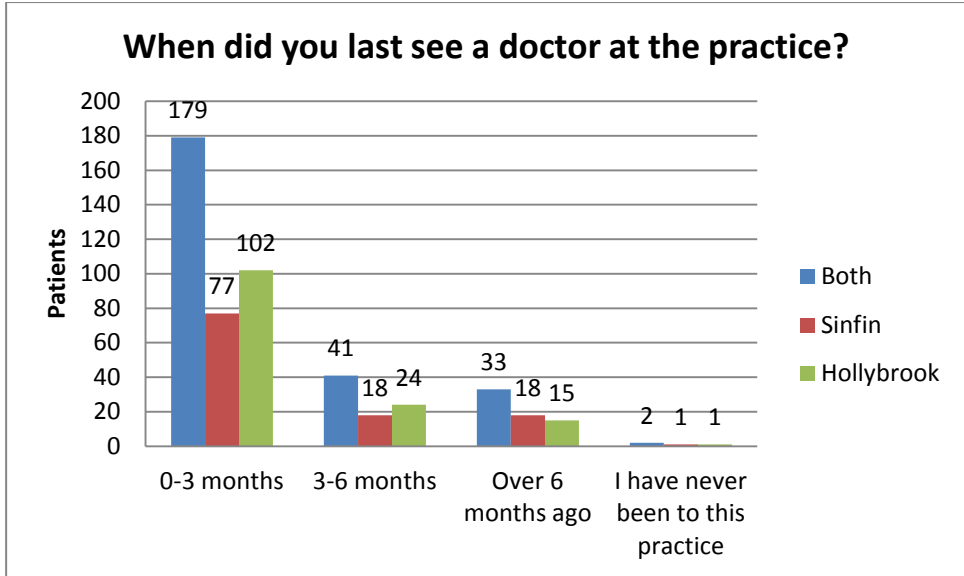
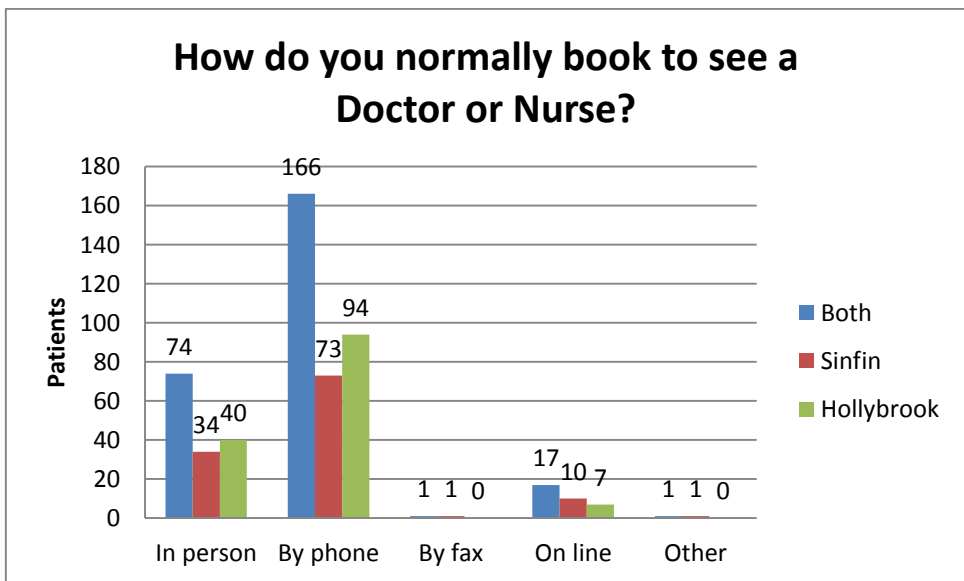


# HOLLYBROOK MEDICAL CENTRE & SINFIN SURGERY PATIENT SURVEY RESULTS 2013

Which surgery do you normally attend?	
Hollybrook	54%
Sinfin	46%

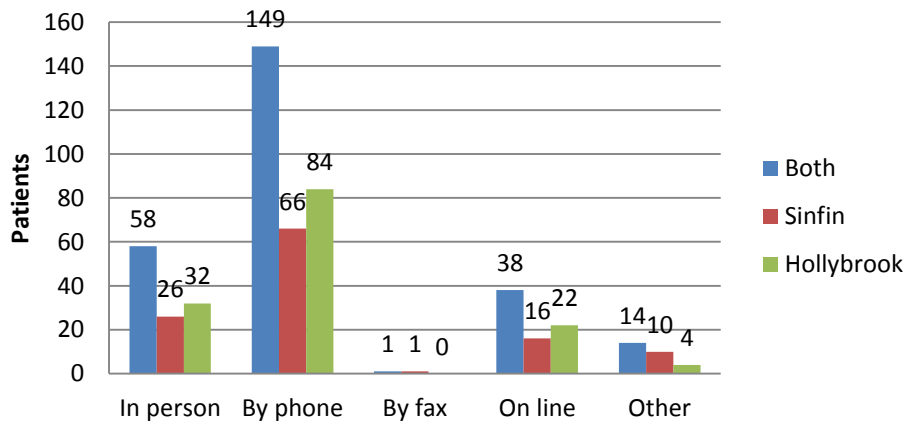


Combined Total percentage	
0-3 months	70%
3-6 months	16%
Over 6 months ago	13%
I have never been to this practice	1%



