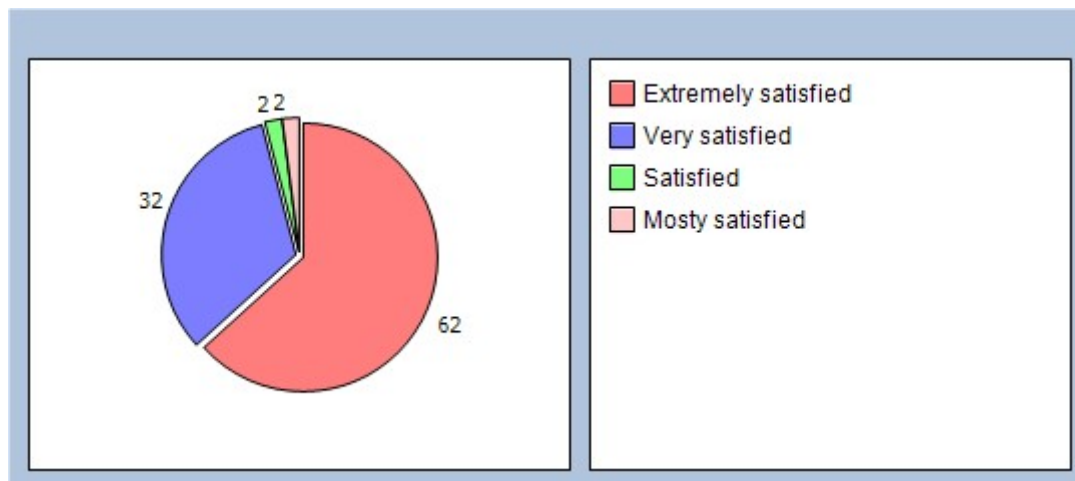
Extremely satisfied **62%**

Very satisfied **32%**

Satisfied **2%**

Mostly satisfied **2%**

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?

