



Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice
Questionnaire 2014'

Results

Survey 29885

Number of records in this query:	19
Total records in survey:	19
Percentage of total:	100.00%



Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice
Questionnaire 2014'



Field summary for 001

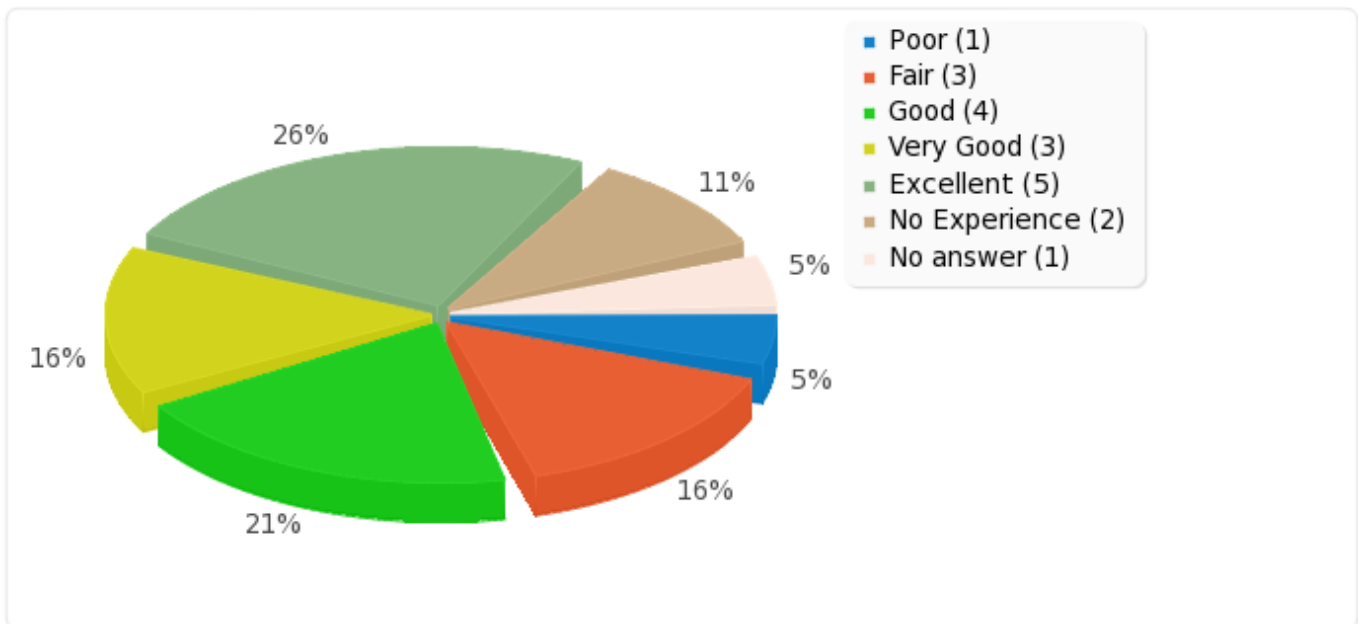
Speed at which the telephone was answered initially

Answer	Count	Percentage
Poor (A1)	1	5.26%
Fair (A2)	3	15.79%
Good (A3)	4	21.05%
Very Good (A4)	3	15.79%
Excellent (A5)	5	26.32%
No Experience (A6)	2	10.53%
No answer	1	5.26%



Field summary for 001

Speed at which the telephone was answered initially





Field summary for 003

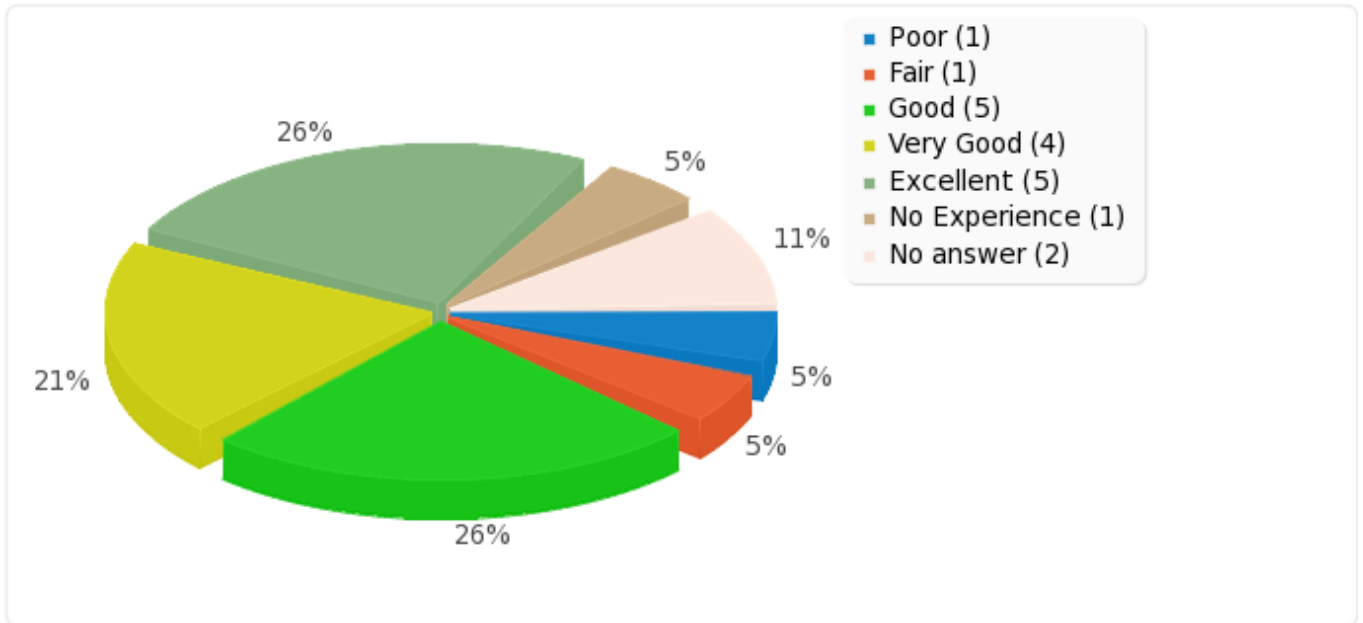
Length of time you had to wait for an appointment

Answer	Count	Percentage
Poor (A1)	1	5.26%
Fair (A2)	1	5.26%
Good (A3)	5	26.32%
Very Good (A4)	4	21.05%
Excellent (A5)	5	26.32%
No Experience (A6)	1	5.26%
No answer	2	10.53%



