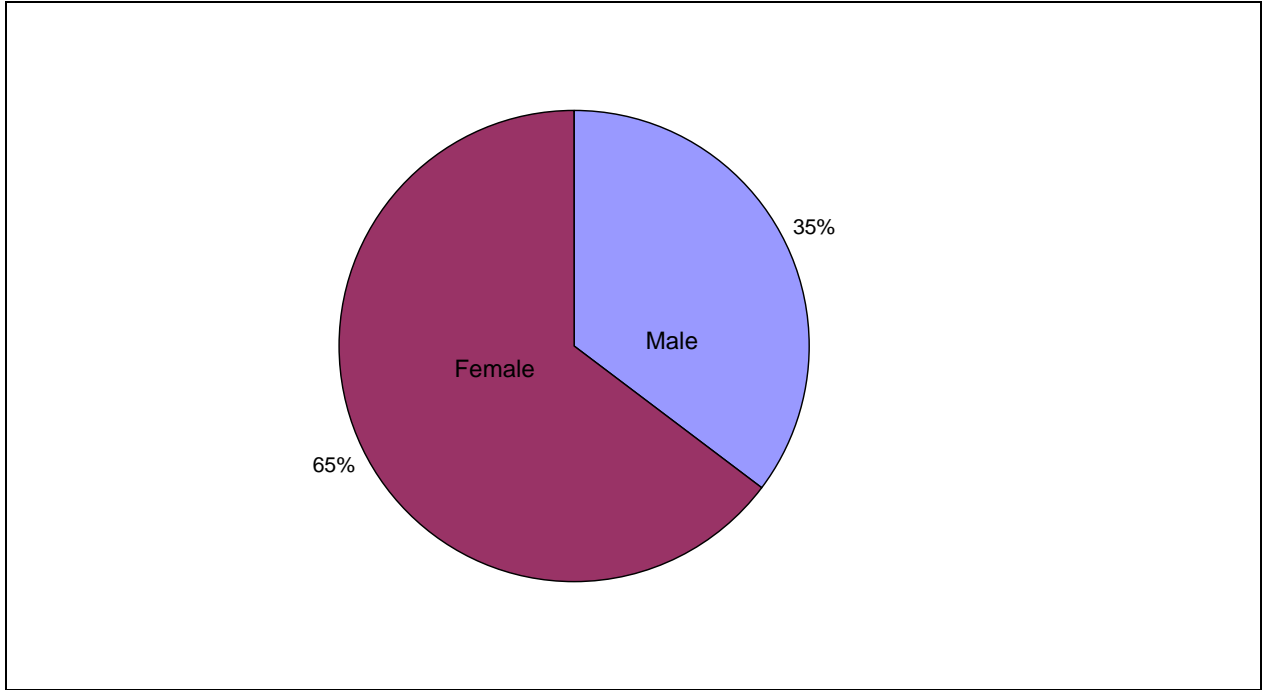


DIAL HOUSE MEDICAL CENTRE PATIENT SURVEY 2012

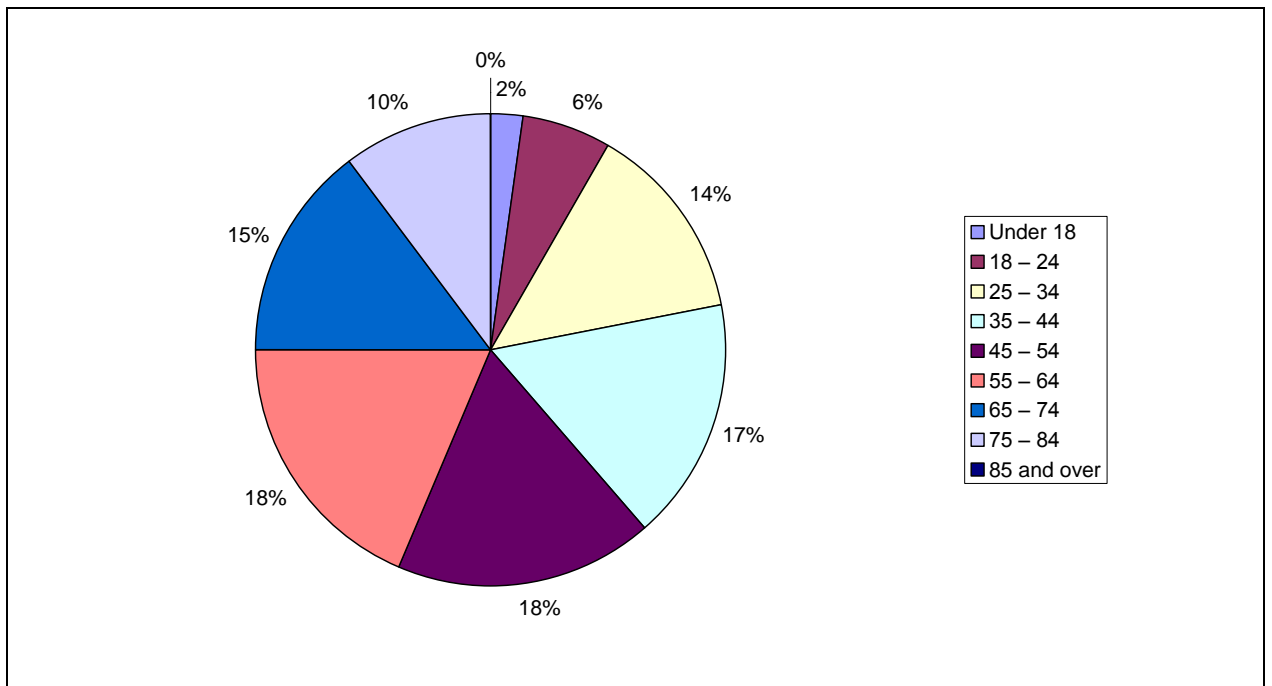
Number of questionnaires completed: 234

PATIENT PROFILE

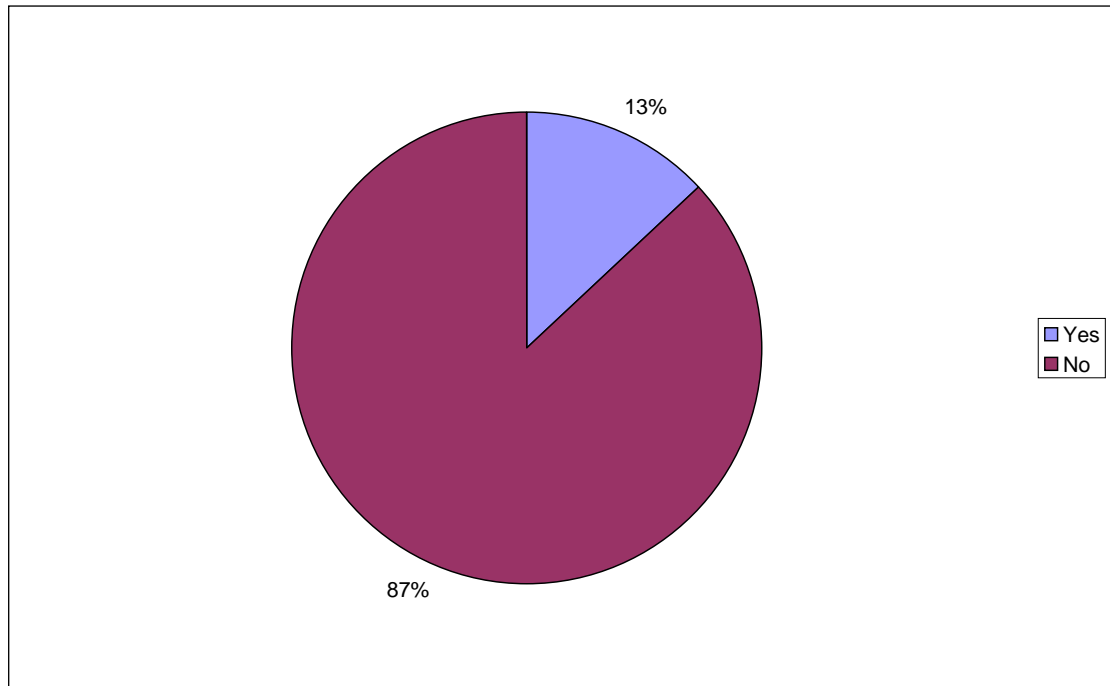