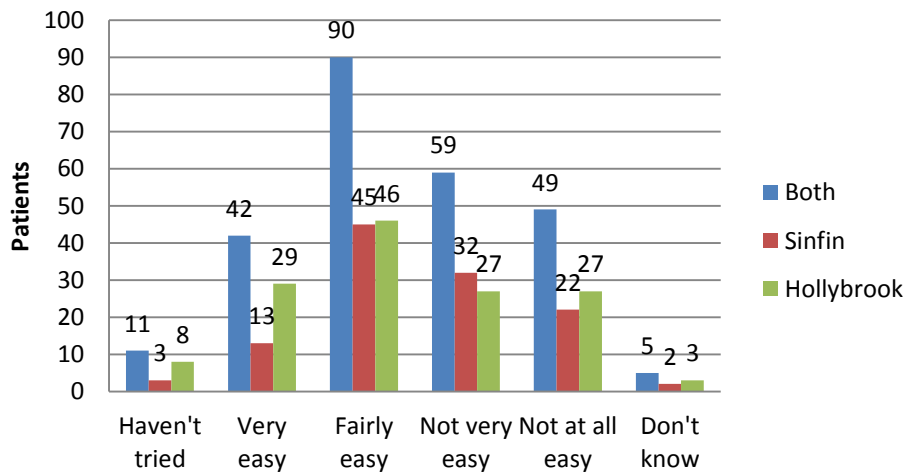
Combined Total percentage	
0-3 months	70%
3-6 months	16%
Over 6 months ago	13%
I have never been to this practice	1%