Field summary for 003

Length of time you had to wait for an appointment





Field summary for 004

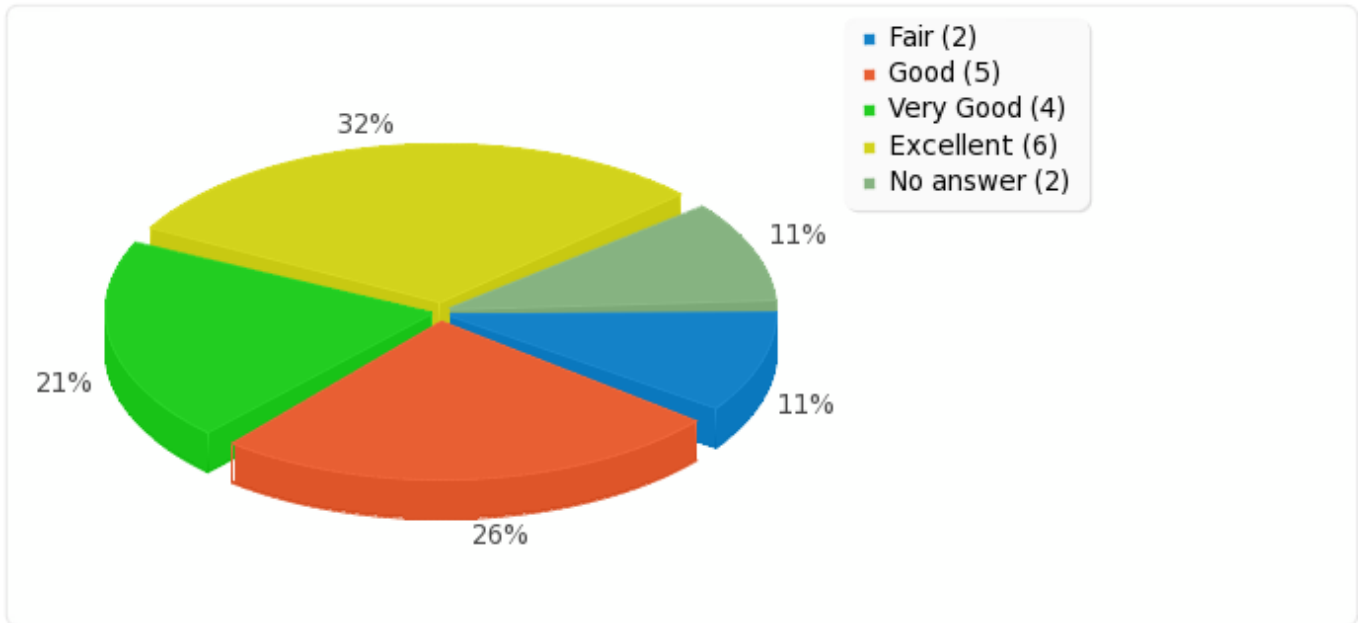
Convenience of day and time of your appointment

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	2	10.53%
Good (A3)	5	26.32%
Very Good (A4)	4	21.05%
Excellent (A5)	6	31.58%
No Experience (A6)	0	0.00%
No answer	2	10.53%



Field summary for 004

Convenience of day and time of your appointment





Field summary for 005

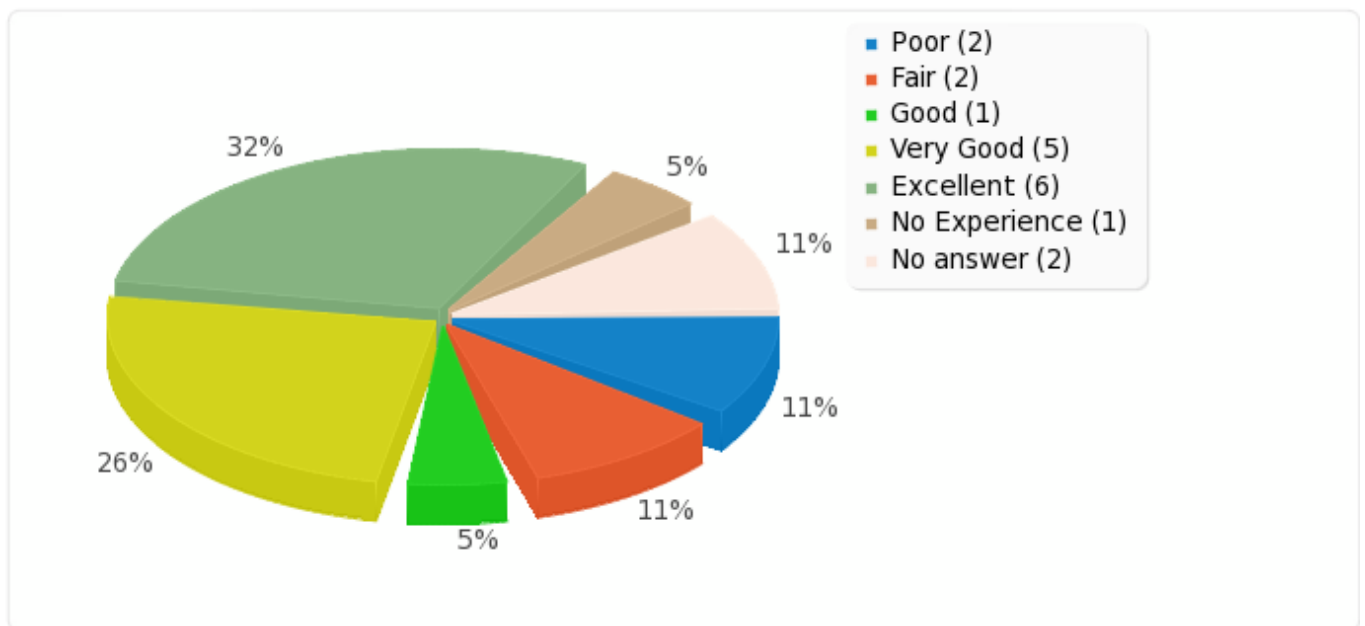
Seeing the Doctor of your choice

Answer	Count	Percentage
Poor (A1)	2	10.53%
Fair (A2)	2	10.53%
Good (A3)	1	5.26%
Very Good (A4)	5	26.32%
Excellent (A5)	6	31.58%
No Experience (A6)	1	5.26%
No answer	2	10.53%



Field summary for 005

Seeing the Doctor of your choice





Field summary for 007

Length of time waiting to see the Doctor or Nurse

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	4	21.05%
Good (A3)	3	15.79%
Very Good (A4)	5	26.32%
Excellent (A5)	5	26.32%
No Experience (A6)	0	0.00%
No answer	2	10.53%

