

St Georges Medical Practice Patient Satisfaction Survey

244 Responses 03:25 Average time to complete Closed Status

1. How did you book your appointment?

Phone	151
Online	19
Walk-in	26
Other	43



2. How satisfied were you with the ease of booking an appointment?

Very satisfied	157
Satisfied	49
Neither satisfied nor dissatisfied	18
Dissatisfied	11
Very dissatisfied	4

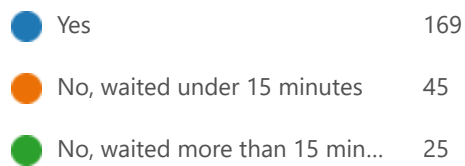


3. How long did you have to wait for your appointment?

Same day	86
1-3 days	29
4-7 days	47
More than a week	75



4. Were you seen on time at your appointment?



5. How would you rate the following?

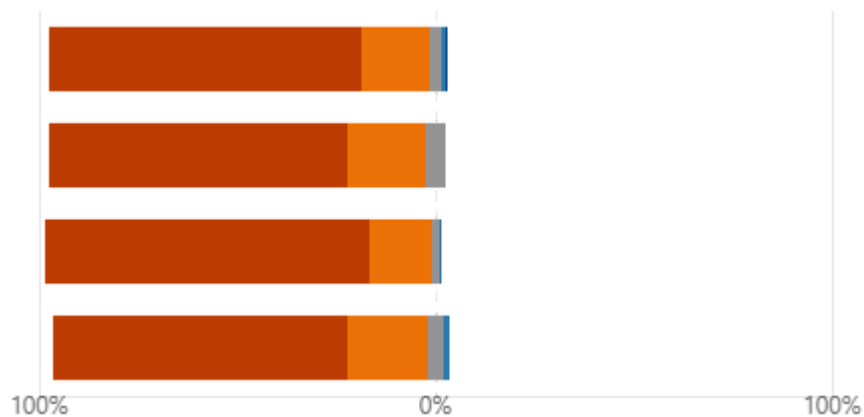
Excellent Good Average Poor Very Poor

The GP/PA/Nurse listened to my concerns

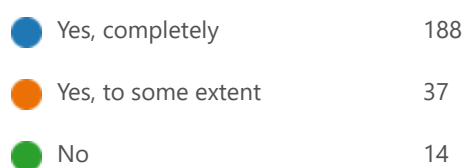
The GP/PA/Nurse explained things clearly

The GP/PA/Nurse showed care and respect

I had enough time to discuss my concerns



6. Were you involved in decisions about your treatment?



7. How clean and comfortable was the practice? (If you had a face to face appointment)

Very clean and comfortable	204
Clean	21
Neutral	3
Not very clean	0
Poor condition	0



8. How would you rate the friendliness and helpfulness of the reception staff?

Excellent	170
Good	51
Neutral	11
Poor	1
Very poor	4



9. How easy was it to get the information you needed (eg opening hours, test results, referrals)?

Very easy	174
Somewhat easy	41
Neutral	19
Difficult	2
Very difficult	1

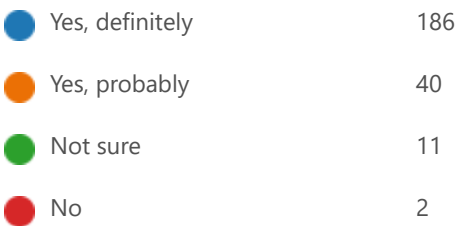


10. How would you rate your overall experience at St Georges Medical Practice?

Excellent	167
Good	59
Neutral	9
Poor	3
Very poor	1



11. Would you recommend this GP practice to others?



12. Do you have any suggestions for improvement?

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Responses

Latest Responses