## Which method would you prefer to use to book an appointment?

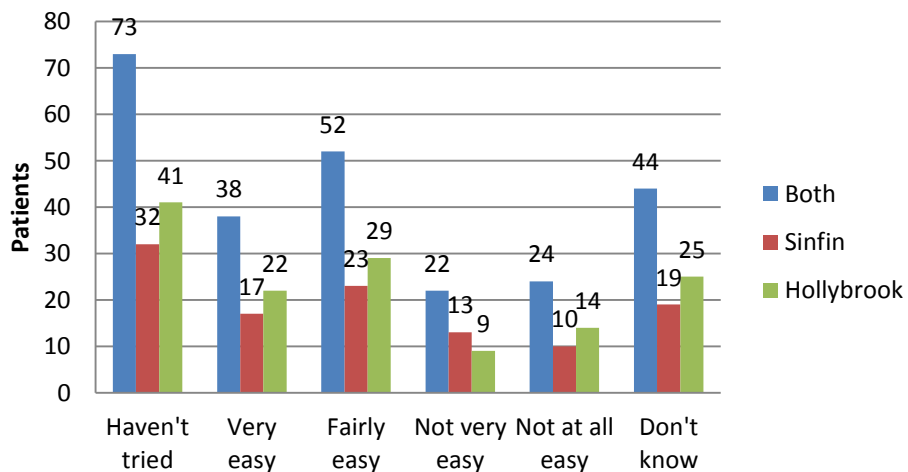


## In the past 6 months, how easily have you found the following?

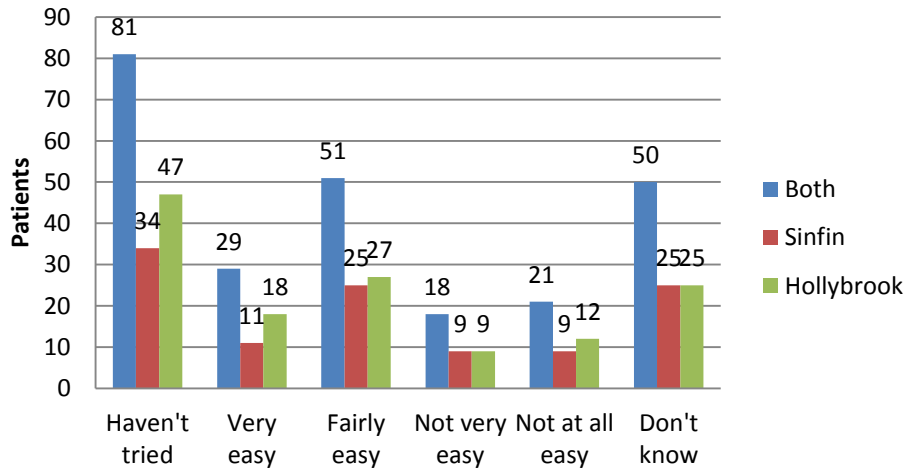
### Getting through on the phone



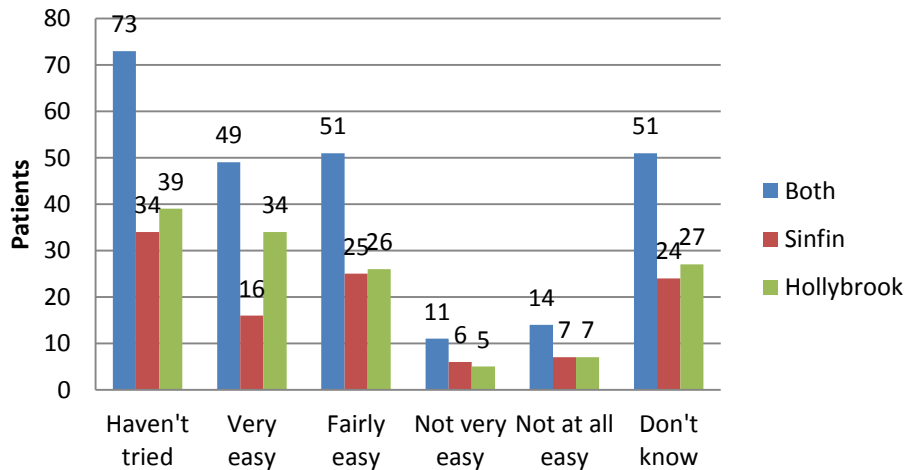
### Speaking to a Doctor on the phone



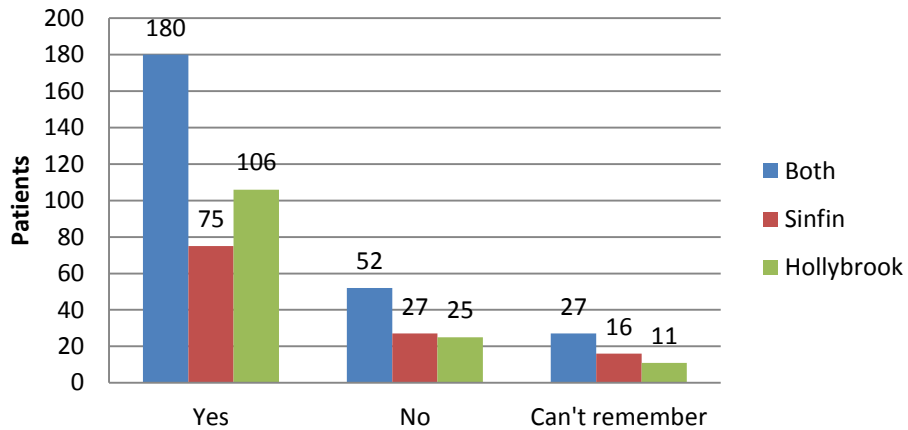
### Speaking to a Nurse on the phone



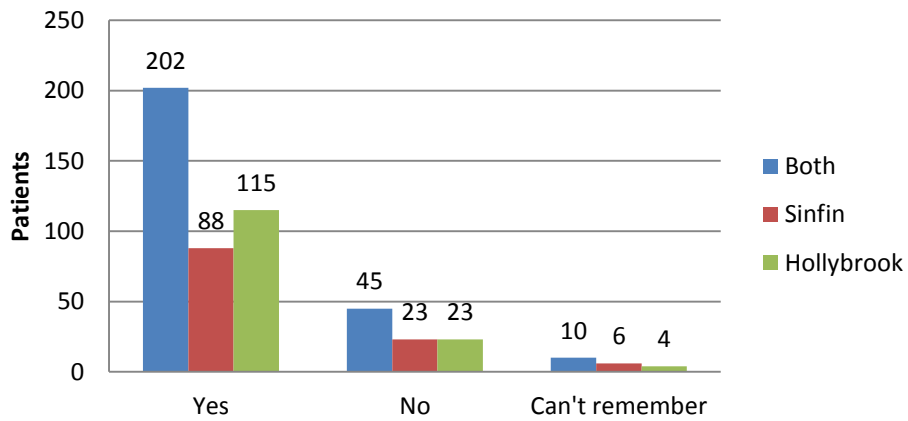
### Obtaining results on the phone



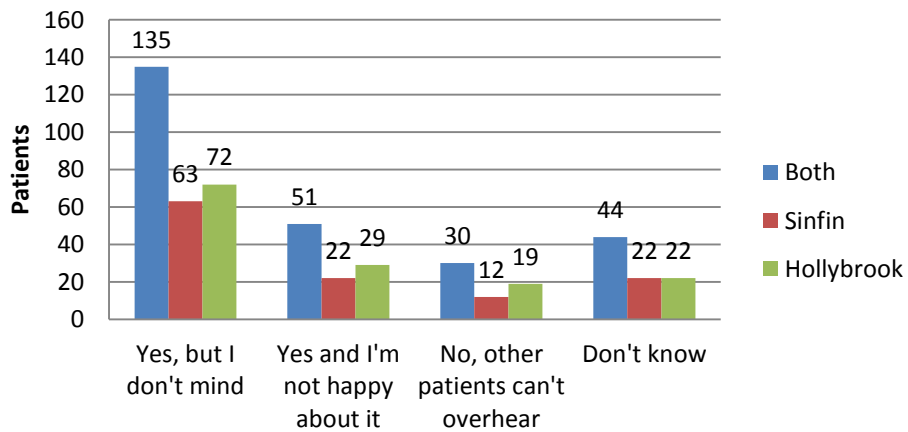
### Were you able to see a Doctor on the same day or next 2 weekdays the surgery was open?



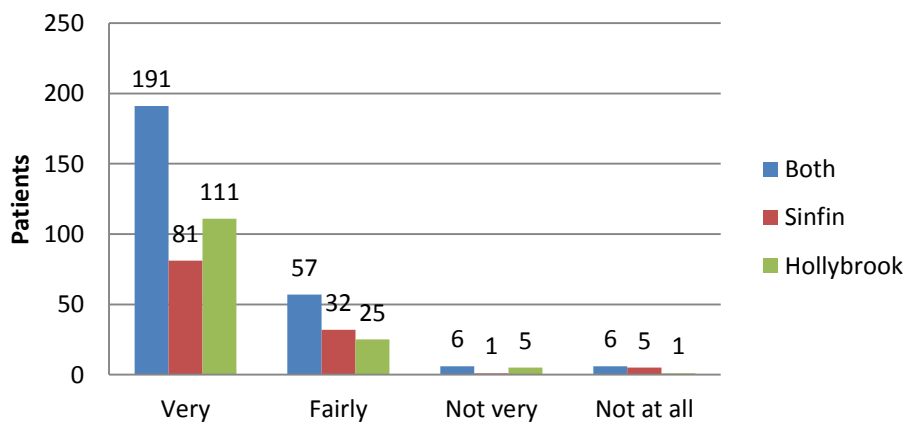
### Have you tried to book ahead with a Doctor?