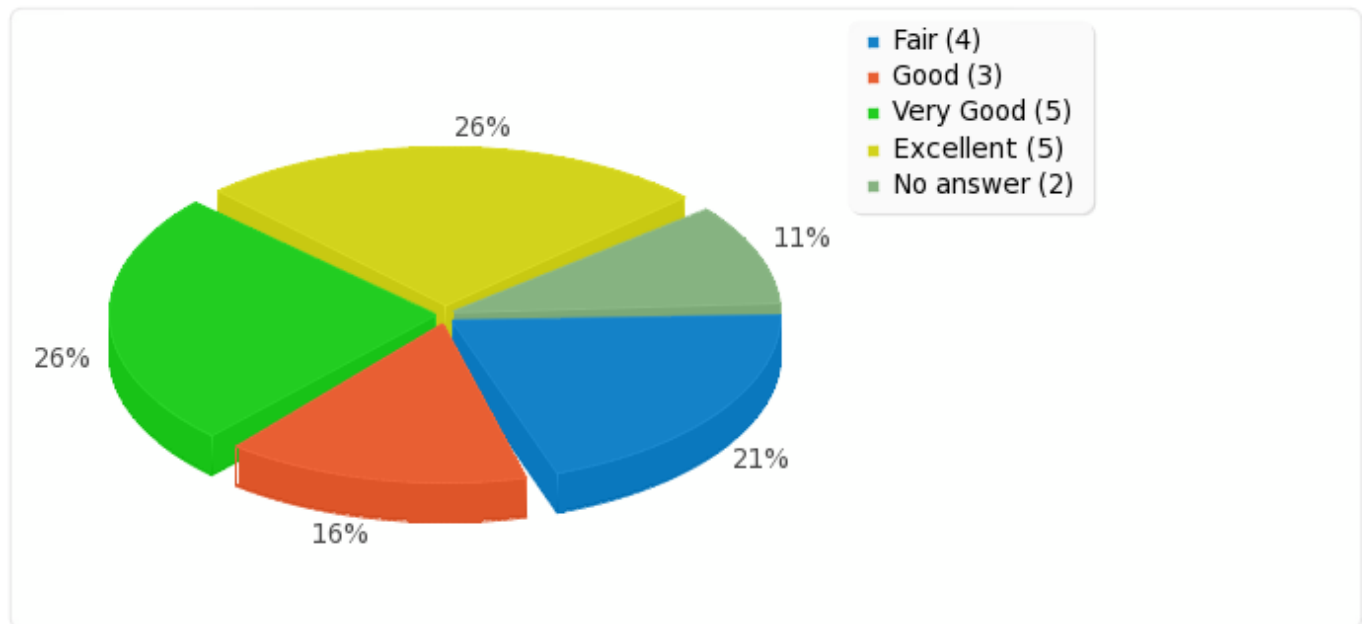


Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire 2014'

Field summary for 007

Length of time waiting to see the Doctor or Nurse





Field summary for 008

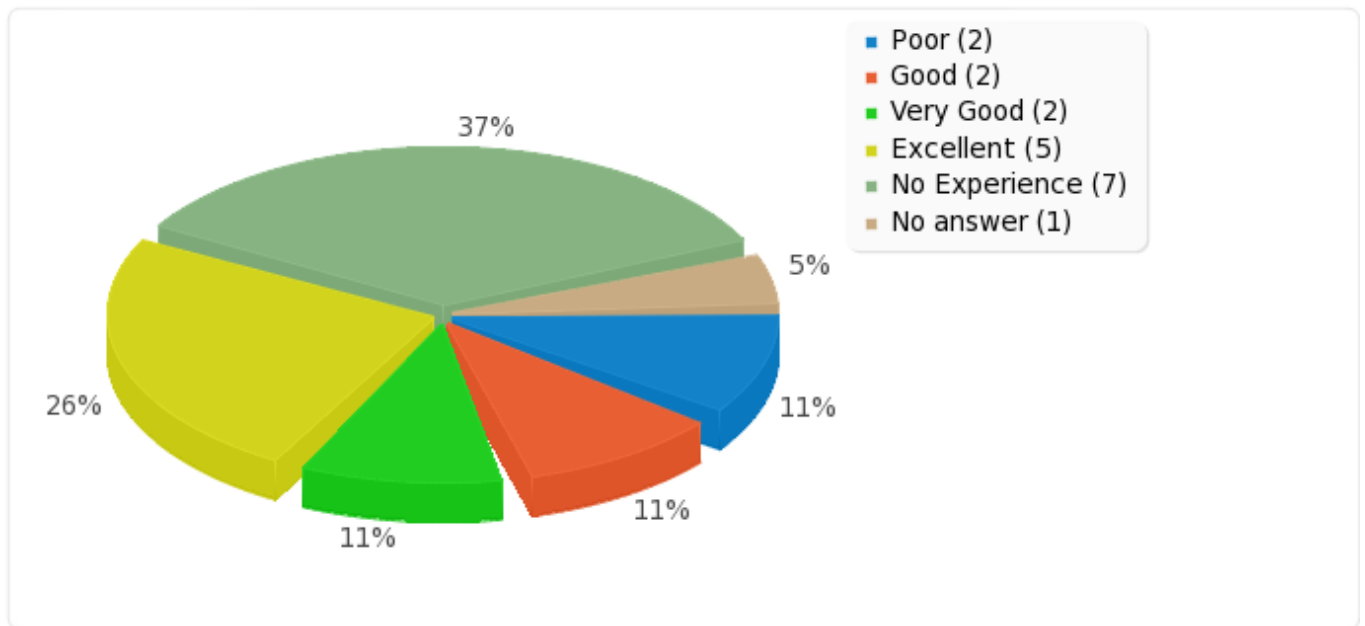
Opportunity of speaking to a Doctor or Nurse on the telephone when necessary

Answer	Count	Percentage
Poor (A1)	2	10.53%
Fair (A2)	0	0.00%
Good (A3)	2	10.53%
Very Good (A4)	2	10.53%
Excellent (A5)	5	26.32%
No Experience (A6)	7	36.84%
No answer	1	5.26%