Number of male/female patients who completed the questionnaire – 232 answers



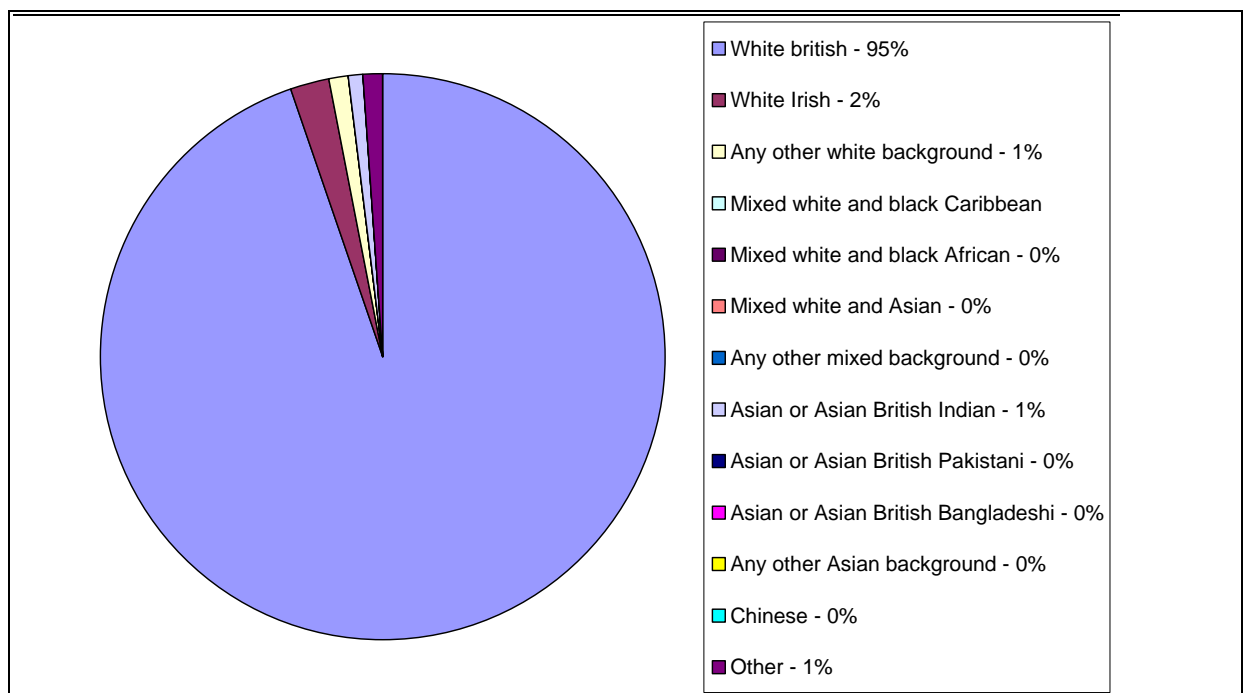
Age – 229 answers



Number of patients who have carer responsibilities for someone in their household with a longstanding health problem or disability – 223 answers

