

Greenview Surgery

Here are the results of the 2014 Patient Survey.

ABOUT APPOINTMENTS

1. How easy is it to speak to a Doctor or Nurse at Greenview Surgery?

25% Very Easy	58% Easy	13% Not Easy	4% Never tried
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2. How long after initially contacting the surgery did you actually see or speak to them?

64% On the same day	10% On the next working day	15% A few days later	8% A week or more later	3% Never tried
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ABOUT RECEPTION

3. How helpful do you find the receptionists at Greenview Surgery? (Please tick one box)

41% Very Helpful	52% Helpful	6.5% Not helpful	0.5% Never tried
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4. How easy is it to get through by 'phone'?

12% Very Easy	39% Easy	48% Not Easy	1% Never tried
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5. For urgent appointments were you seen on the same day?

74% Yes	8% No	18% Never tried
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6. How far ahead would you like to book appointments?

33% Same day	46% 1 Week	13% 2 Weeks	7% 4 Weeks
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7. How strongly do you feel about seeing the same Doctor each time?

29% Very strongly	27% Strongly	26% No strong feelings	18% As long as I see a doctor I don't mind
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ABOUT THE SERVICE AT GREENVIEW

8. How do you rate the services provided?

27% Excellent	46% Very good	25% Good	2% Poor
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9. Would you recommend Greenview Surgery to friends or family?

90% Yes	2% No	8% Undecided
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ABOUT GREENVIEW SURGERY PATIENT PARTICIPATION GROUP

10. Did you know a Patient Group exists?

10% Yes	90% No
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11. Would you like to join the Group?

12% Yes	88% No
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