

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?

Yes	169
No, waited under 15 minutes	45
No, waited more than 15 minutes	25



5. How would you rate the following?

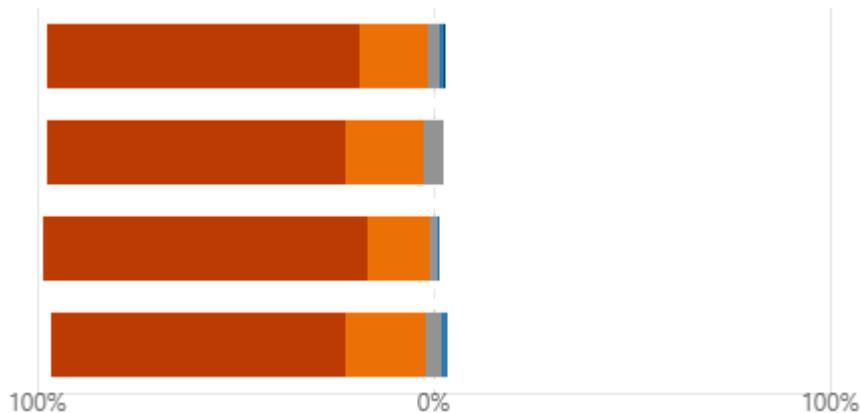
■ Excellent ■ Good ■ Average ■ Poor ■ Very Poor

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?

Yes, completely	188
Yes, to some extent	37
No	14



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?

● Yes, definitely	186
● Yes, probably	40
● Not sure	11
● No	2



12. Do you have any suggestions for improvement?

81
Responses

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