Field summary for 008

Opportunity of speaking to a Doctor or Nurse on the telephone when necessary





Field summary for 009

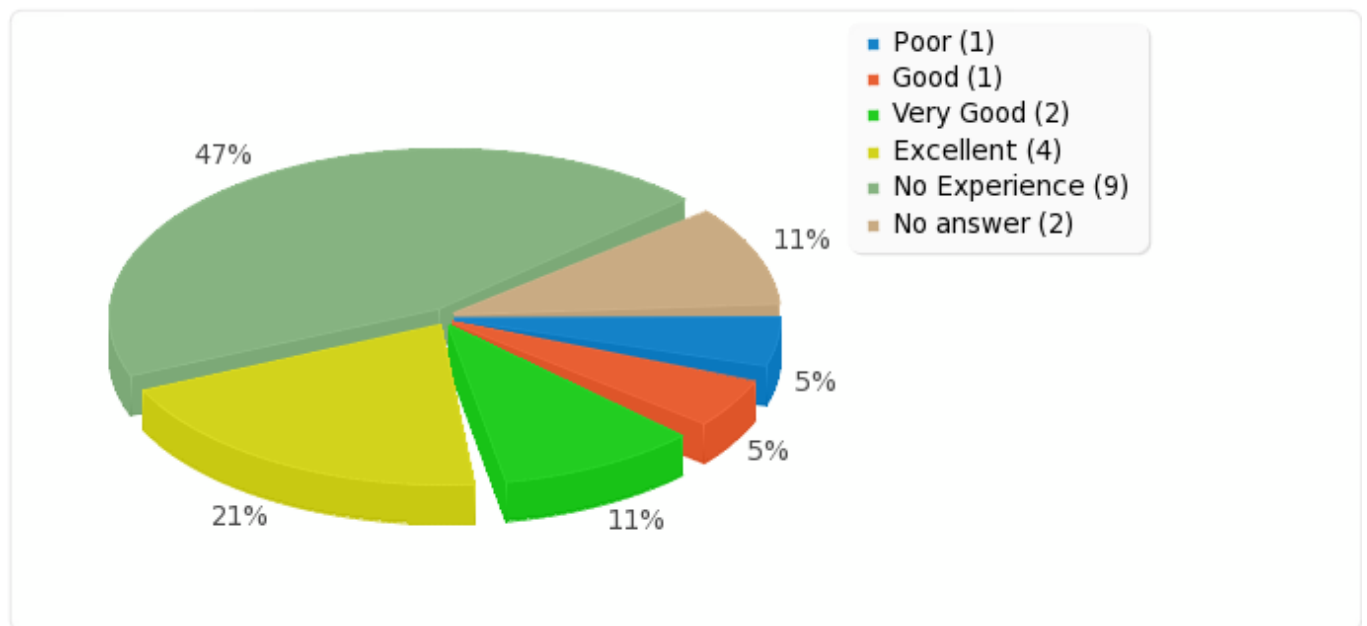
Opportunity of obtaining a home visit when necessary

Answer	Count	Percentage
Poor (A1)	1	5.26%
Fair (A2)	0	0.00%
Good (A3)	1	5.26%
Very Good (A4)	2	10.53%
Excellent (A5)	4	21.05%
No Experience (A6)	9	47.37%
No answer	2	10.53%



Field summary for 009

Opportunity of obtaining a home visit when necessary





Field summary for 010

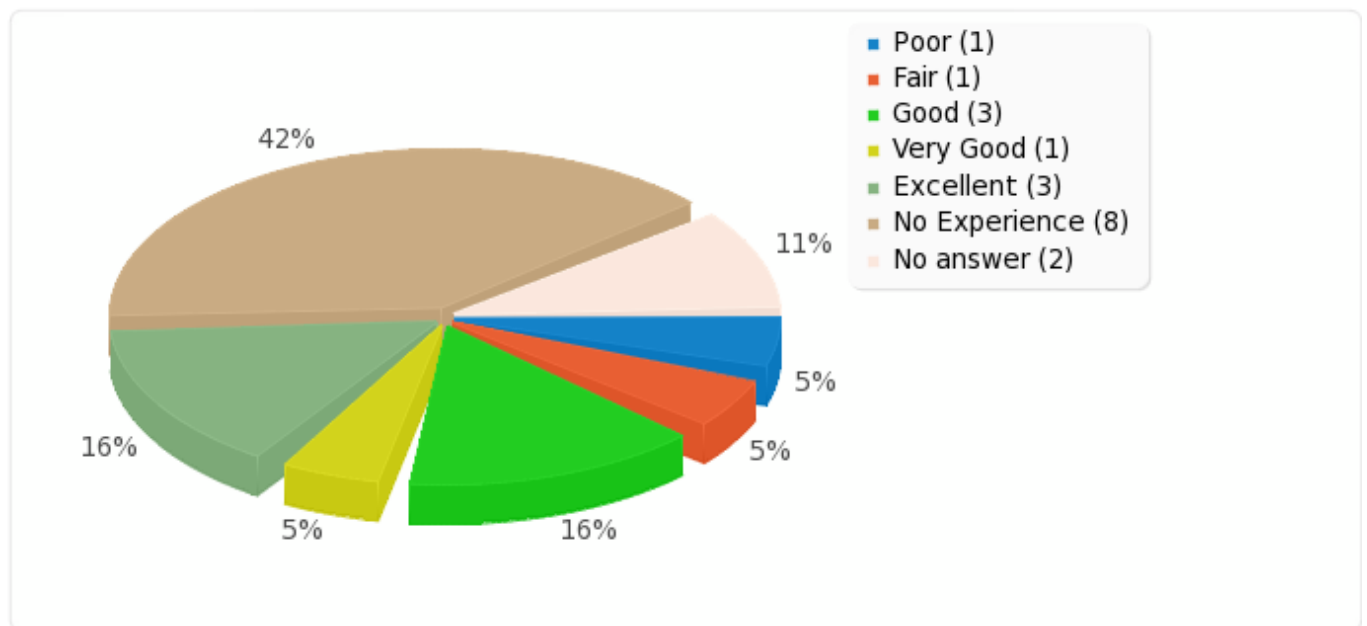
Level of satisfaction with the after hours service

Answer	Count	Percentage
Poor (A1)	1	5.26%
Fair (A2)	1	5.26%
Good (A3)	3	15.79%
Very Good (A4)	1	5.26%
Excellent (A5)	3	15.79%
No Experience (A6)	8	42.11%
No answer	2	10.53%



