

# Watling Vale Medical Centre

## Patient Survey – 2011/12

The following questions were asked of all patients currently registered with the surgery website as well as inviting the participation from any patient who visited the surgery. All patient answers were entered online via a survey attached to the surgery website. All replies were stored anonymously and the answers collated as shown below.

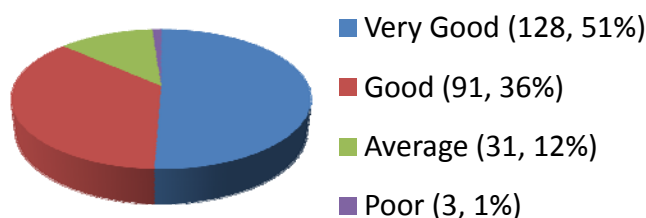
The legend for the graphs below show the answer the patient chose that best suited their opinion and the numbers in the brackets show first the number of people that chose that option and then the percentage of the total responses for that questions that this represents. It should be noted that not every patient answered all the questions in the survey.

A total of 254 patients submitted answers to the survey.

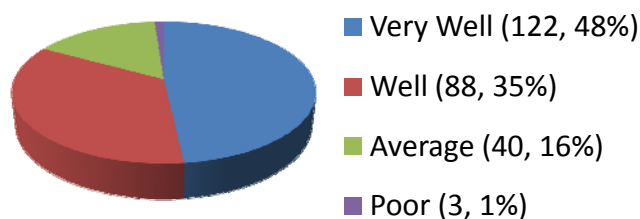
### Customer service

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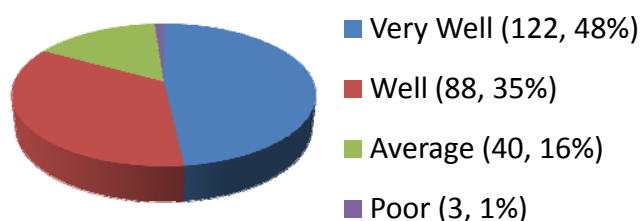
#### *Q1. How is your welcome and greeting upon arrival at the reception?*



#### *Q2. How did our reception team answer your questions or concerns?*



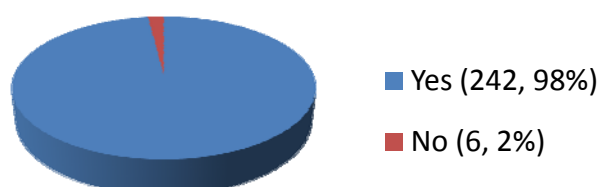
#### *Q3. Considering the response of our staff, our premises and general experience, how would you rate us overall?*



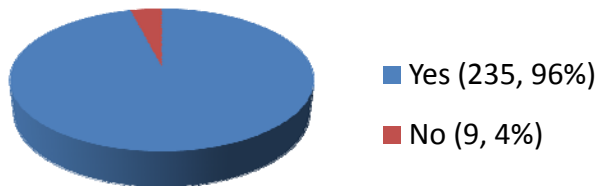
#### **When speaking to the GP, nurse or receptionist do you feel sufficient checks are made to maintain your confidentiality?**

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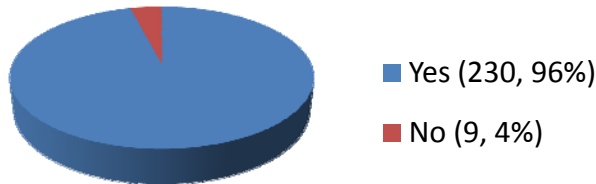
#### *Q4. When requesting results.*



