

Questionnaires

APEX Medical Practice

60 Surveys Total

51 Returned

	RETURNED DATA							RETURNED PERCENTAGES						
	Option ONE	Option TWO	Option THREE	Option FOUR	Option FIVE	Blank	Total	Option ONE	Option TWO	Option THREE	Option FOUR	Option FIVE	Blank	Total
In general, how helpful do you find the receptionists at our practice?	25	21	4	1	0		51	49.0%	41.2%	7.8%	2.0%	0.0%	0.0%	100.0%
How easy do you find it to get into the building?	27	19	5	0	0		51	52.9%	37.3%	9.8%	0.0%	0.0%	0.0%	100.0%
How easy do you find it to travel to and/or park at the surgery?	10	11	12	13	4	1	51	19.6%	21.6%	23.5%	25.5%	7.8%	2.0%	100.0%
How satisfied are you with surgery opening hours?	11	28	8	3	1		51	21.6%	54.9%	15.7%	5.9%	2.0%	0.0%	100.0%
<i>Unsure of Practice Opening Hours</i>														0
How easy do you find it to get through to the surgery on the phone?	3	4	15	14	15		51	5.9%	7.8%	29.4%	27.5%	29.4%	0.0%	100.0%
In general how easy do you find it to get an appointment with <u>any</u> GP at the practice?	4	11	16	13	7		51	7.8%	21.6%	31.4%	25.5%	13.7%	0.0%	100.0%
How easy do you find it to get an appointment with a nurse at the practice?	5	15	20	7	1	3	51	9.8%	29.4%	39.2%	13.7%	2.0%	5.9%	100.0%
In general, how satisfied are you with the care you get at your GP surgery or health centre?	17	26	6	2			51	33.3%	51.0%	11.8%	3.9%	0.0%	0.0%	100.0%
What do you think about the standard of information with which you are provided?	40	6	0	3	1	1	51	78.4%	11.8%	0.0%	5.9%	2.0%	2.0%	100.0%
involved in your care, did you feel that you were involved in the decisions?	38	9	3			1	51	74.5%	17.6%	5.9%	0.0%	0.0%	2.0%	100.0%
What improvements or other services do you think the surgery could consider...						22							43.1%	
Would you like to make any additional comments?						14							27.45%	