Field summary for 010

Level of satisfaction with the after hours service





Field summary for 011

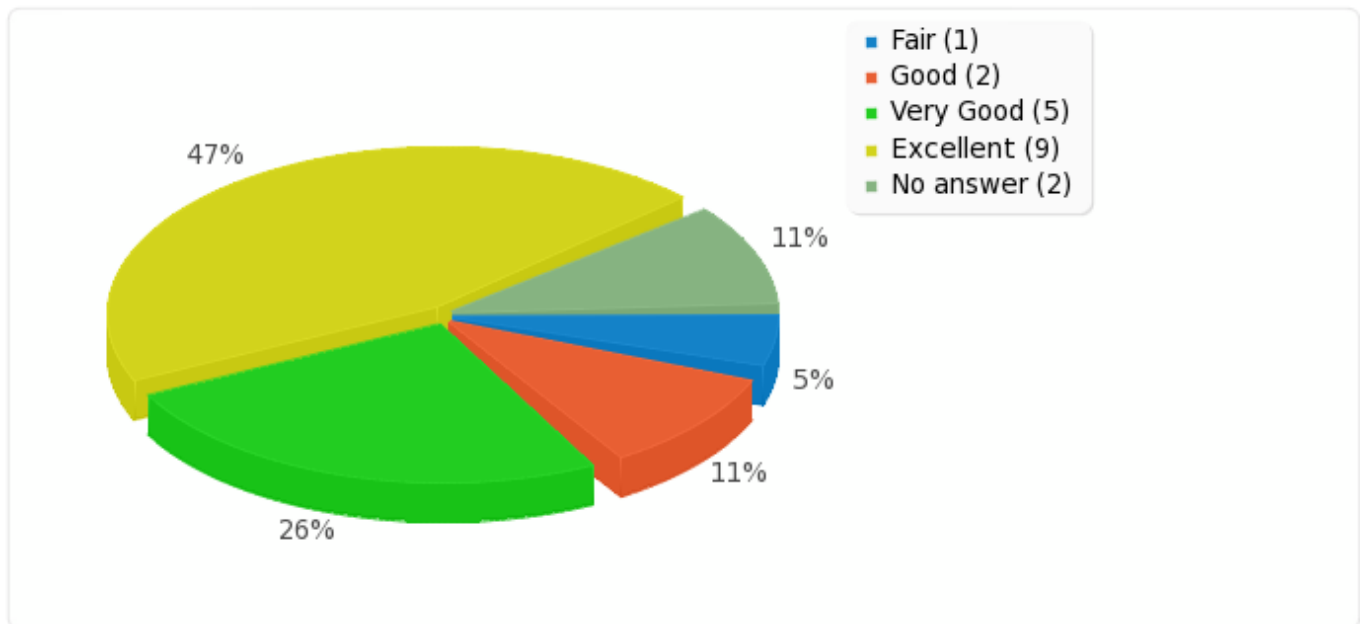
Prescription ready on time

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	1	5.26%
Good (A3)	2	10.53%
Very Good (A4)	5	26.32%
Excellent (A5)	9	47.37%
No Experience (A6)	0	0.00%
No answer	2	10.53%



Field summary for 011

Prescription ready on time





Field summary for 012

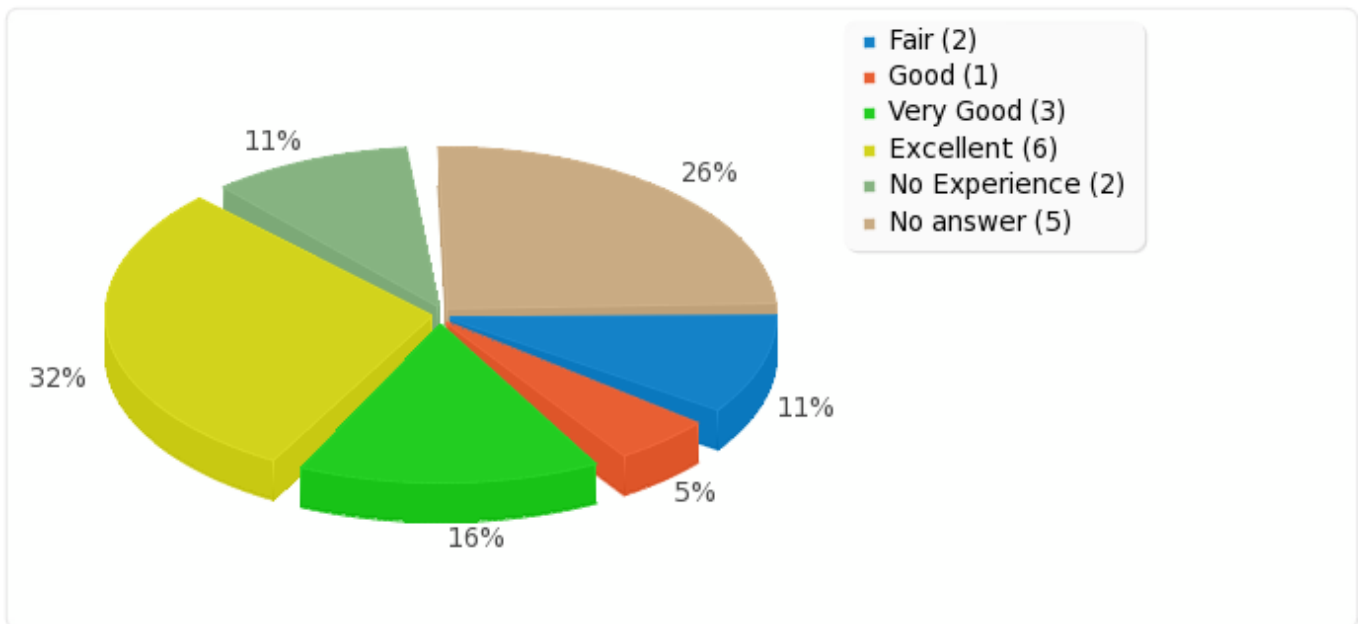
Prescription on line ordered correctly

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	2	10.53%
Good (A3)	1	5.26%
Very Good (A4)	3	15.79%
Excellent (A5)	6	31.58%
No Experience (A6)	2	10.53%
No answer	5	26.32%