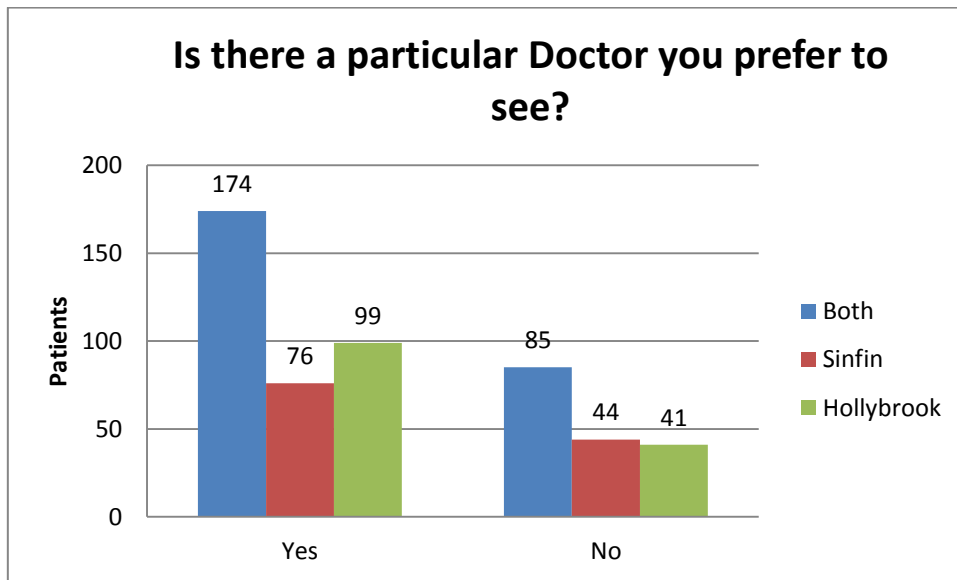


### In the reception area, can other patients overhear what you say to the receptionist?

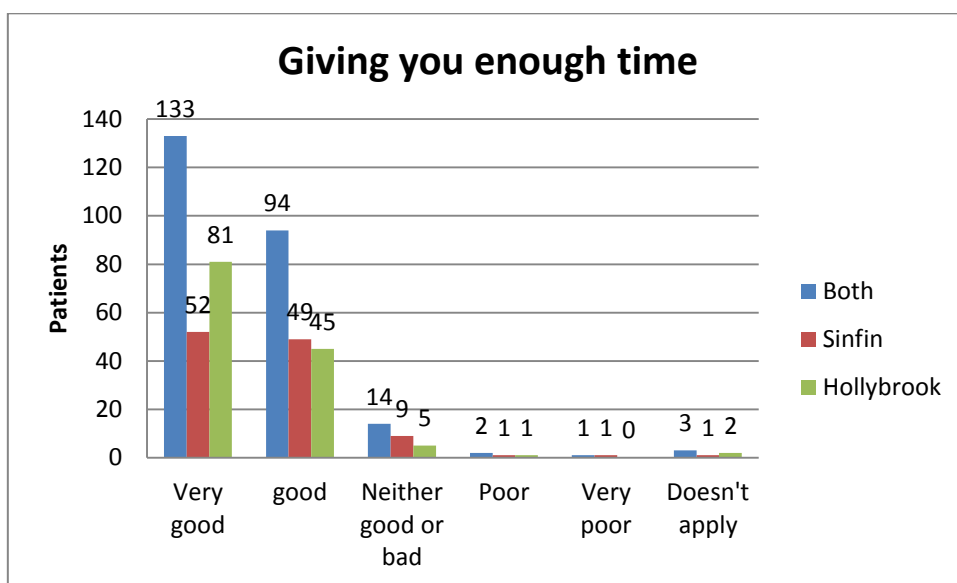


### How helpful do you find the receptionists?

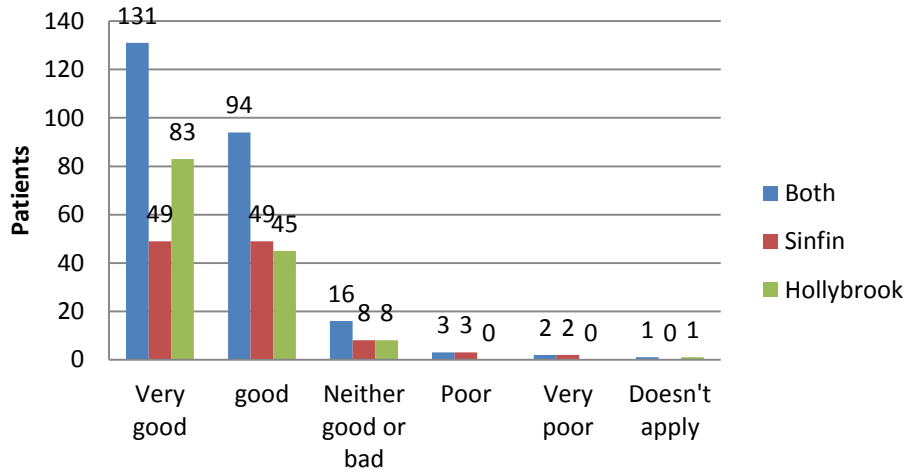




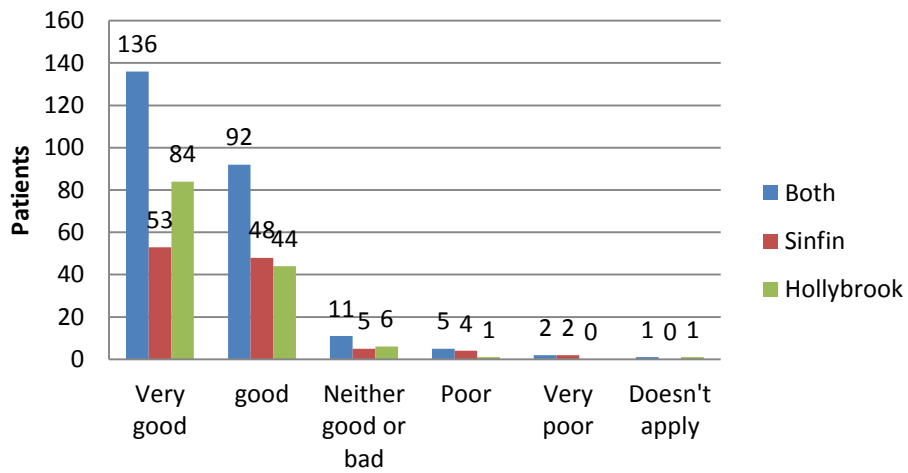
**The last time you saw a Doctor, how good was the Doctor at each of the following?**



