



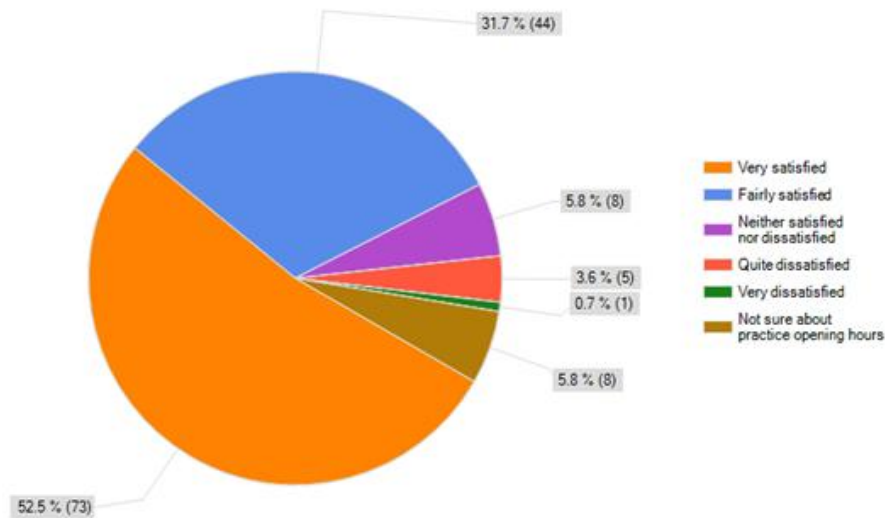
## Results of the Patient Questionnaire

A total of 139 questionnaires were completed by our patients via post, email, website, mobile phone link and also whilst visiting the Practice. Please note not all respondents entered a response to all the questions asked.

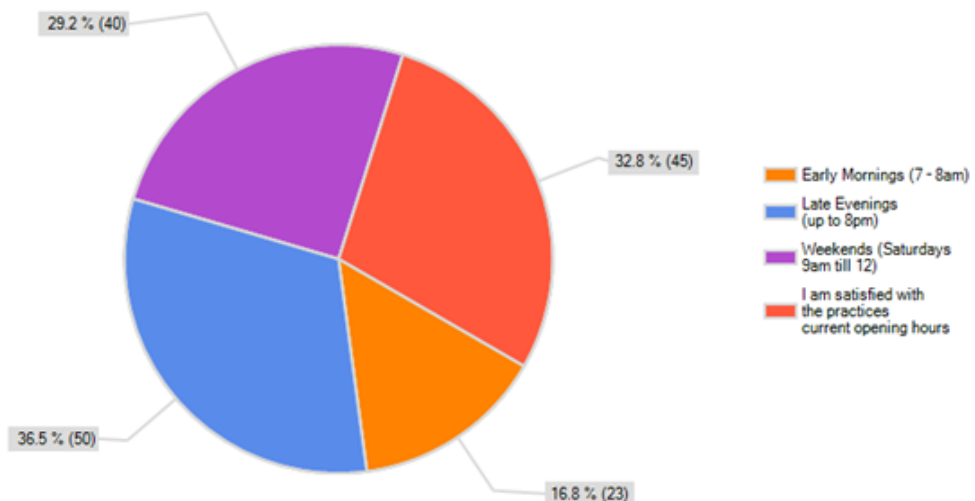
We would like to thank all the patients who took part in the survey and appreciate there comments.

This report gives a brief summary of the results received from all the questionnaires completed.

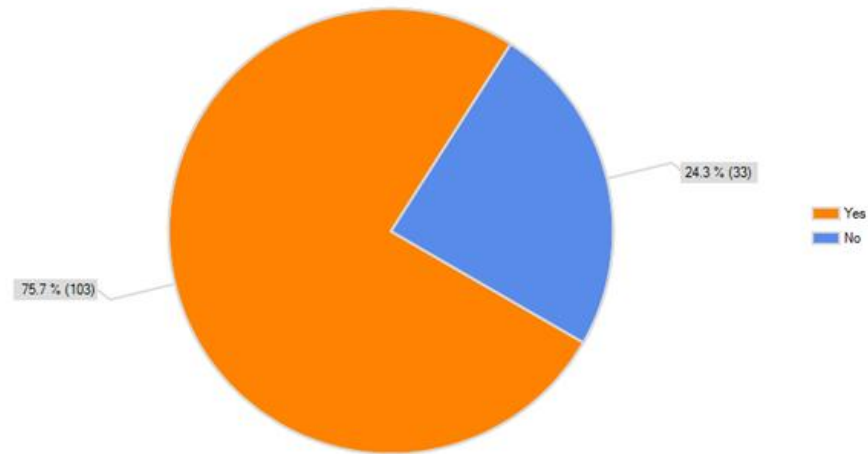
1) How satisfied are you with the opening hours at the practice:



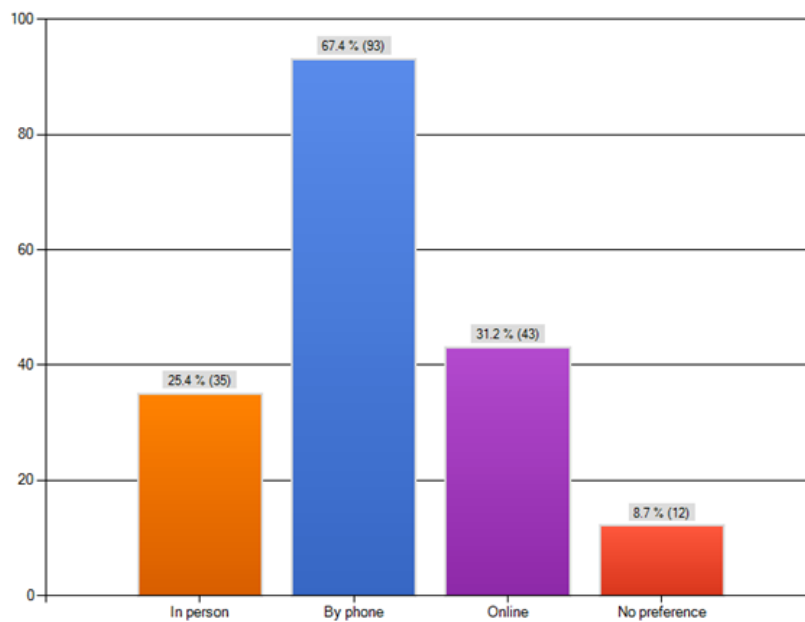
2) When do you prefer the Practice to be open?