Extremely high standard **29%**

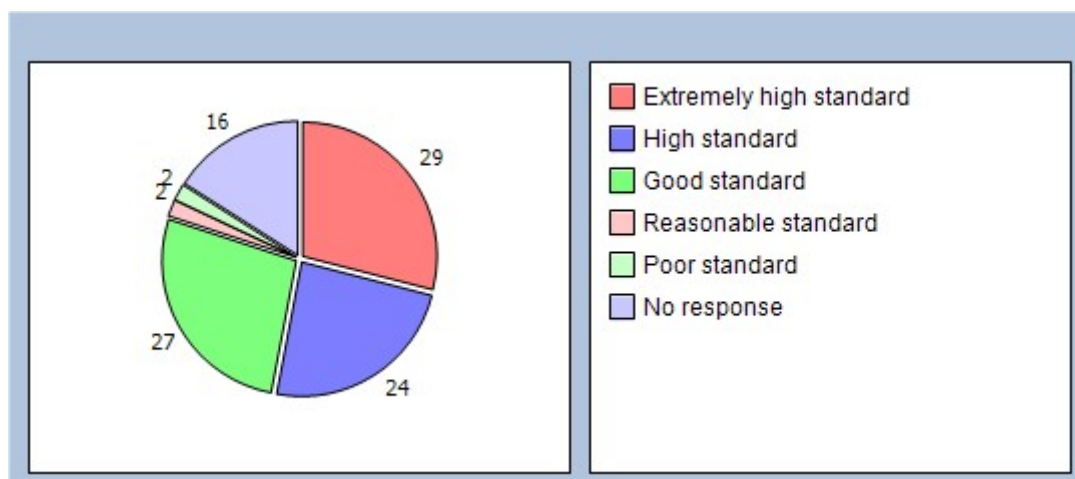
High standard **24%**

Good standard **27%**

Reasonable standard **2%**

Poor standard **2%**

No response **16%**



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

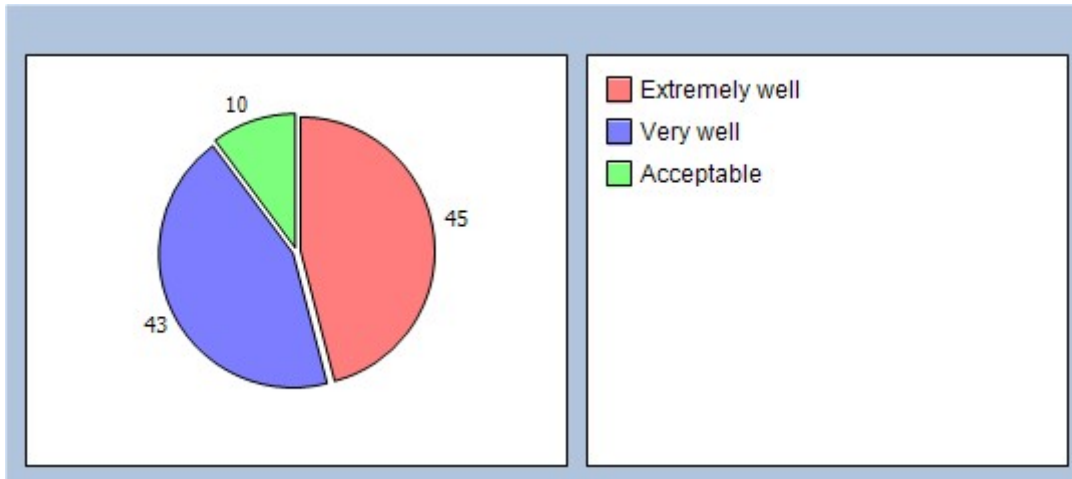
Extremely well **45%**

Very well **43%**

Acceptable **10%**

Not well **0%**

Poorly **0%**



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

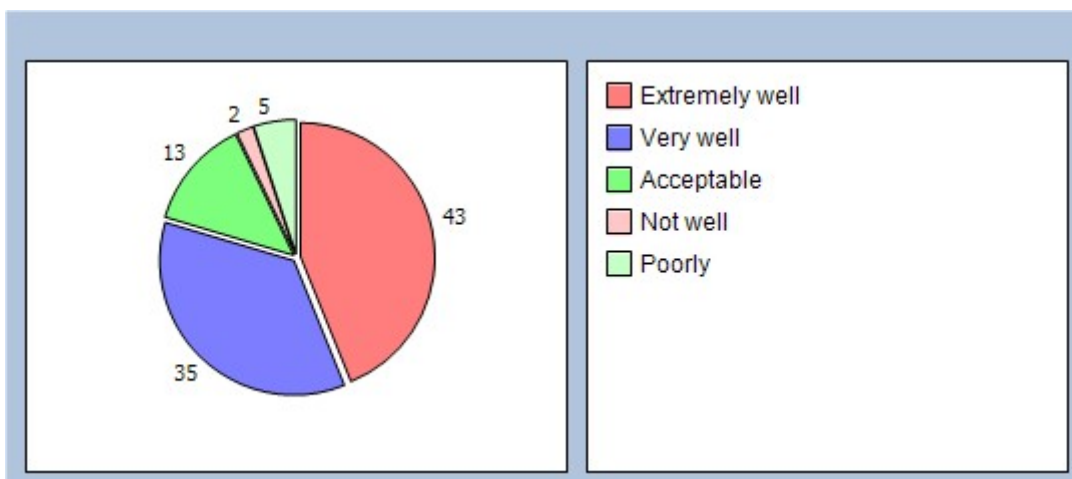
Extremely well **43%**

Very well **35%**

Acceptable **13%**