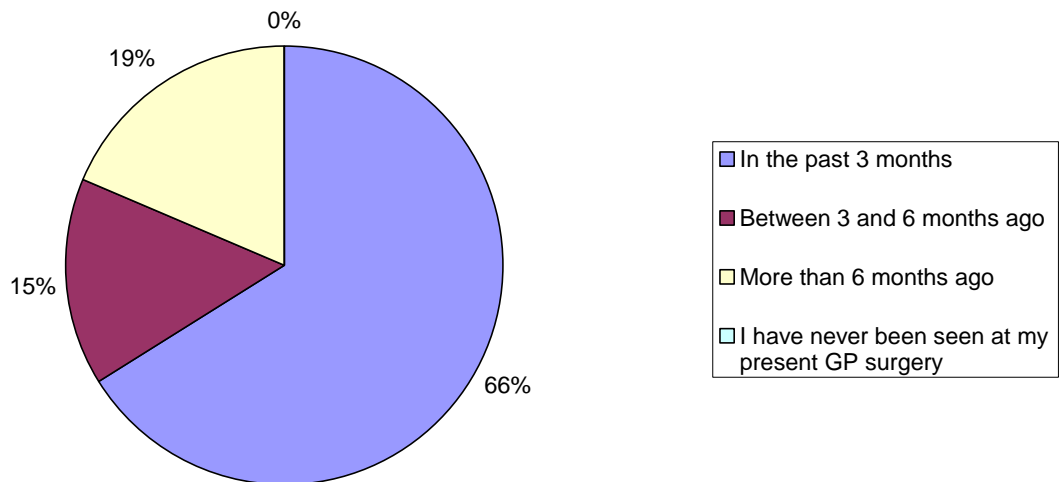


Ethnic origin – 228 answers

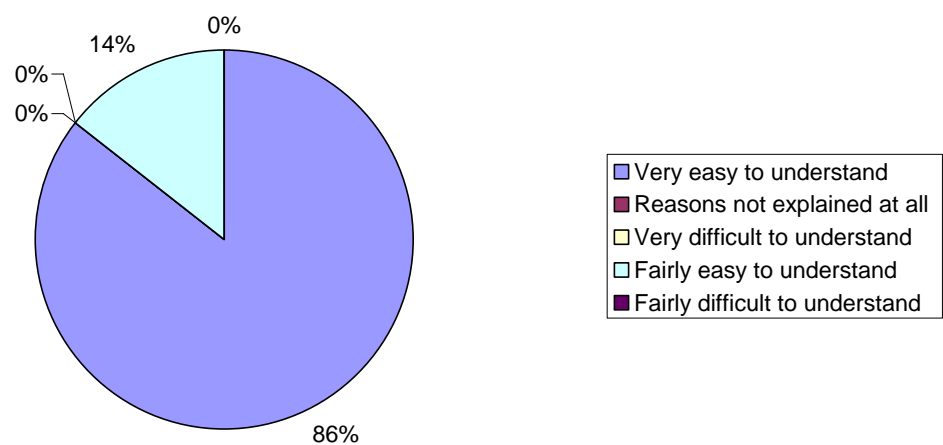


PATIENT QUESTIONNAIRE

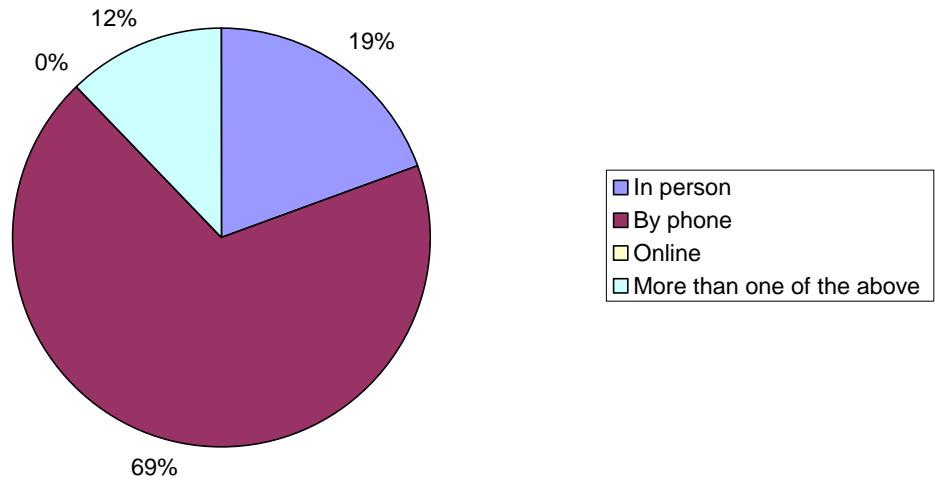
1. When did you last see a doctor at the surgery?
- 233 answers



2. On that occasion did the doctor explain the reasons for any action required in a way you found easy or difficult to understand? - 230 answers