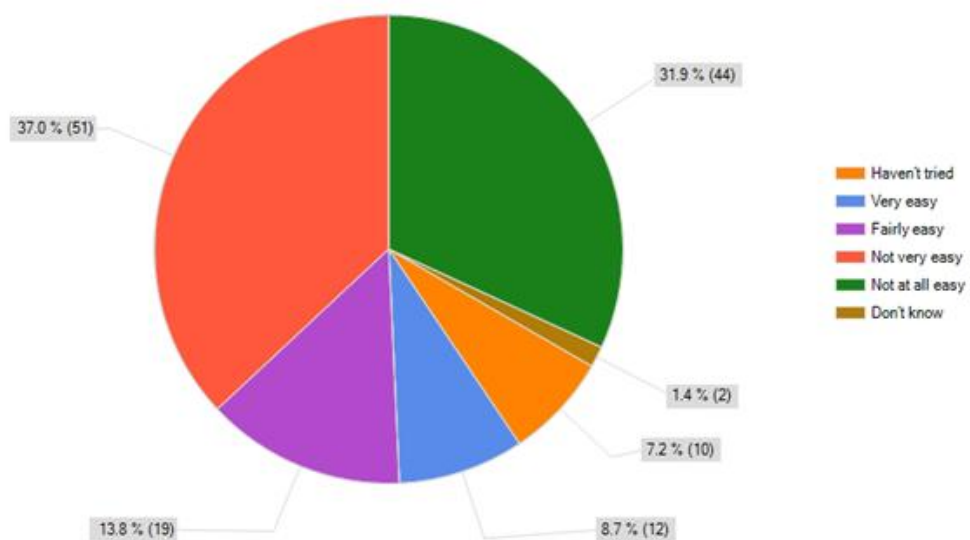
3) Are you aware of the Practices opening hours?



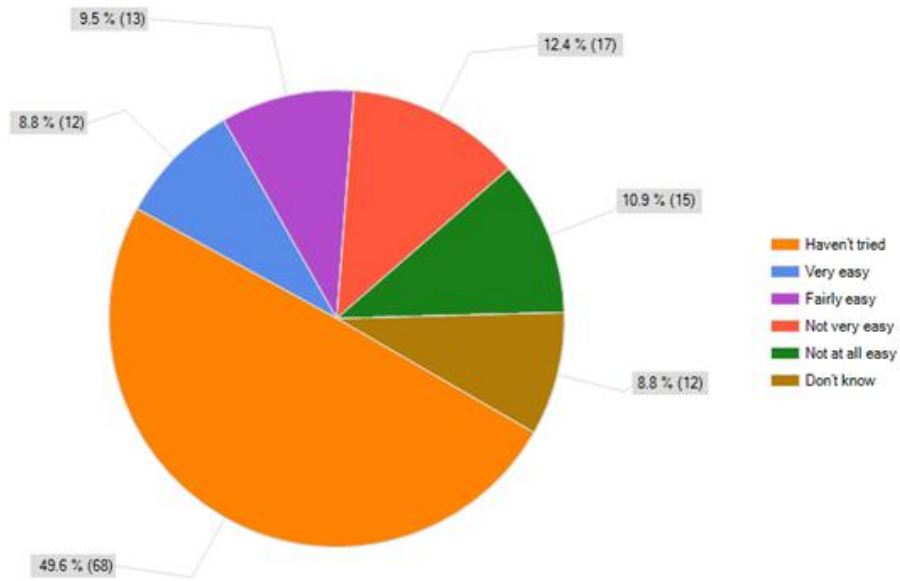
4) Which method do you prefer to use to book an appointment?



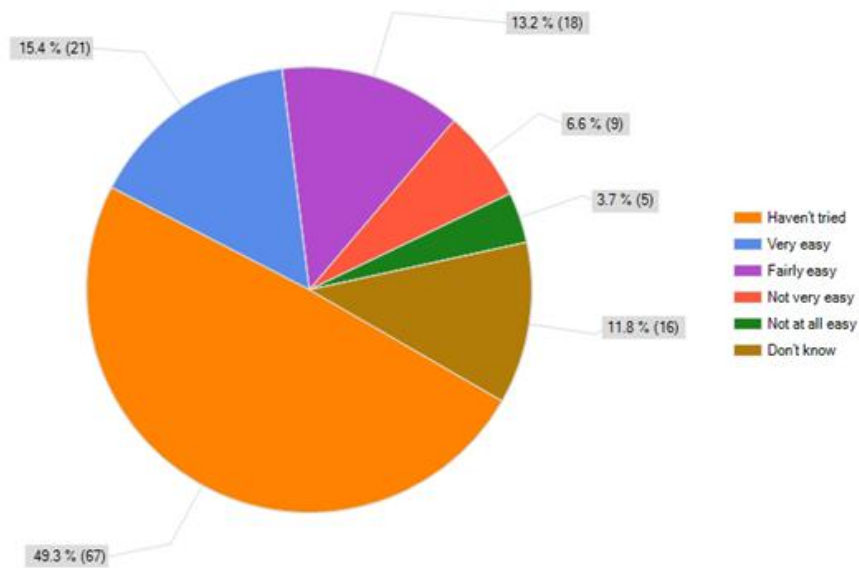
5) In the past 6 months how easy have you found getting through on the telephone?



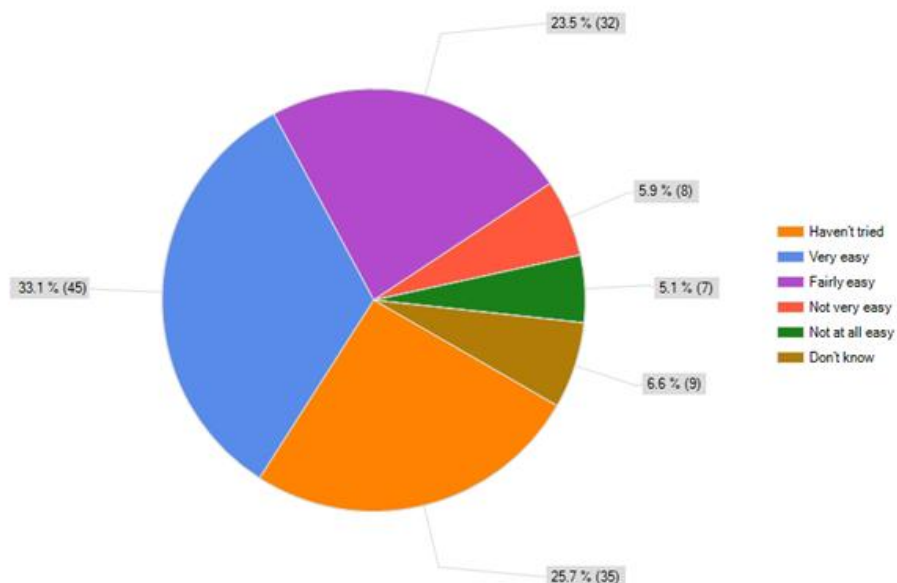
6) In the past 6 months how easy have you found getting to talk to a Doctor on the telephone?