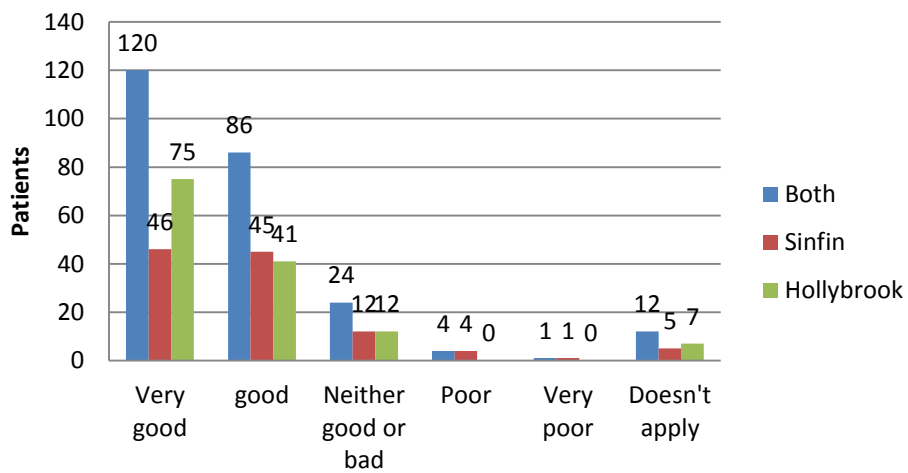
### Asking about your symptoms



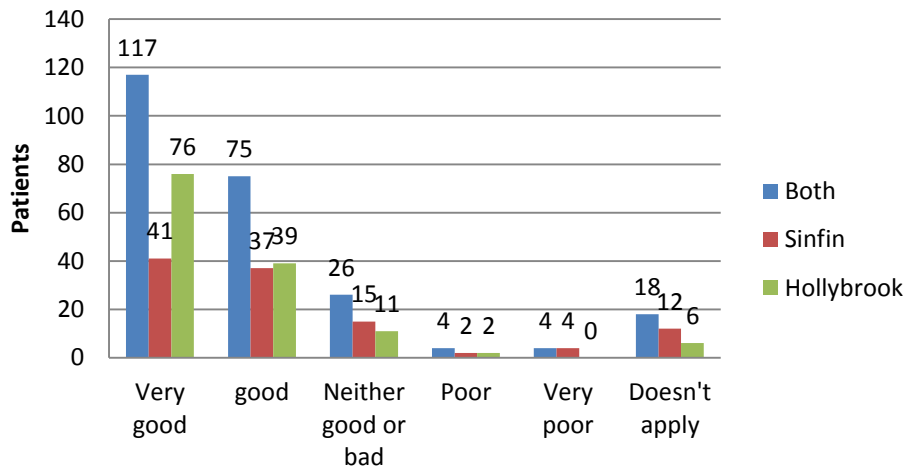
### Listening



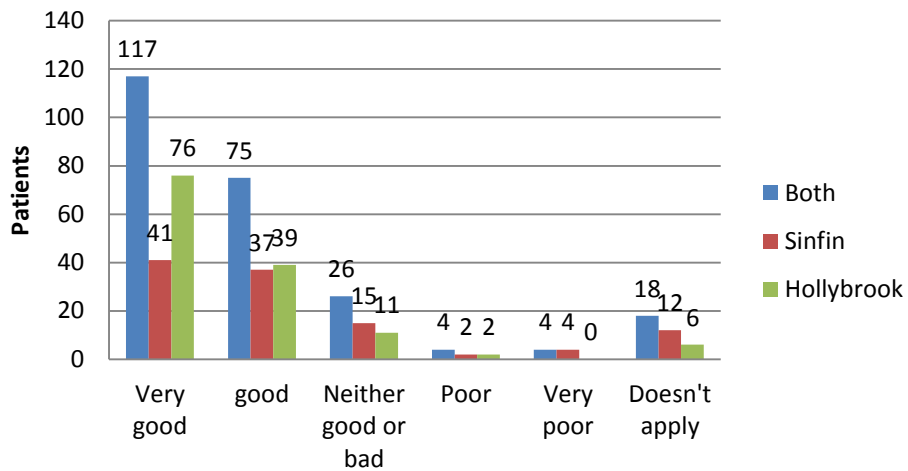
### Explaining tests and treatments



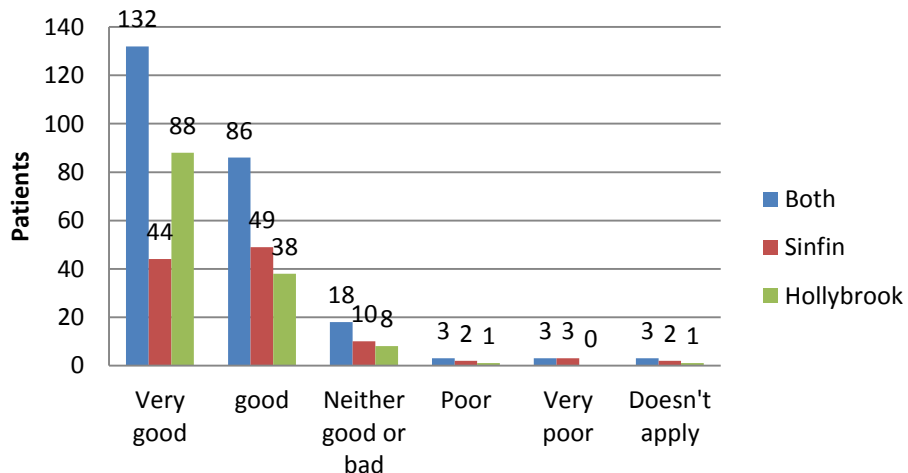
### Involving you in decisions about your care