Field summary for 012

Prescription on line ordered correctly





Field summary for 013

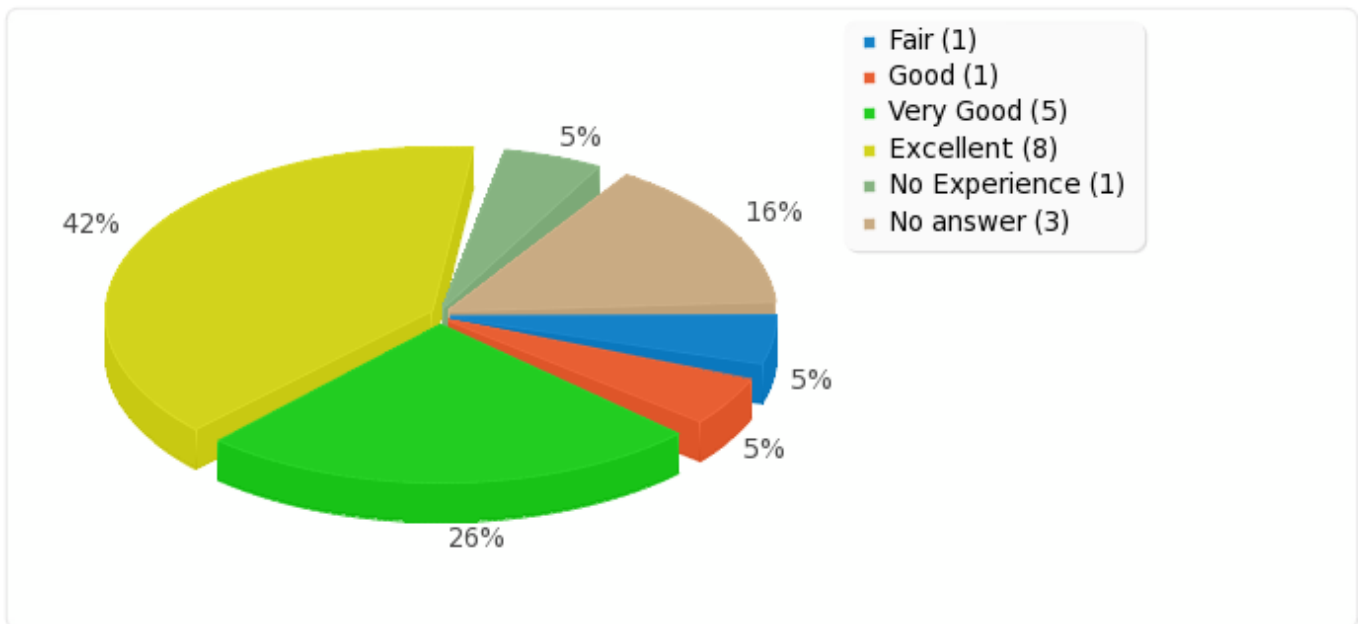
Prescription correctly issued

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	1	5.26%
Good (A3)	1	5.26%
Very Good (A4)	5	26.32%
Excellent (A5)	8	42.11%
No Experience (A6)	1	5.26%
No answer	3	15.79%



Field summary for 013

Prescription correctly issued





Field summary for 014

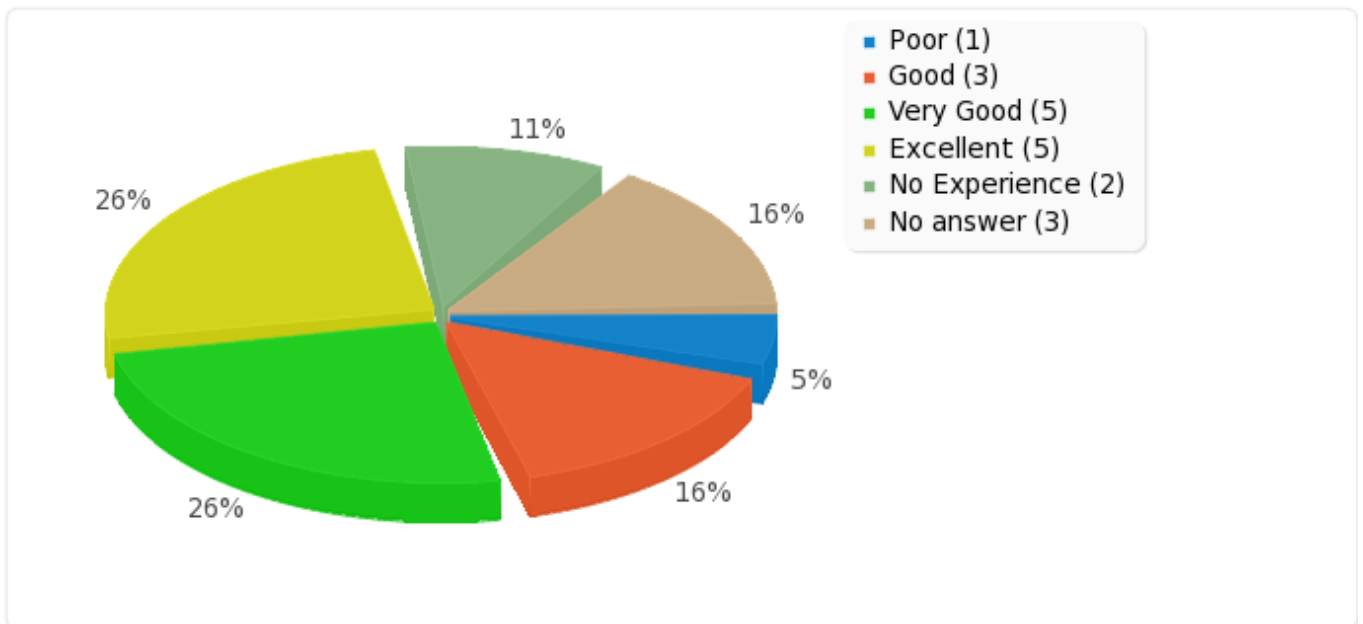
Handling of any queries

Answer	Count	Percentage
Poor (A1)	1	5.26%
Fair (A2)	0	0.00%
Good (A3)	3	15.79%
Very Good (A4)	5	26.32%
Excellent (A5)	5	26.32%
No Experience (A6)	2	10.53%
No answer	3	15.79%



Field summary for 014

Handling of any queries





Field summary for 015

Were you told when to contact us for your results?

Answer	Count	Percentage
Yes (Y)	12	63.16%
No (N)	2	10.53%
No answer	5	26.32%

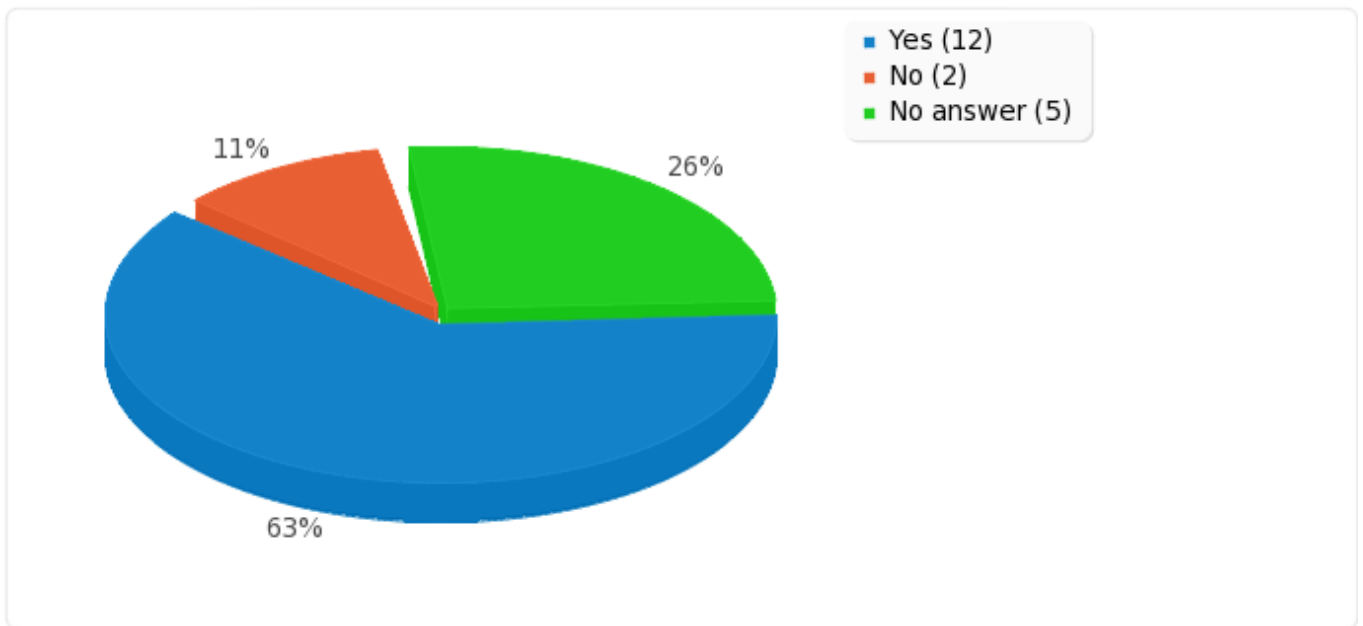


Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire 2014'

Field summary for 015

Were you told when to contact us for your results?