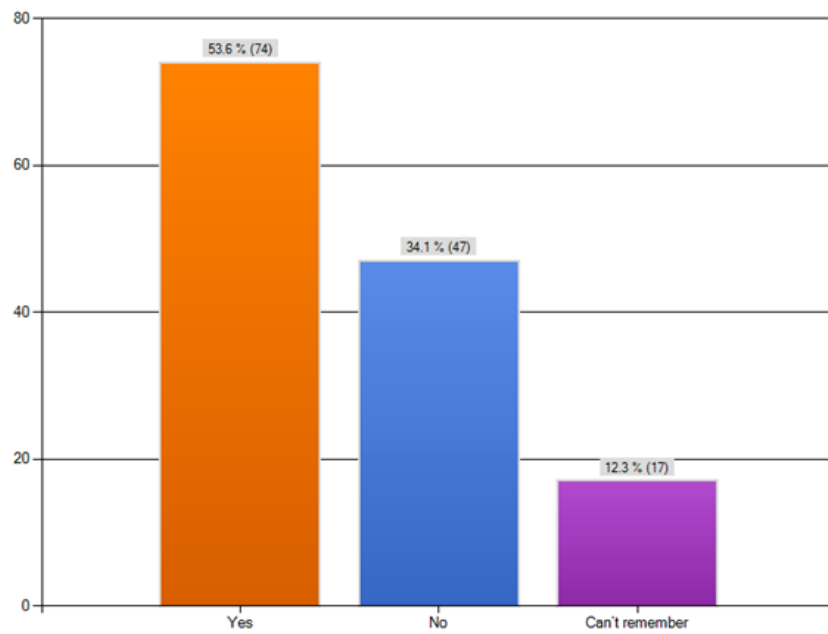
7) In the past 6 months how easy have you found obtaining results by telephone?



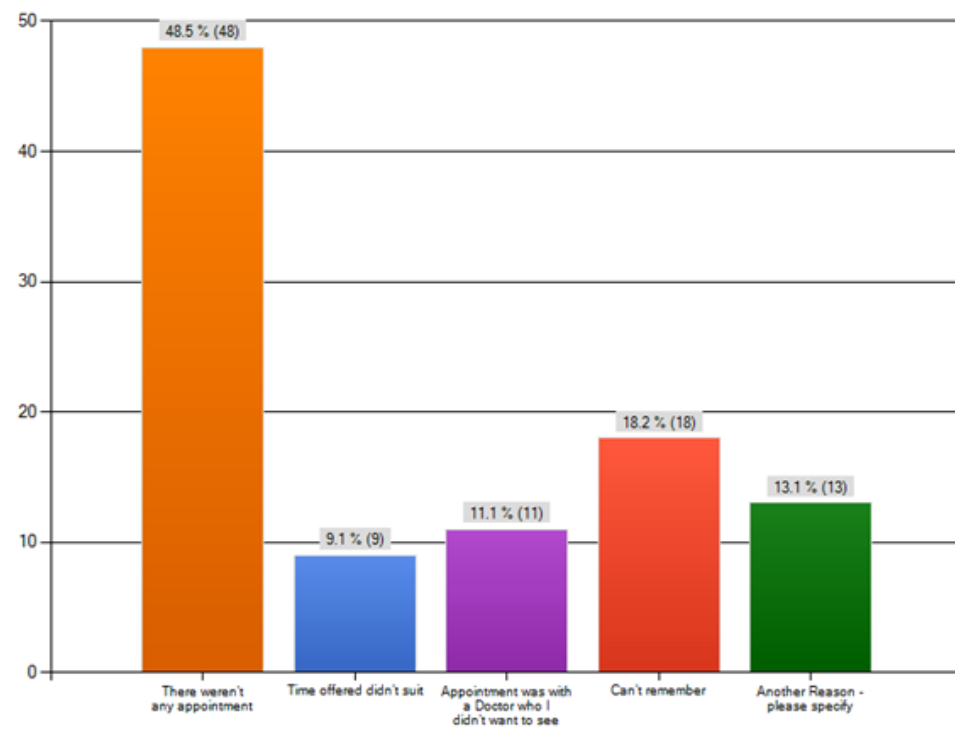
8) In the past 6 months how easy have you found the processing of prescription requests?



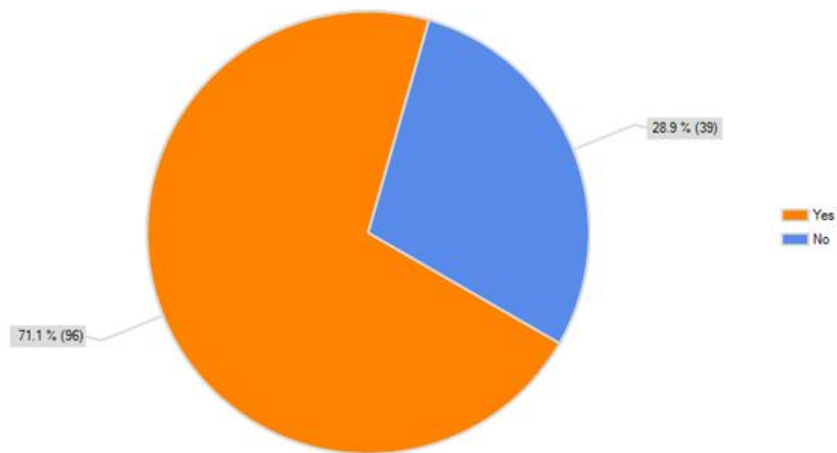
9) Thinking about the last time you tried to see a Doctor fairly quickly were you able to see a doctor on the same day or on the next weekday that the Practice was opened?