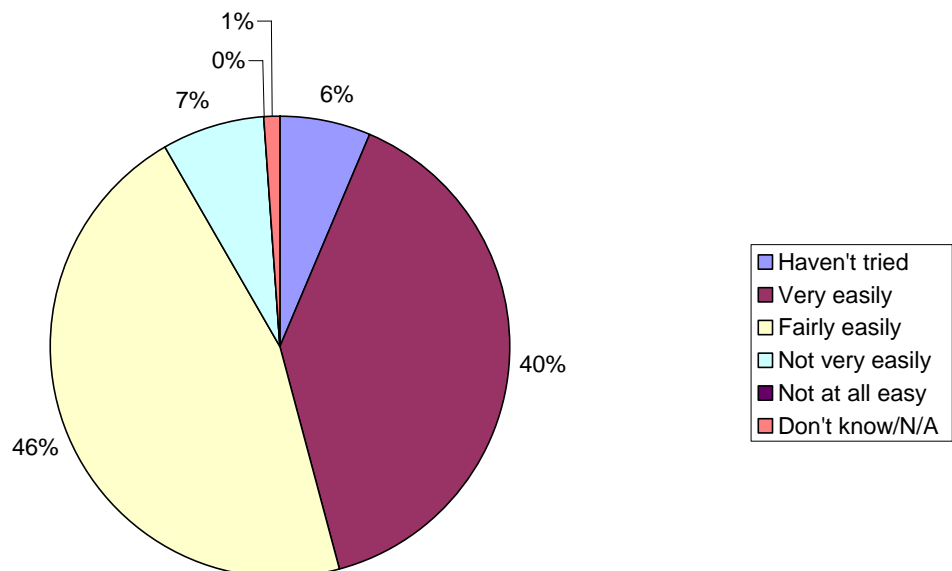


3. How do you normally book your appointments to see a doctor or a nurse at the surgery? - 232 answers

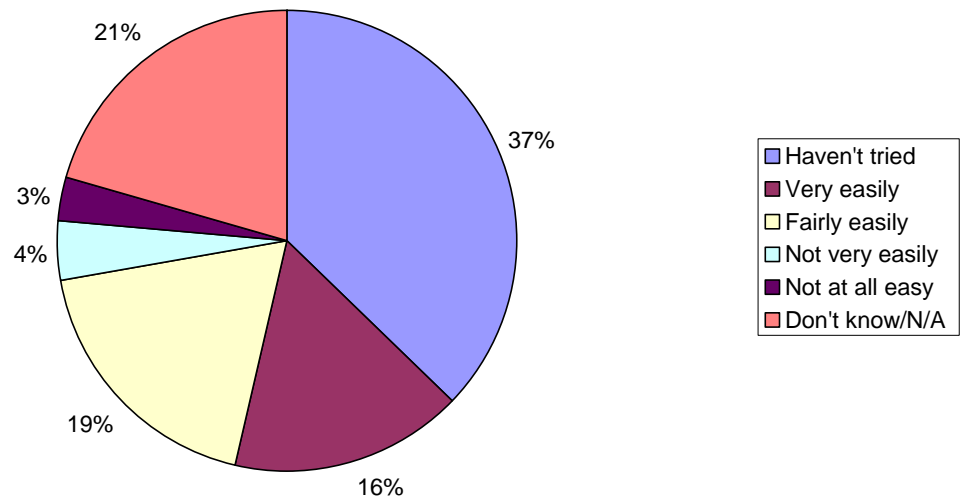


4. In the past 6 months, how easy have you found the following: 231 answers

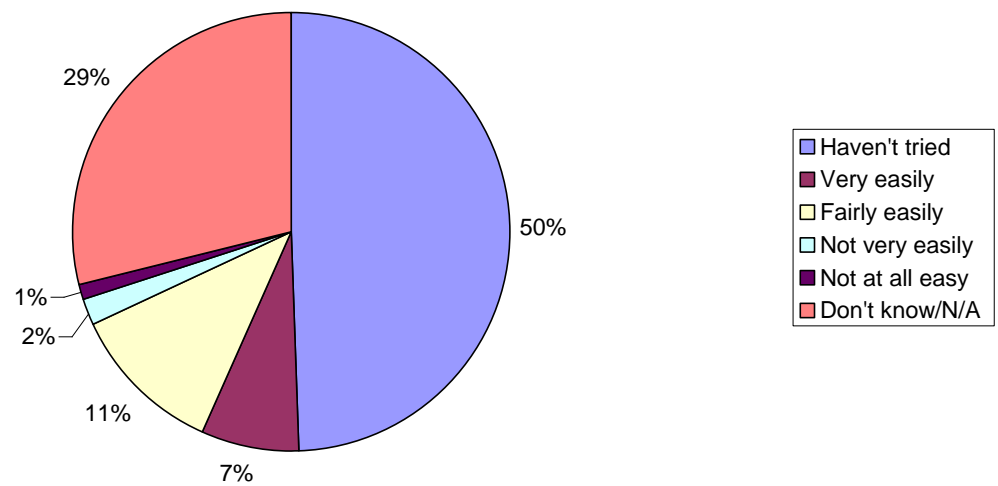
Getting through on the phone



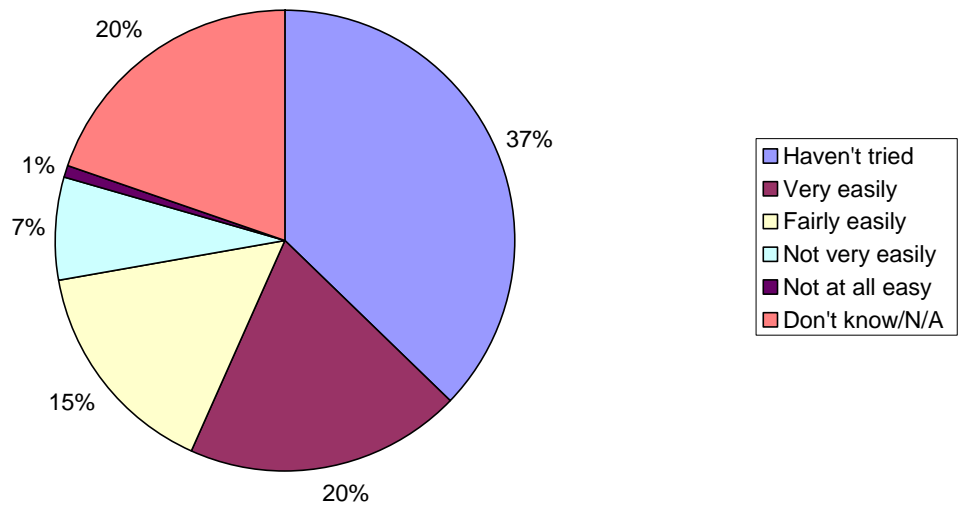
Speaking to a doctor on the phone



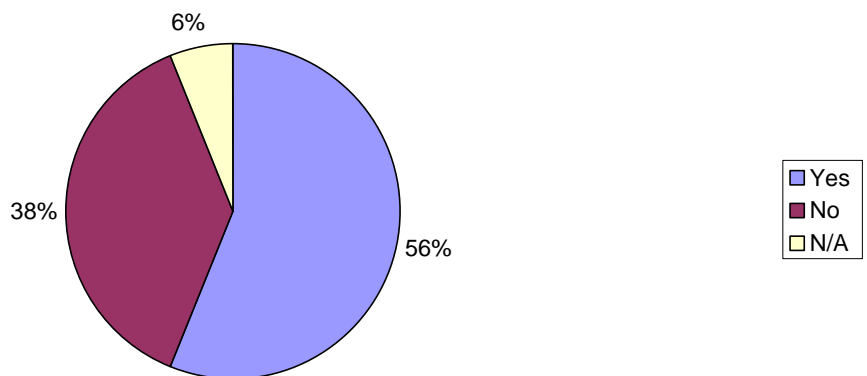
Speaking to a nurse on the phone