**Quick statistics**

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire 2014'

Field summary for 016

Results available when you contacted us

Answer	Count	Percentage
Yes (Y)	12	63.16%
No (N)	1	5.26%
No answer	6	31.58%

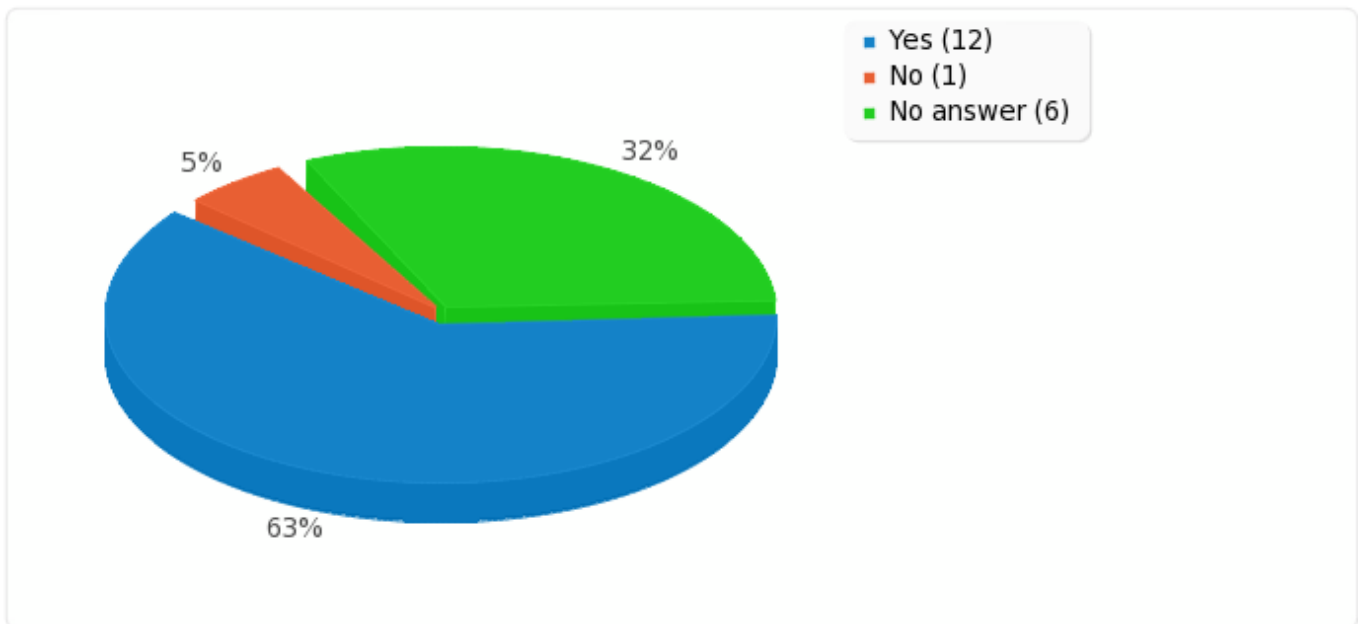


Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire 2014'

Field summary for 016

Results available when you contacted us





Field summary for 017

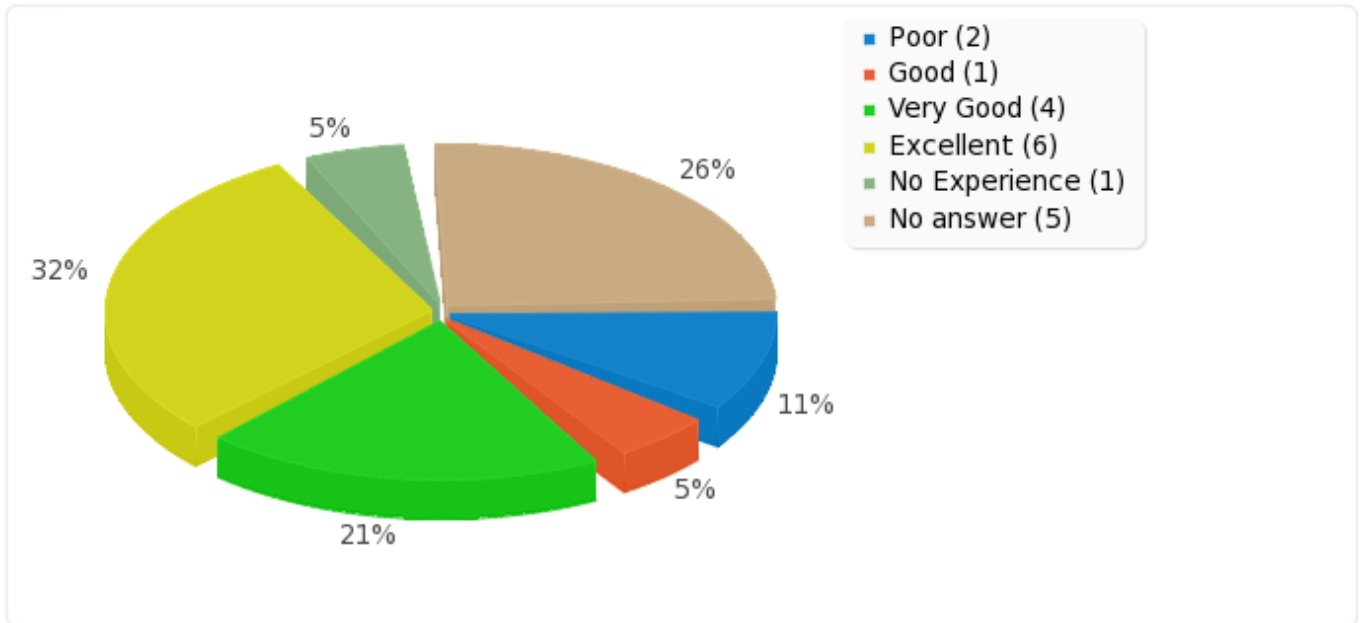
Level of satisfaction with the amount of information provided