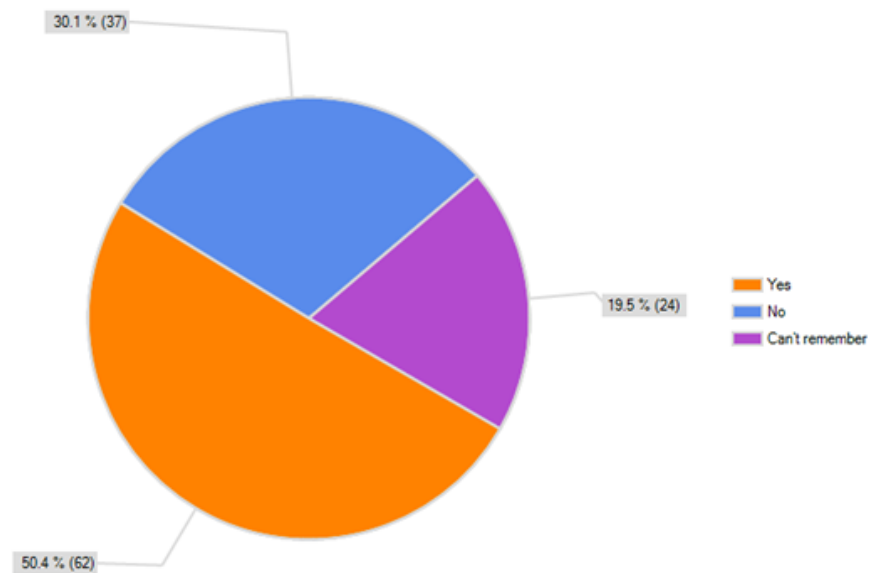
10) If you weren't able to be seen during the next 2 week days that the practice was open, what was the reason?



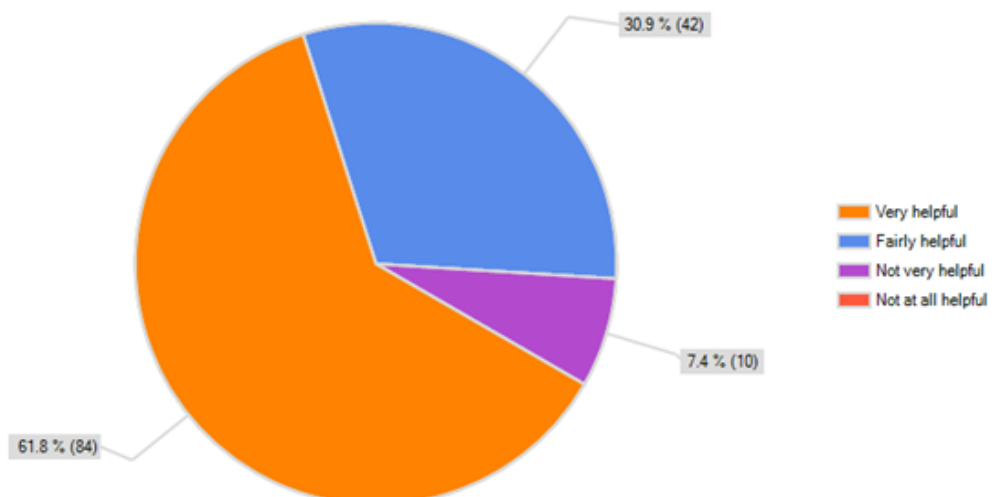
11) Did you know you can prebook (book in advance) an appointment with a Doctor?



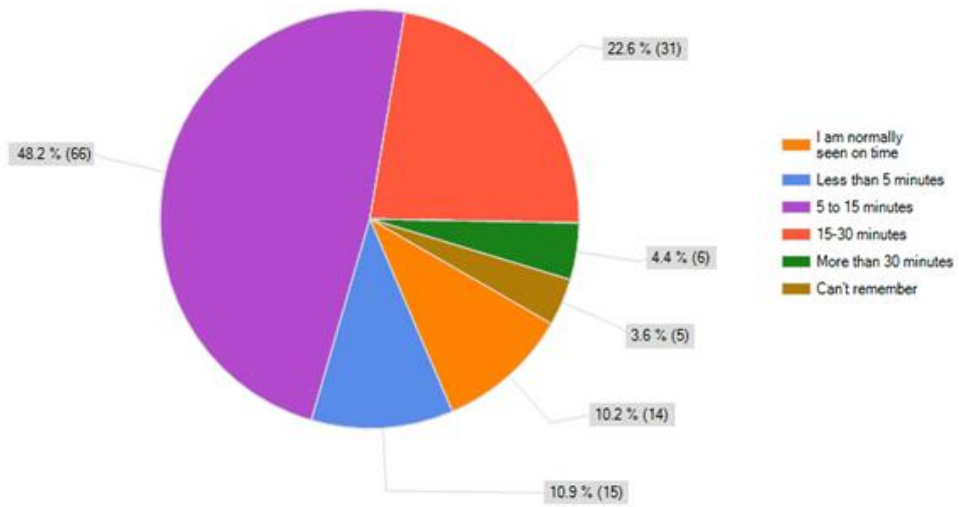
12) When you tried to book an appointment in advance with a Doctor were you able to book an appointment?



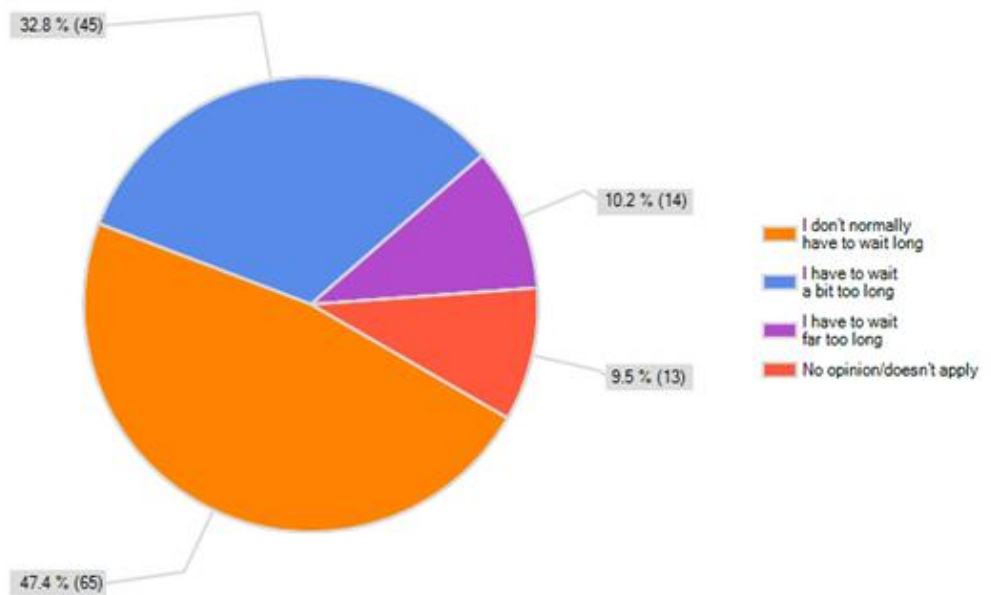
13) How helpful do you find the receptionists at the Practice?