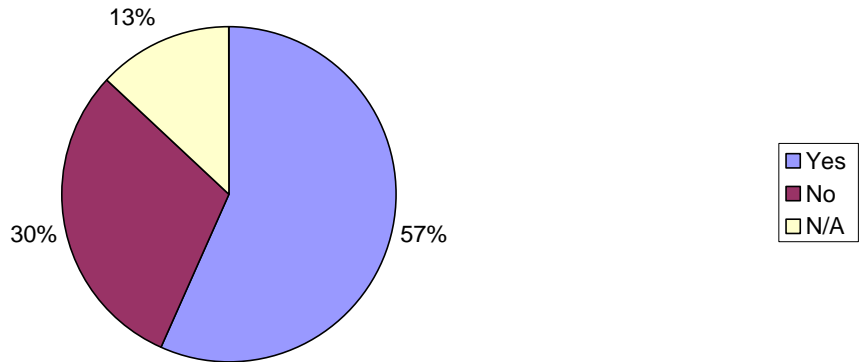
Obtaining test results by phone



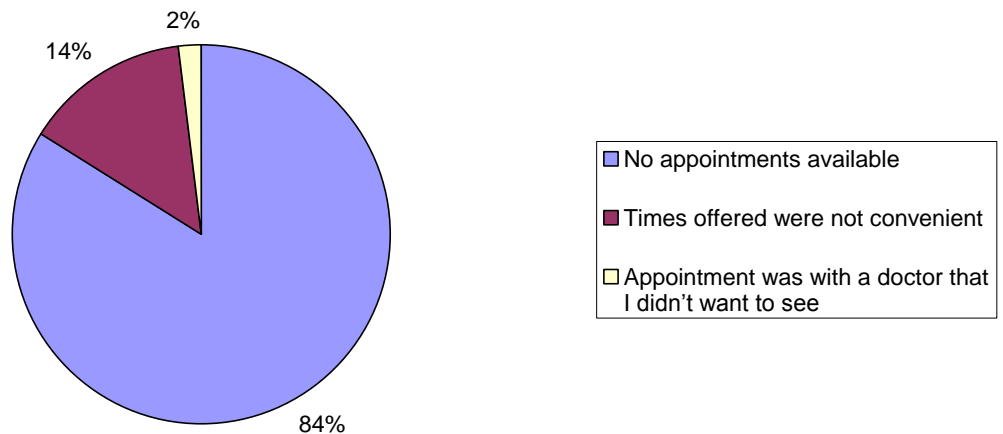
5. In the past 6 months have you tried to see a doctor fairly quickly? By fairly quickly we mean on the same day or in the next two weekdays that the surgery was open? - 232 answers



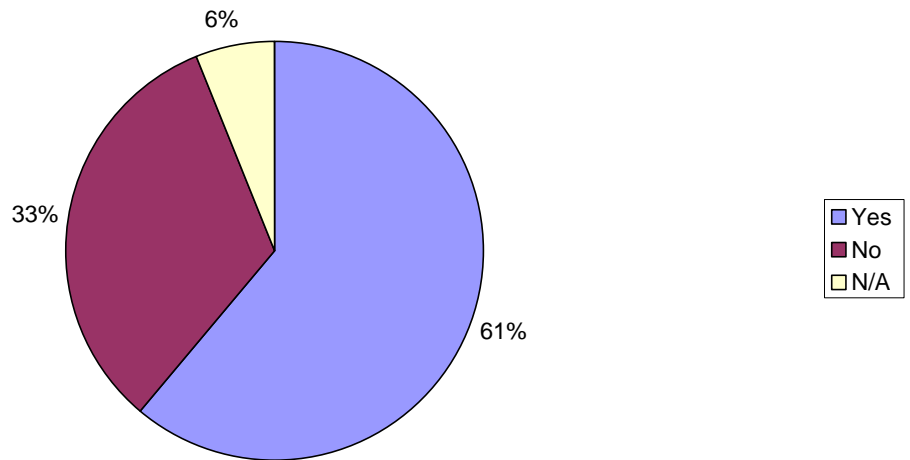
6. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or within the next two weekdays that the surgery was open? - 231 answers