**Q5. When requesting information**



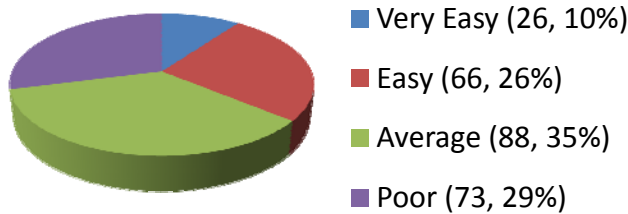
**Q6. Before starting a consultation.**



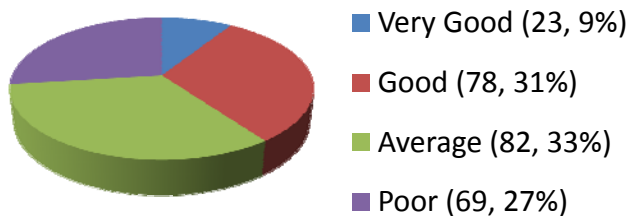
**Appointments**

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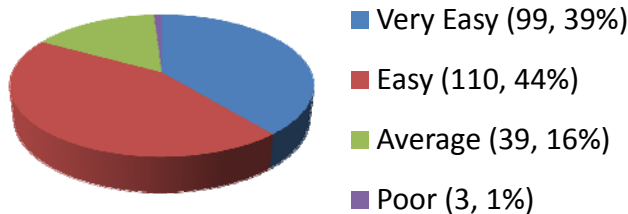
**Q7. How do you rate the ease of booking an appointment?**



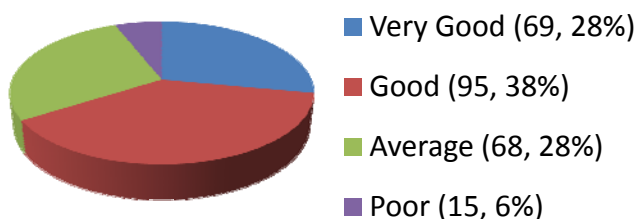
**Q8. How do you rate the variety of appointment times available for booking? For example book on the day, pre-bookable, emergency and telephone appointments.**



**Q9. How easy do you find it to cancel an appointment at the Surgery?**



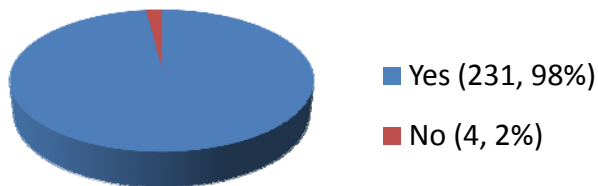
**Q10. Reflecting on the above, how effectively do you rate our communication with our patients? For example by telephone, visiting the surgery, website, newsletter.**



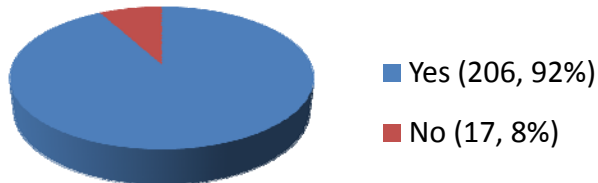
## Prescription requests

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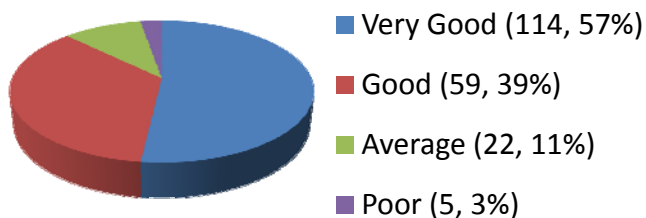
**Q11. Do you receive your prescription within the agreed timescale of 48 hours?**



**Q12. Do you always receive the correct numbers of items requested that can be issued as a repeat prescription?**



**Q13. How would you rate the ease of ordering a repeat prescription via our website?**



## Other comments

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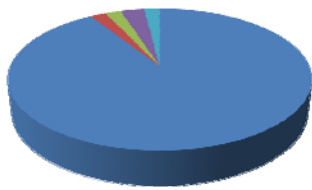
**Q14. Any other comments (positive or negative)?**

We received 141 comments on various topics.

## Equality and diversity monitoring

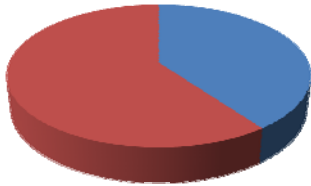
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### Q15. What is your Ethnic Origin?



- White (225, 91%)
- Mixed Race (5, 2%)
- Black or Black British (4, 2%)
- Asian or Asian British (7, 3%)
- Other Ethnic Groups (6, 2%)

### Q16. What is your Gender?



- Male (94, 40%)
- Female (143, 60%)

### Q17. What is your Age?



- 16-24 (6, 2%)
- 25-34 (17, 7%)
- 35-44 (43, 17%)
- 45-54 (51, 20%)
- 55-64 (88, 35%)
- 65-74 (41, 16%)
- 75+ (5, 2%)