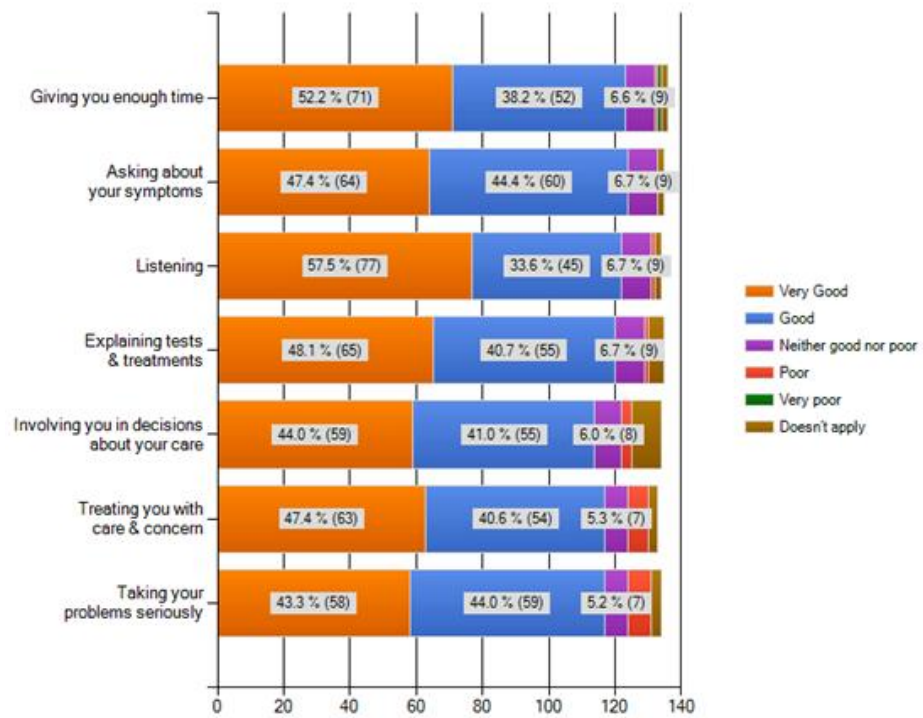
14) How long after your appointment time do you normally have to wait to be seen?



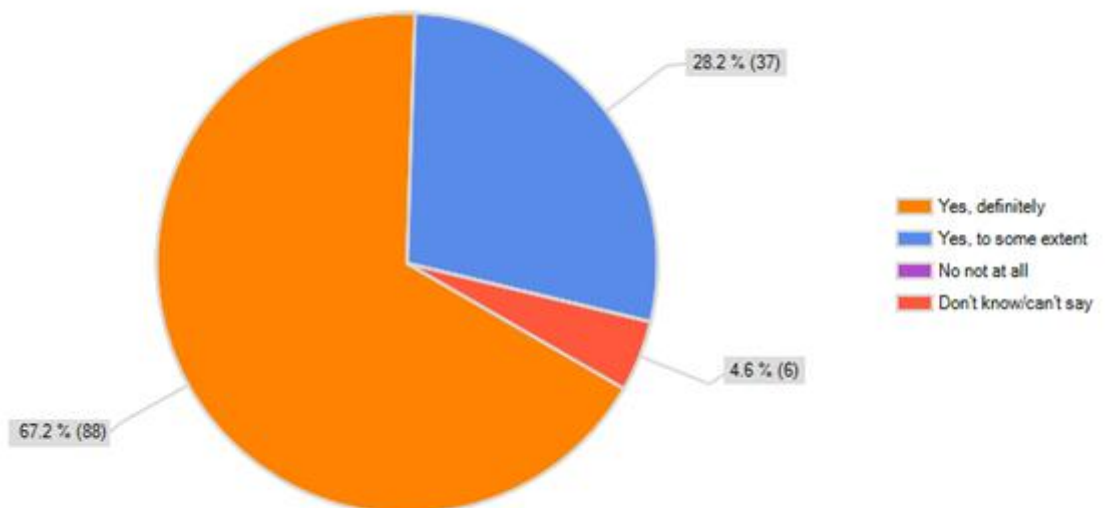
15) How do you feel about how long you normally have to wait?



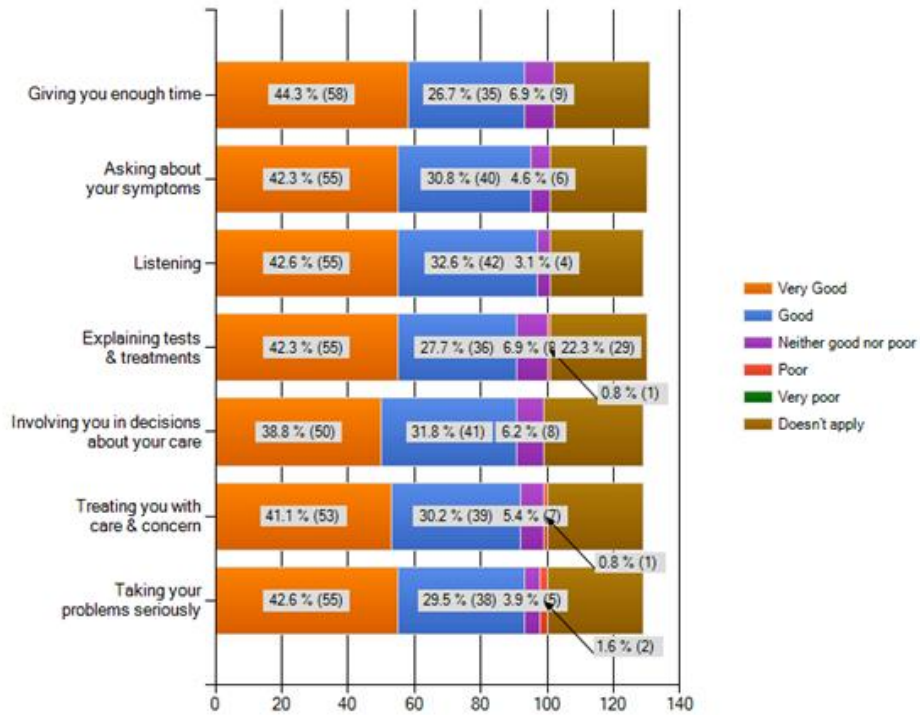
16) When you last saw a Doctor at the Practice how good was the doctor at the following?