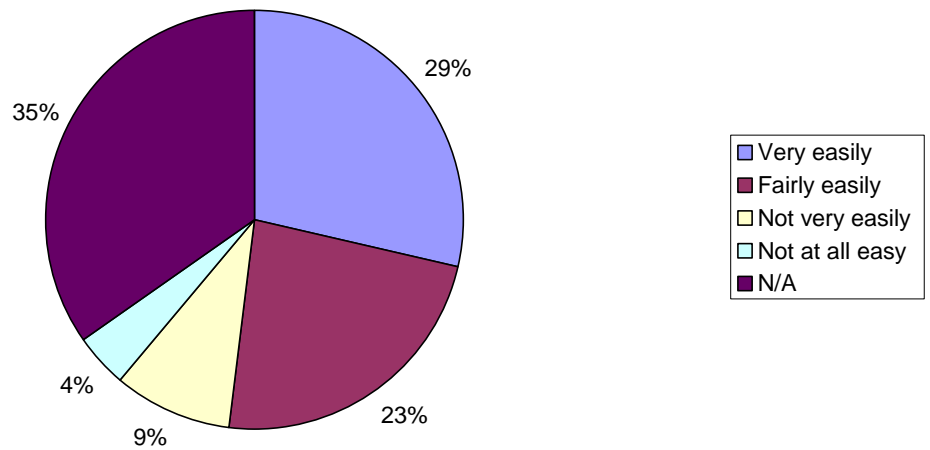
7. If you weren't able to be seen during the next 2 weekdays that the surgery was open, why was that? - 207 answers



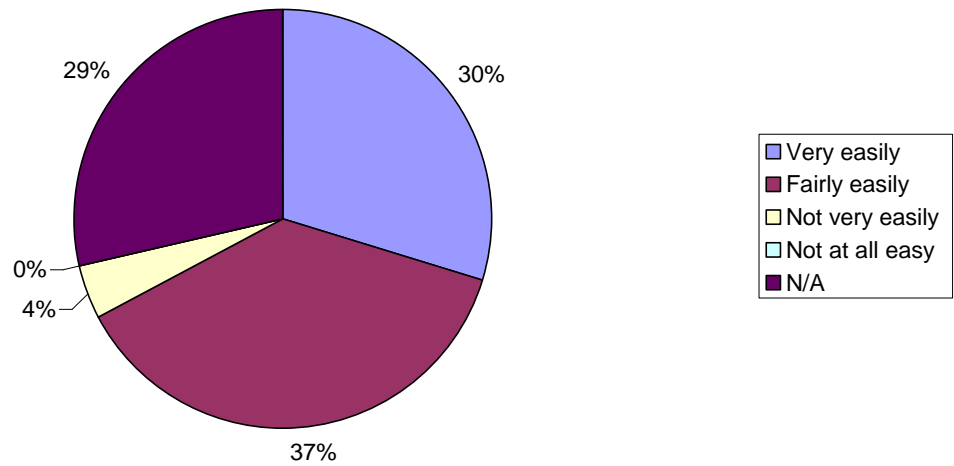
8. In the past 6 months, have you tried to book ahead for an appointment with a doctor? - 228 answers



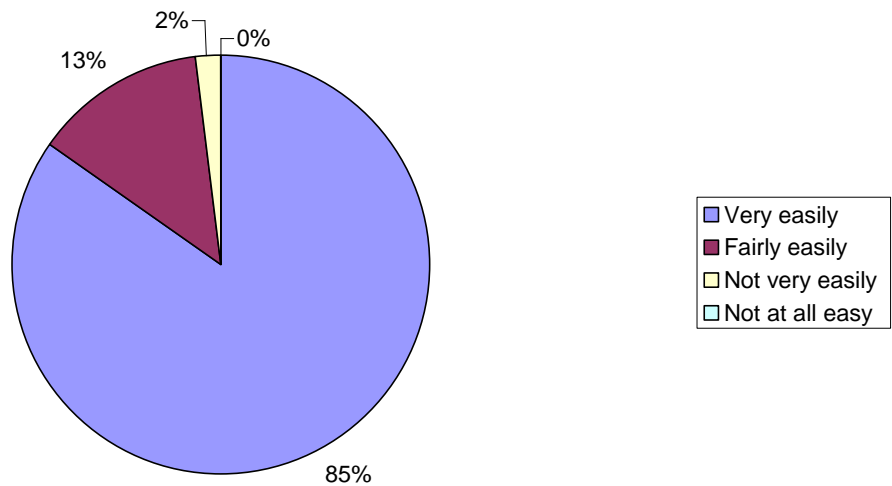
9. How easy was it for you to book ahead for an appointment with a doctor? - 225 answers



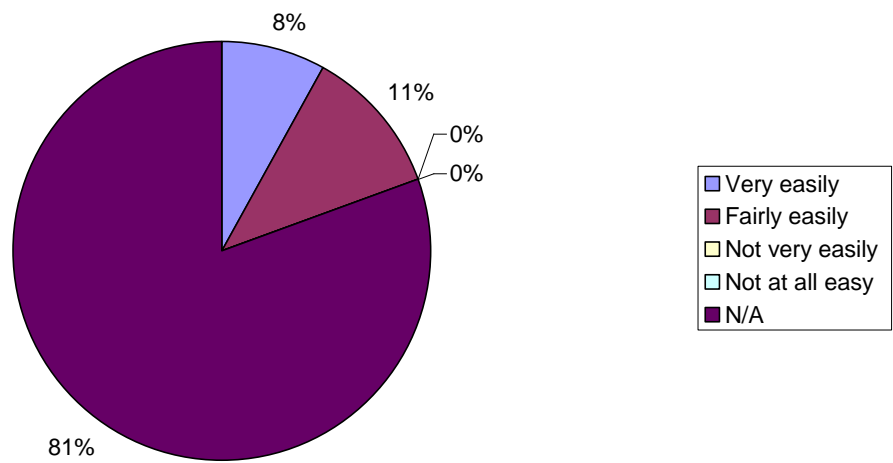
10. How easy is it for you to get an appointment with a Practice Nurse at the surgery? - 225 answers