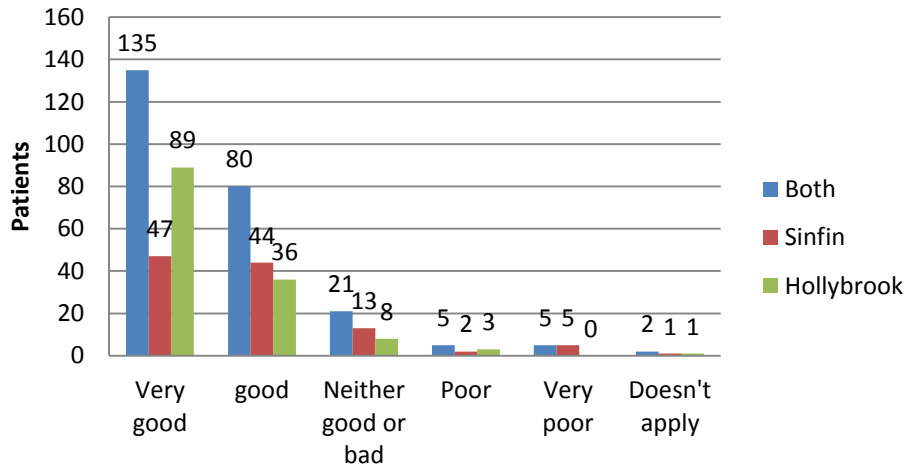
### Involving you in decisions about your care



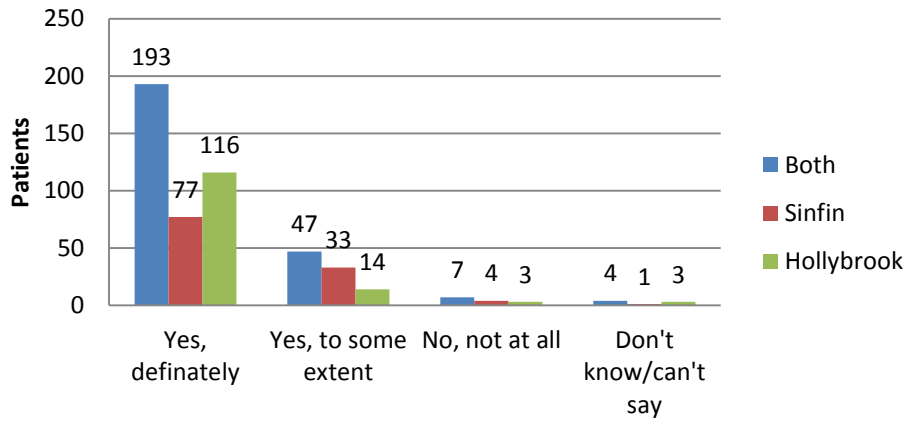
### Treating you with care and concern



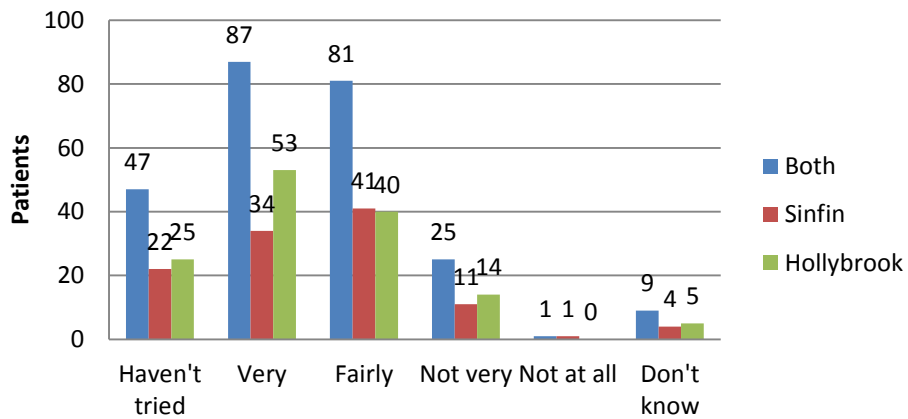
### Talking about you problems seriously