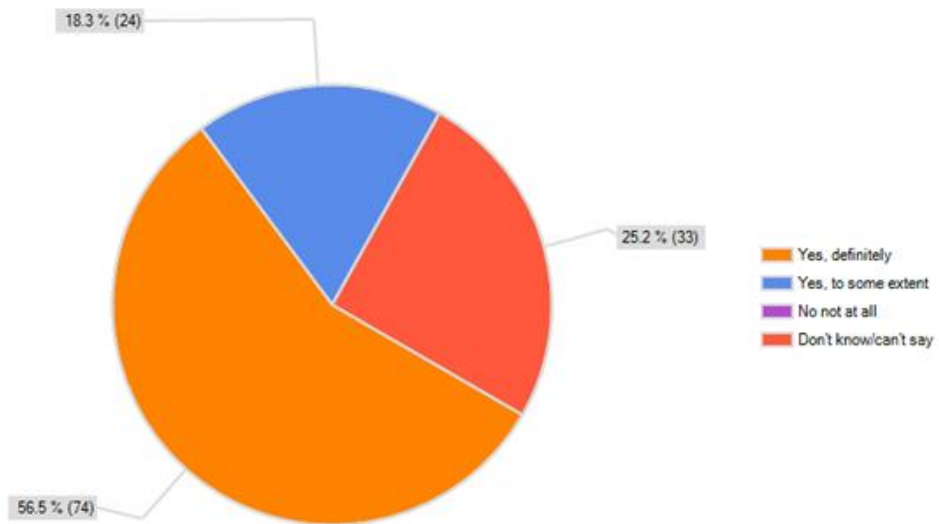
17) Did you have confidence and trust in the Doctor you saw?



18) When you last saw a Nurse at the Practice how good was the Nurse at the following?

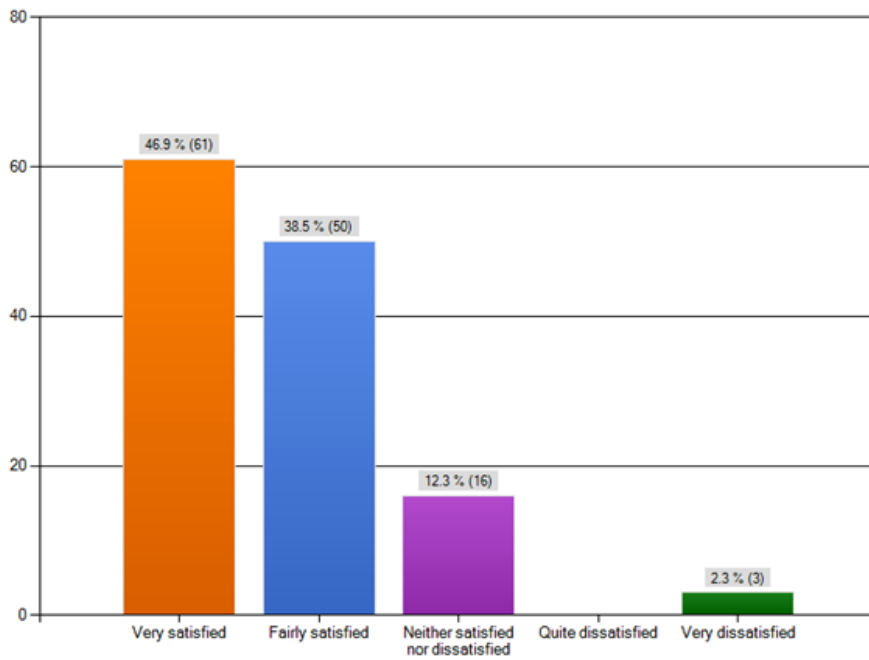


19) Did you have confidence in the Nurse you saw?