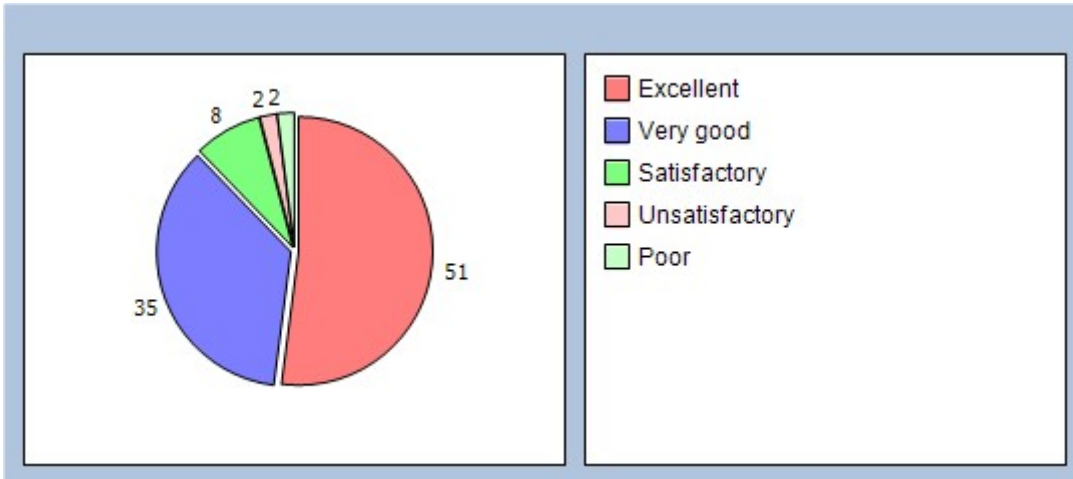
Not well **2%**

Poorly **5%**



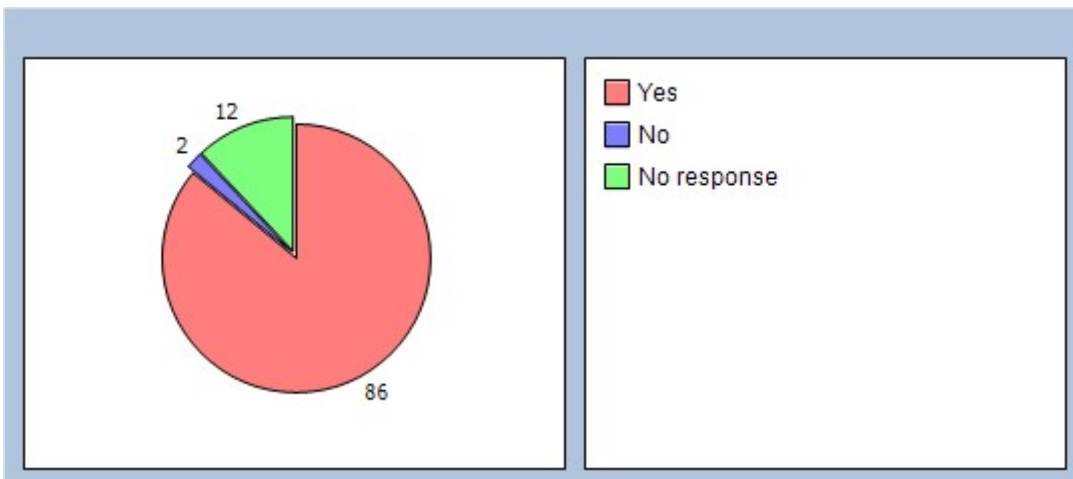
### How would you rate the practice overall?

Excellent **51%**  
Very good **35%**  
Satisfactory **8%**  
Unsatisfactory **2%**  
Poor **2%**



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

Yes **86%**  
No **2%**  
No response **12%**

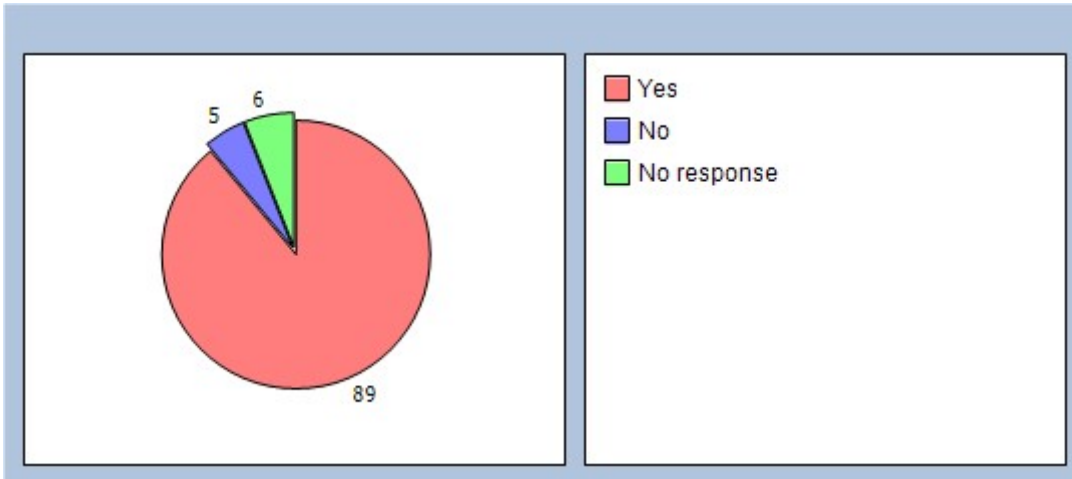


**Do you feel the practice keeps patients up to date on all areas of health care and the NHS through the practice website and waiting room information screen?**

