

Hollybrook Medical Centre Patient Survey 16-17 Feb 2015: report.

Number of completed survey forms:	138		
Total no. of attended appointments with doctors & n	342		
Percentage completion rate:	40%		
Q1: "How easy is it to reach reception by phone?"			
Excellent	16	11.6%	
Good	52	37.7%	
Satisfactory	38	27.5%	
Poor	29	21.0%	
Other/blank	4	2.9%	
Q2: "How easy is it to speak to a Doctor or nurse by phone?"			
Excellent	13	9.4%	
Good	34	24.6%	
Satisfactory	49	35.5%	
Poor	19	13.8%	
Other/blank	23	16.7%	
Q3: "How easy is it to see the Doctor of your choice?"			
Excellent	17	12.3%	
Good	34	24.6%	
Satisfactory	49	35.5%	
Poor	31	22.5%	
Other/blank	7	5.1%	
Q4: "At reception do you feel that you are overheard?"			
YES	18	13.0%	
NO	71	51.4%	
SOMETIMES	46	33.3%	
Blank	3	2.2%	
Q5: "Is this a problem?"			
YES	26	18.8%	
NO	92	66.7%	
Blank	20	14.5%	
Q6: "Do you access the Practice website?"			
YES	40	29.0%	
NO	94	68.1%	
Blank	4	2.9%	

Q7: "Please indicate why:"			
Information...	7	4.4%	
Make appointment...	27	17.1%	
Check an appointment...	12	7.6%	
Order prescription...	14	8.9%	
Other...	7	4.4%	
Blank	91	57.6%	of Q7 total:
Q8: "Do you use the following at home?"			
Email...	94	68.1%	of total surveyed
Skype...	41	29.7%	of total surveyed
Blank	39	28.3%	of total surveyed
'Would you like to receive email updates from the PPG?'			
YES	39	28.3%	
NO	93	67.4%	
Blank	6	4.3%	
Q10: "Would you like to be involved in discussion about practice developments from time to time at meetings at either surgery?"			
YES	26	18.8%	
NO	103	74.6%	
Blank	9	6.5%	
Number making further comment (at foot of sheet or elsewhere):	59		
Number of Active members (where they have given email or phone no.):	24		
Number of people interested in being involved in discussion (where they have given email or phone no.):	18		