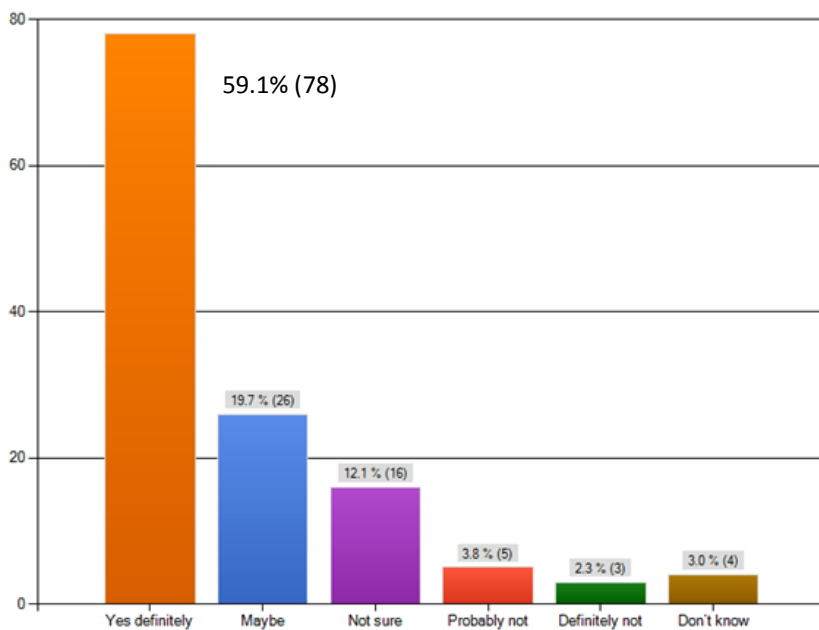




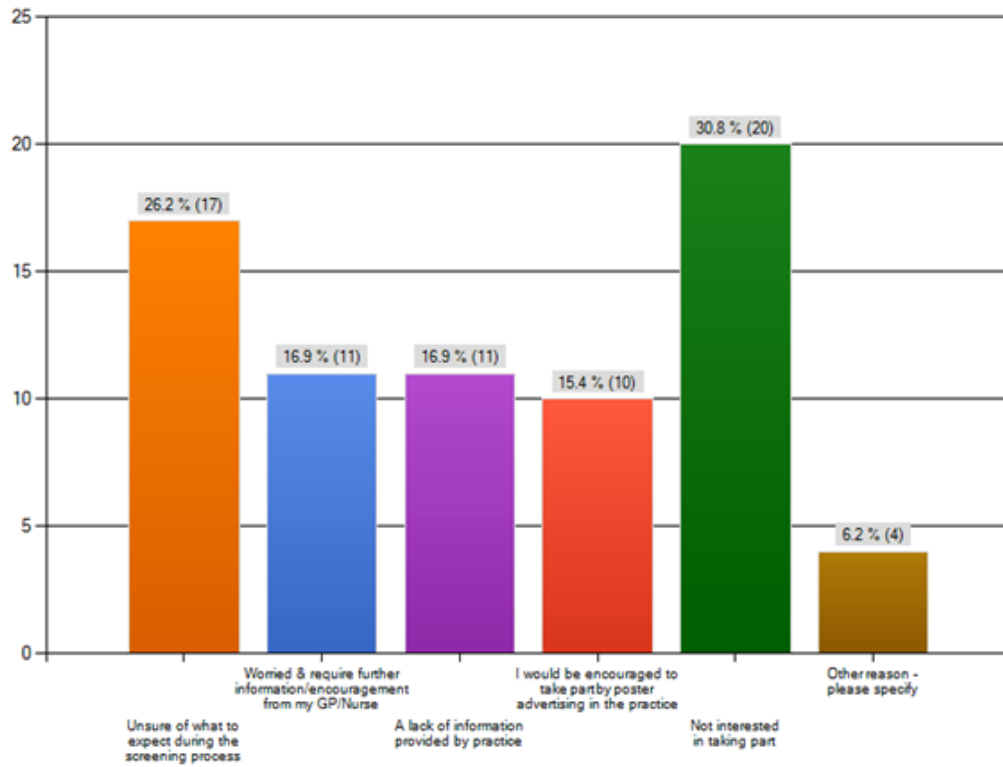
20) In general how satisfied are you with the care you receive at the Practice?



21) Would you recommend High Green Medical Practice to someone who has just moved to the local area?

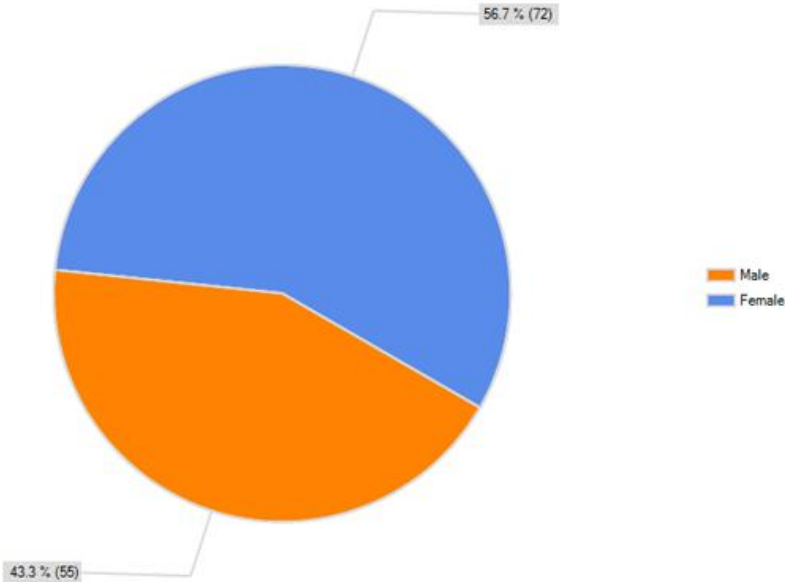


22) Responses to the following Question – ‘If you are eligible to take part in NHS cancer screening programmes (i.e. cervical screening for female patients, bowel screening for patients between 60 & 69 and breast screening for female patients 47 to 73) but do not take up these opportunities to be monitored can you tell us the reasons why you do not attend screening programmes? ‘

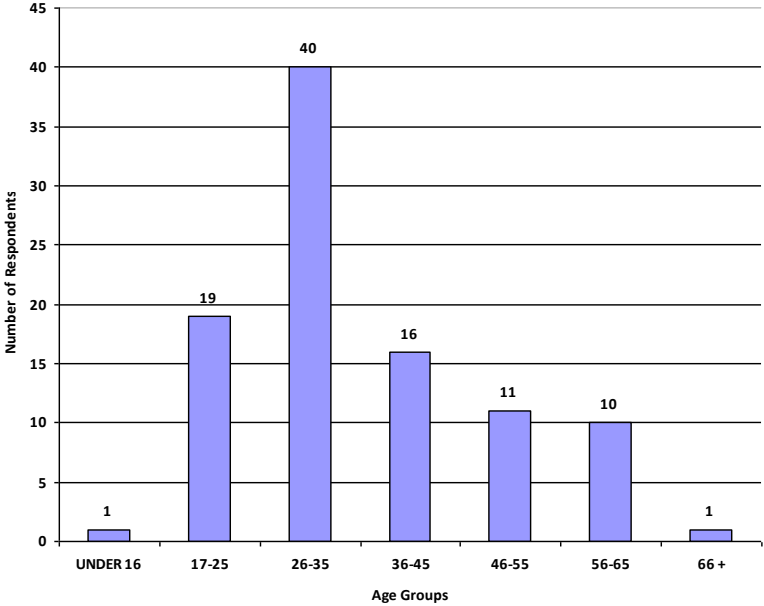


**Who took part in the Questionnaire? – Survey Demographics**

1) Male or Female respondents?