Yes **89%**

No **5%**

No response **6%**



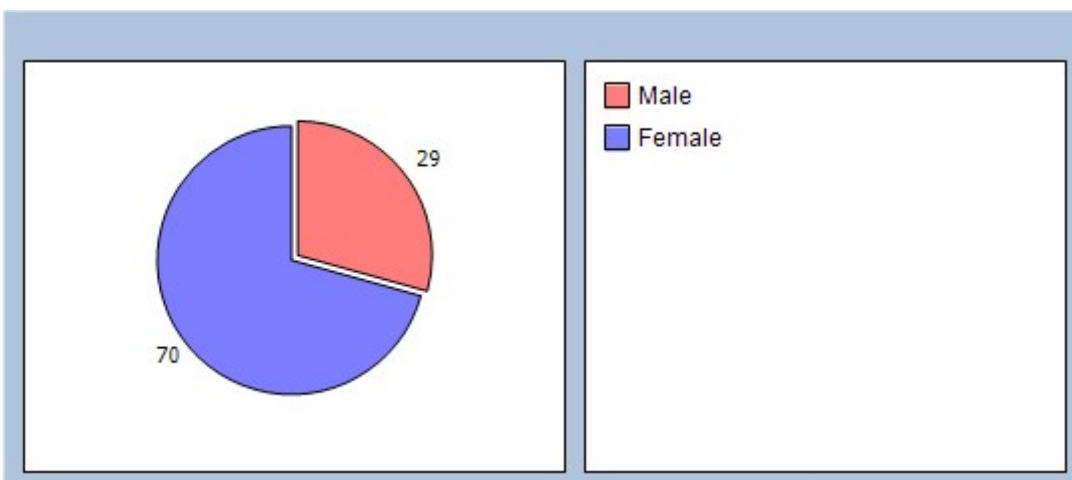
**Do you have any comments, concerns or suggestions for ways we could improve as a practice?**

Please see attached comments page.

**Are you male or female?**

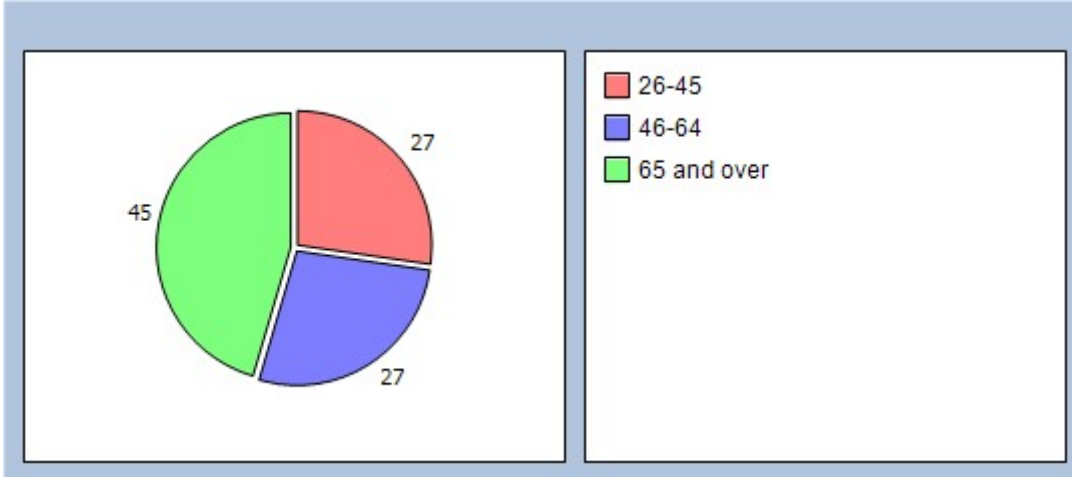
Male **29%**

Female **70%**



### What age group are you?

16-25 **0%**  
26-45 **27%**  
46-64 **27%**  
65 and over **45%**



### Do you suffer any longstanding conditions?

Yes **48%**  
No **51%**