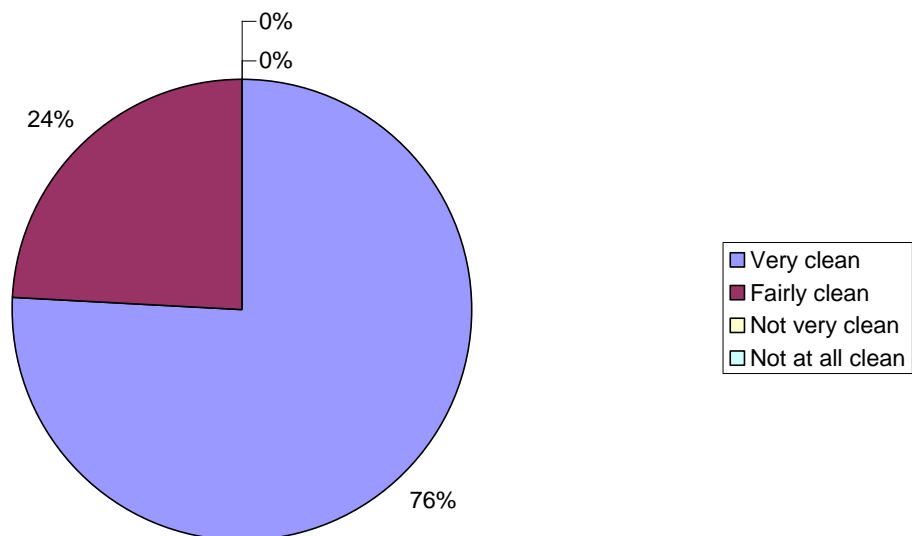
11. How easy do you find getting into the building or surgery? - 228 answers



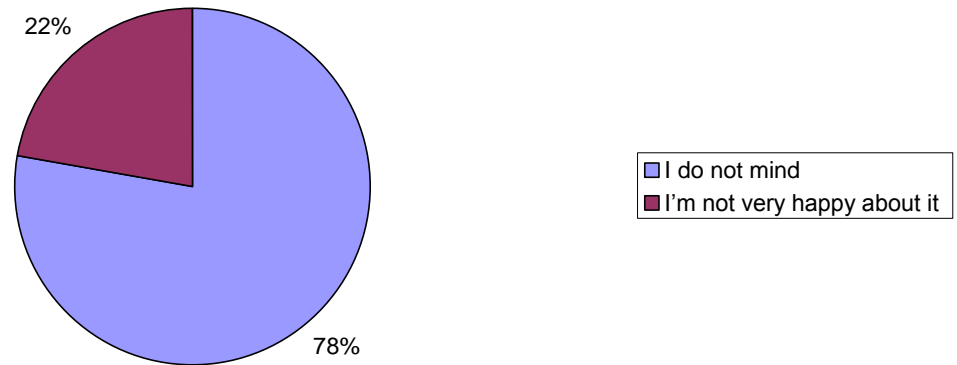
12. If you have a disability how easy or difficult is it for you to move around the surgery? - 227 answers



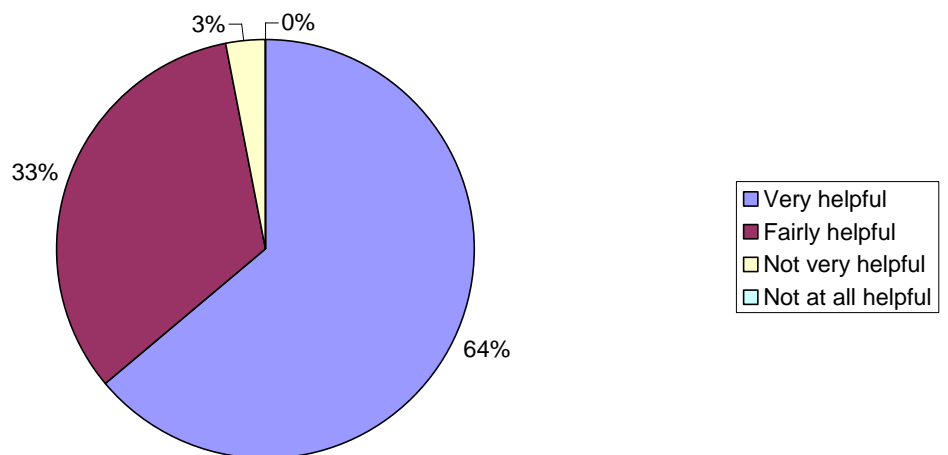
13. How clean is the surgery? - 230 answers



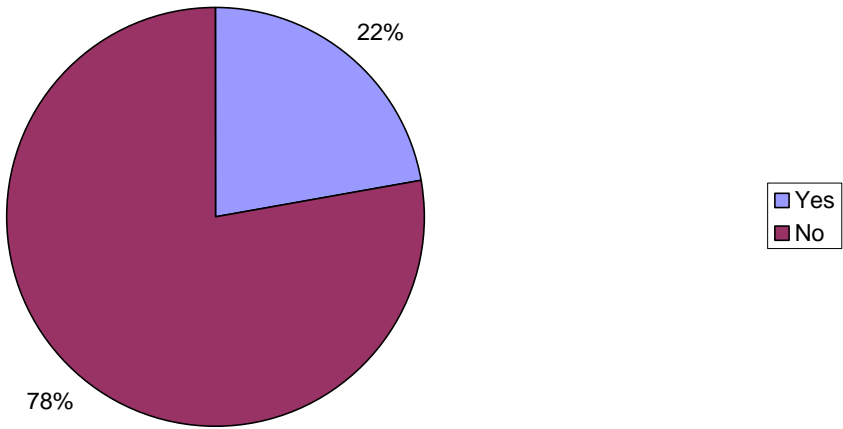
**14. In the reception area other patients may be able to overhear what you say to the receptionist.
How do you feel about this? - 226 answers**