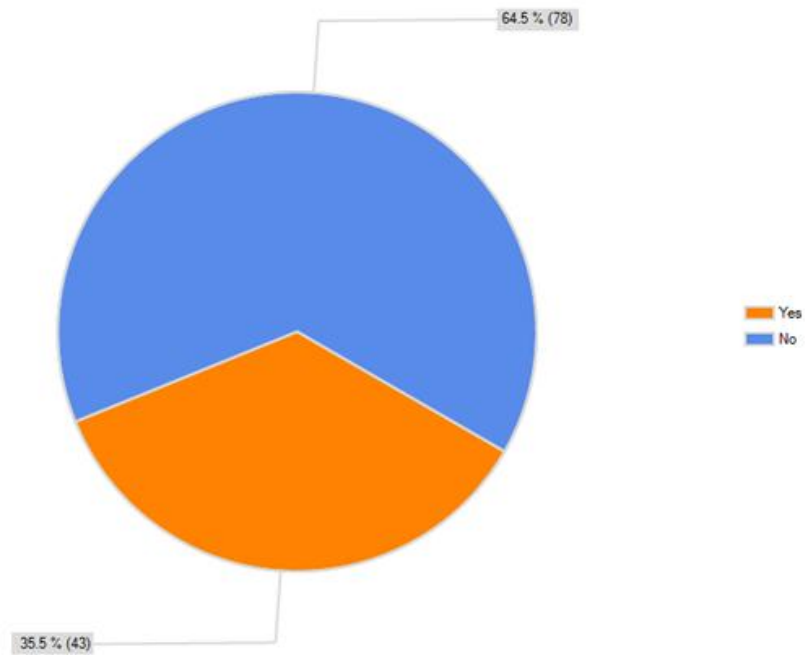


2) The age range of respondents

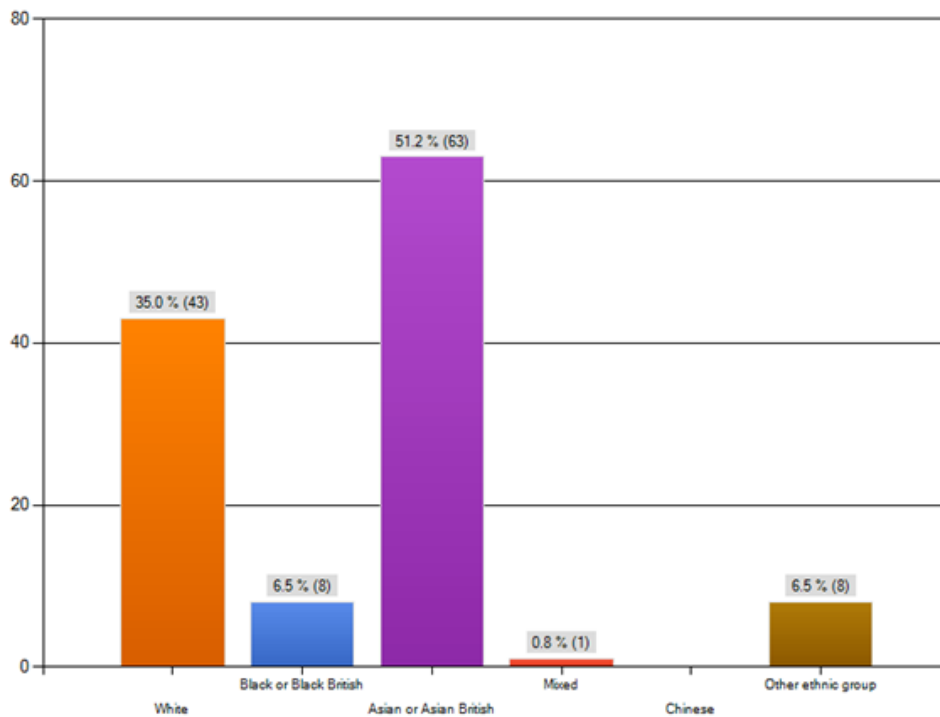


### 3) The types of respondents

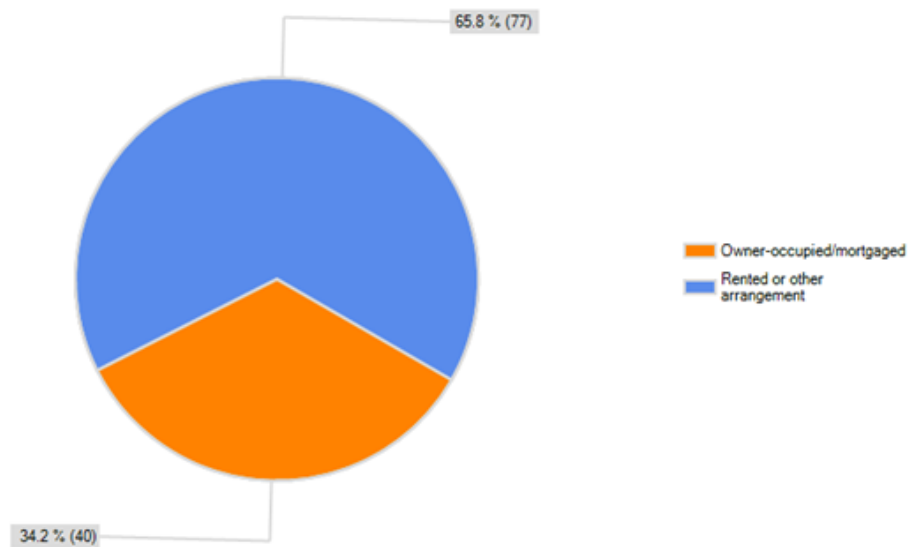
a) Do you have any long-standing illnesses, disabilities or infirmities?



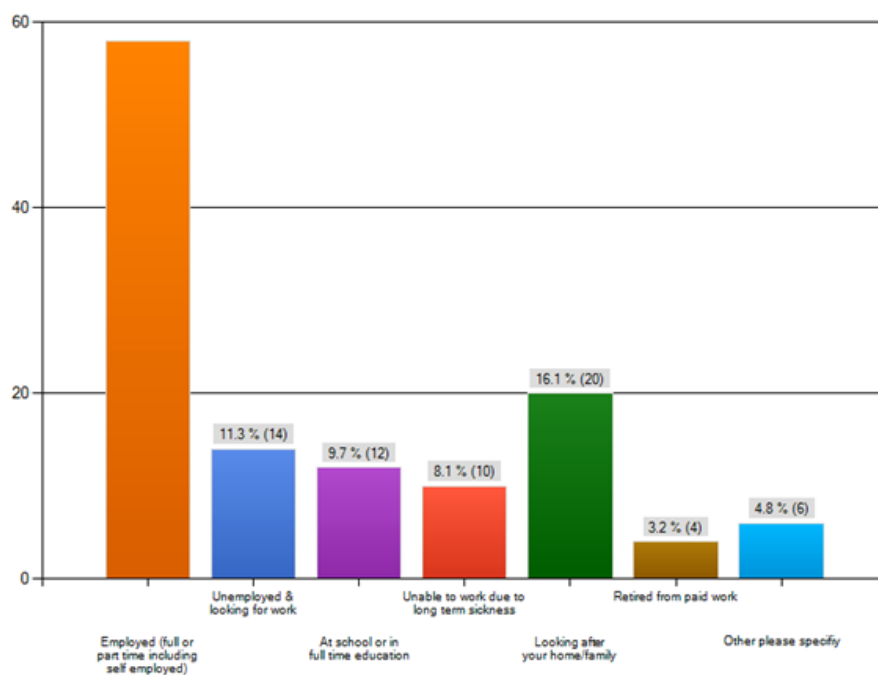
b) Ethnicity



c) Where you live?



d) Occupation



**We hope you have found this report informative. Having reviewed the information received the Practice has completed an action plan which we would like our patients to review and feedback their comments. A copy of the action plan is available in the Practice waiting room for review, and is also available on the Practice website – [www.highgreenmedicalpractice.co.uk](http://www.highgreenmedicalpractice.co.uk) – please fill out one of the patients feedback slips in the waiting room and post it in the patient suggestion box to provide the Practice with your feedback – We look forward to hearing from you - *Thank you***