### Did you have confidence and trust in the Doctor you saw?

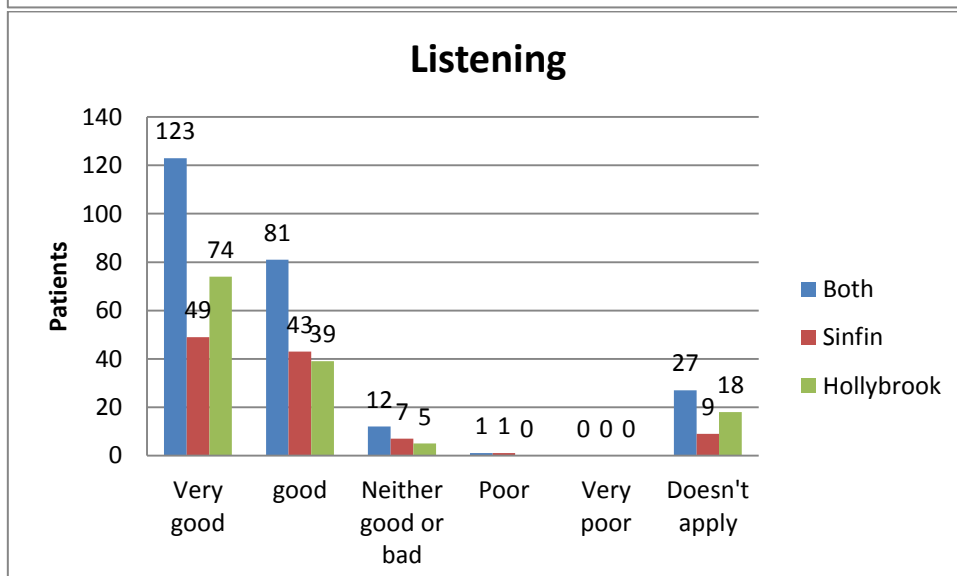
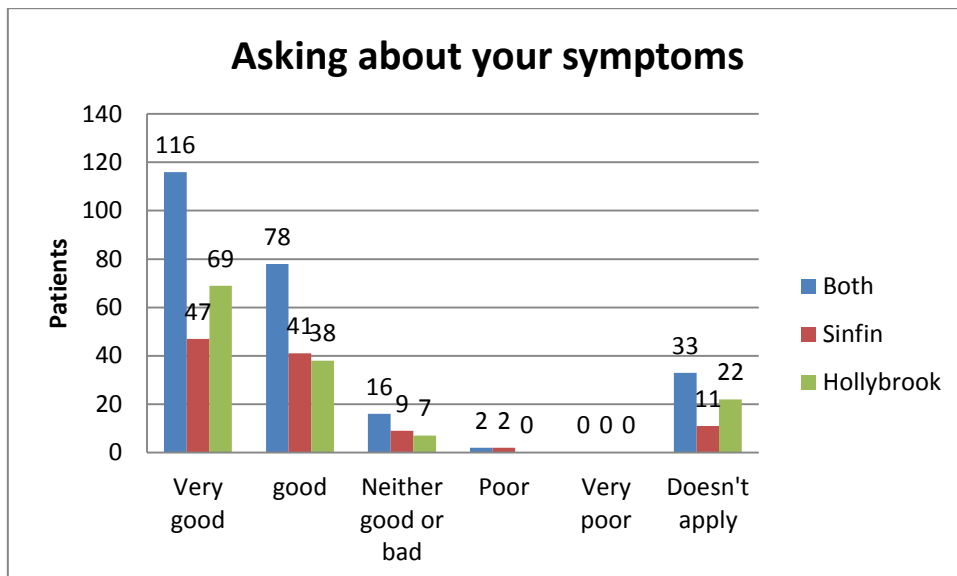
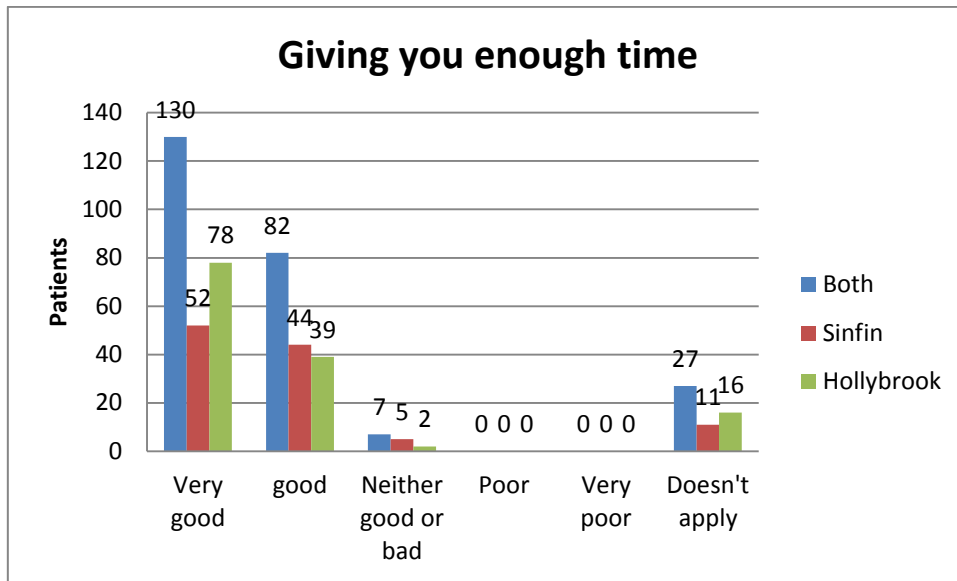


### How easy is it for you to get to an appointment with a practice Nurse?

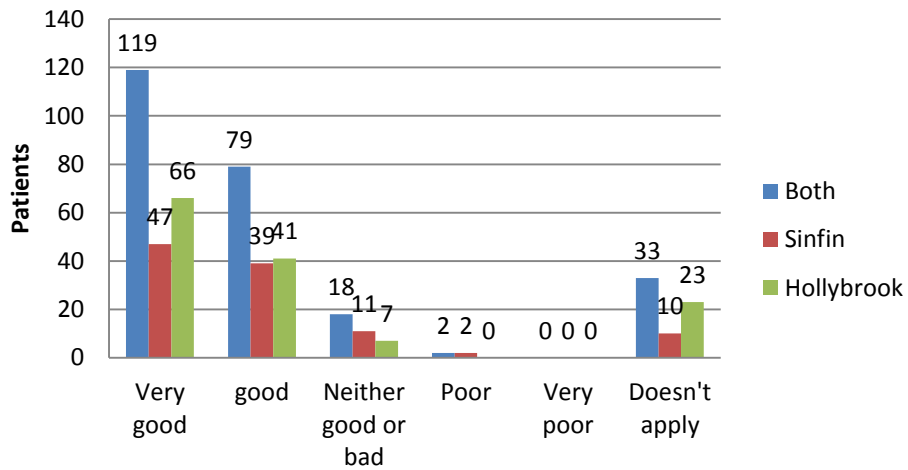




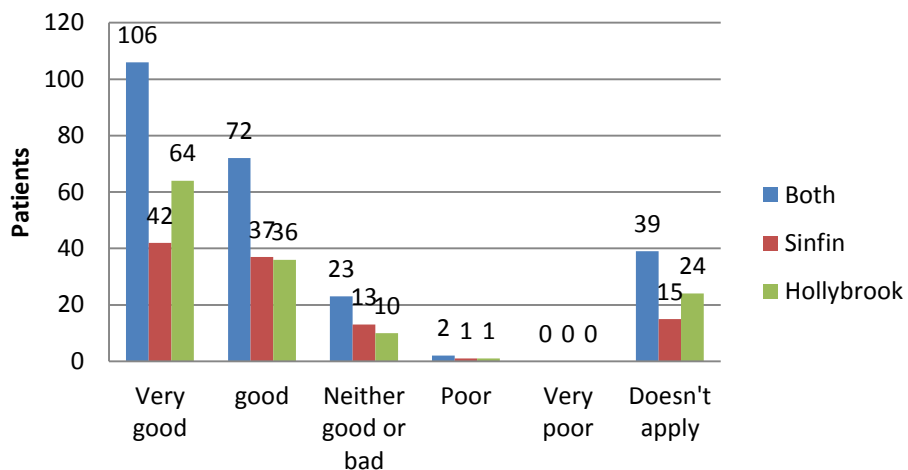
# The last time you saw a Nurse at the surgery, how did you find the Nurse at the following?