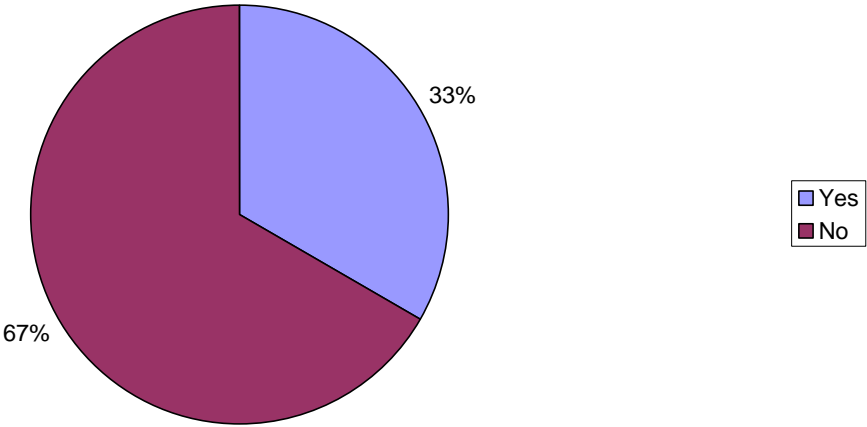
15. How helpful do you find the receptionists at the surgery? - 226 answers



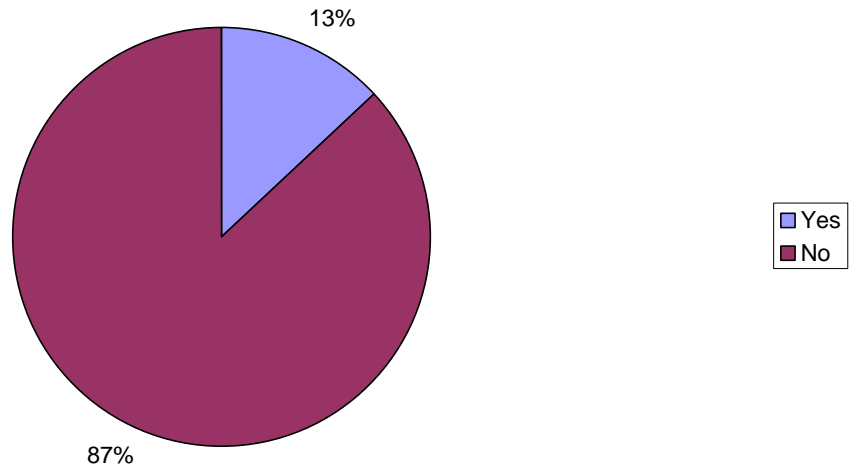
16. Are you aware that the practice is open on Wednesday at 7am? - 225 answers



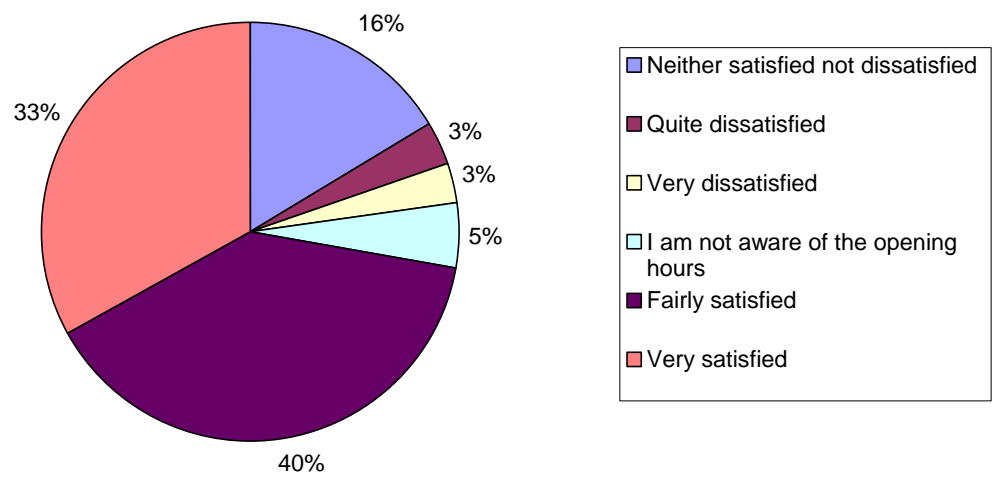
17. Are you aware that the practice is open one Saturday a month? - 223 answers



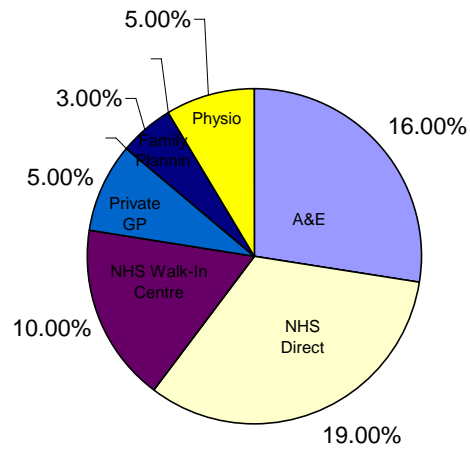
18. Are you aware that the practice is no longer open on Monday evening? - 219 answers



19. How satisfied are you with the opening hours at the surgery? - 231 answers



20. In the last 12 months have you used any of the health services below instead of using similar services which might be available at your surgery? - 182 answers



21. In general, how satisfied are you with the care you receive at the surgery? - 225 answers