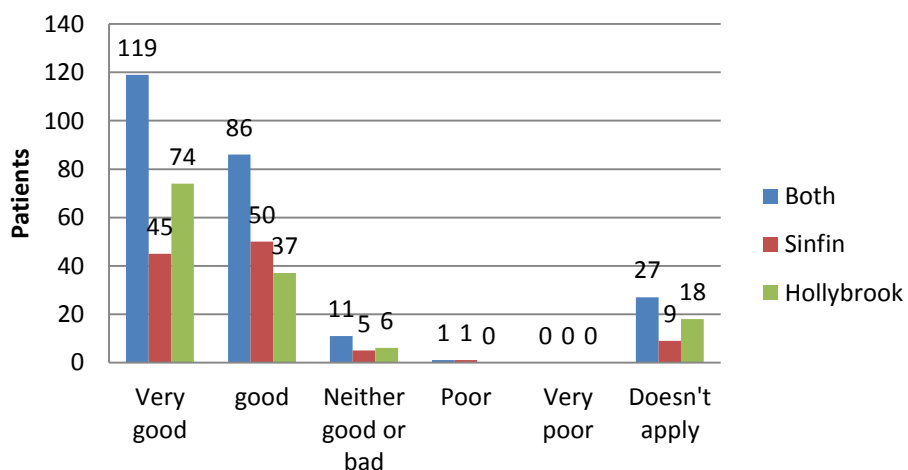
### Explaining tests and treatments



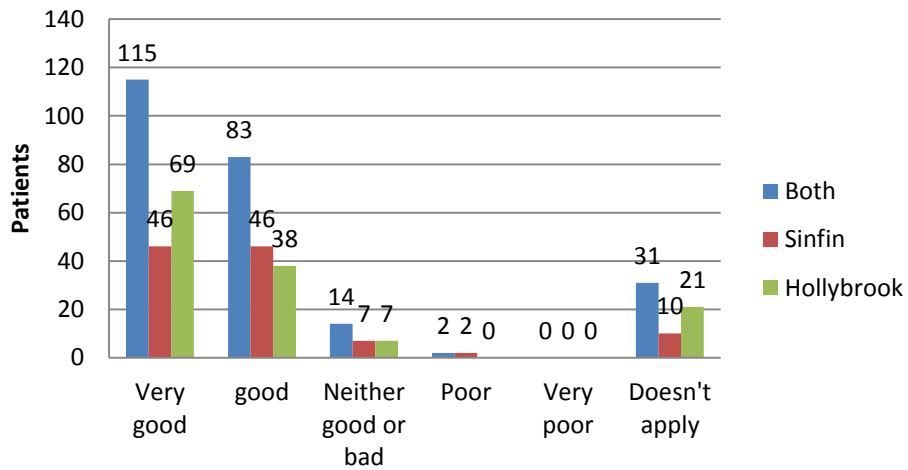
### Involving you in decisions about your care



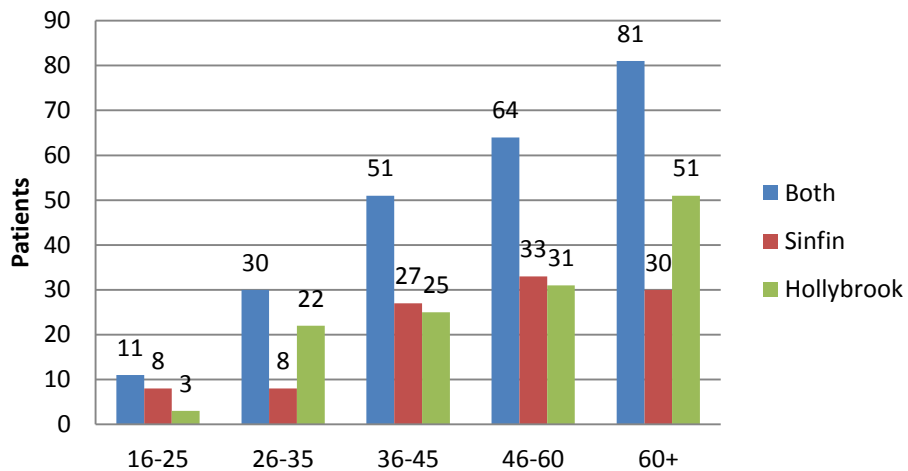
### Treating you with care and concern



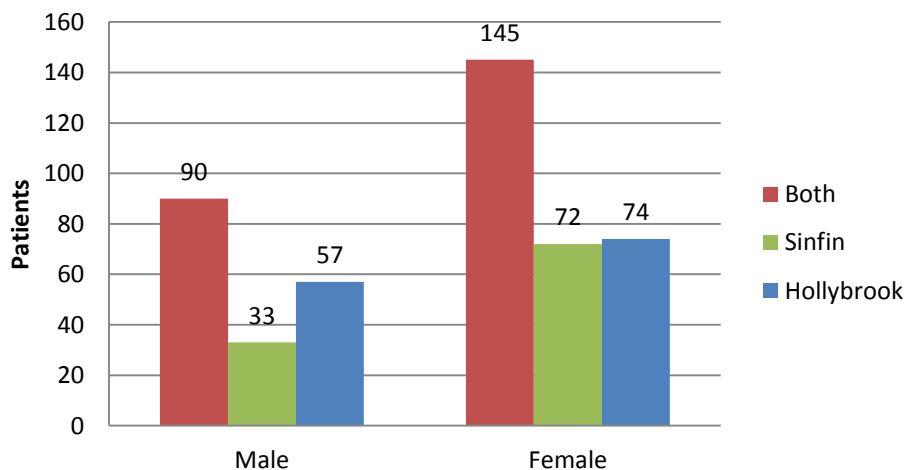
### Talking about your problems seriously



### What is your age group?



### Gender



# Ethnicity