Answer	Count	Percentage
Poor (A1)	2	10.53%
Fair (A2)	0	0.00%
Good (A3)	1	5.26%
Very Good (A4)	4	21.05%
Excellent (A5)	6	31.58%
No Experience (A6)	1	5.26%
No answer	5	26.32%



Field summary for 017

Level of satisfaction with the amount of information provided





Field summary for 018

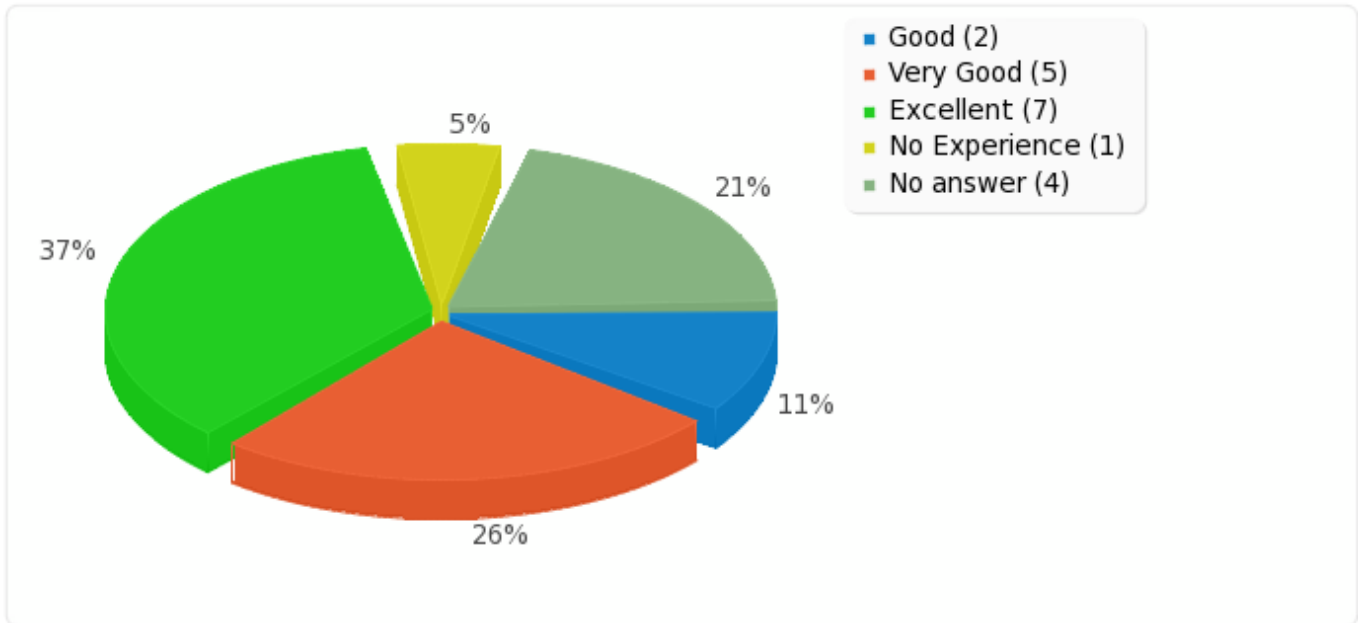
Level of satisfaction with the manner in which the result was given

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	0	0.00%
Good (A3)	2	10.53%
Very Good (A4)	5	26.32%
Excellent (A5)	7	36.84%
No Experience (A6)	1	5.26%
No answer	4	21.05%



Field summary for 018

Level of satisfaction with the manner in which the result was given





Field summary for 019

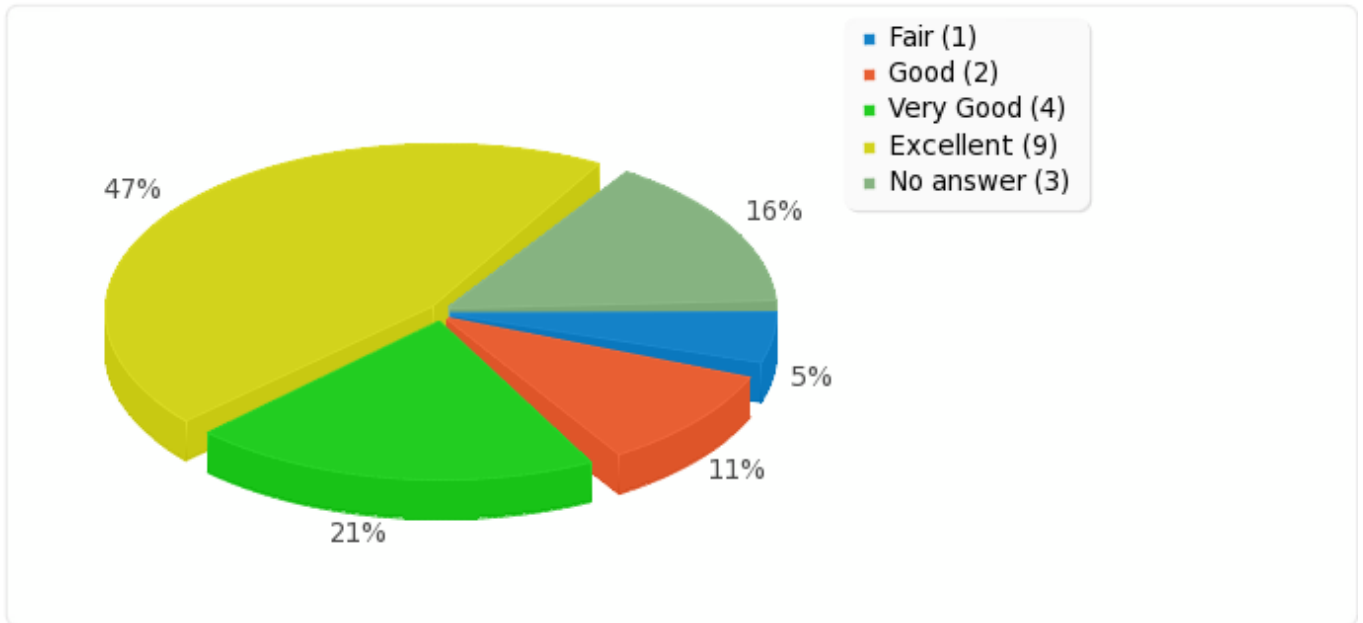
The information provided by the Reception staff

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	1	5.26%
Good (A3)	2	10.53%
Very Good (A4)	4	21.05%
Excellent (A5)	9	47.37%
No Experience (A6)	0	0.00%
No answer	3	15.79%



Field summary for 019

The information provided by the Reception staff





Field summary for 021

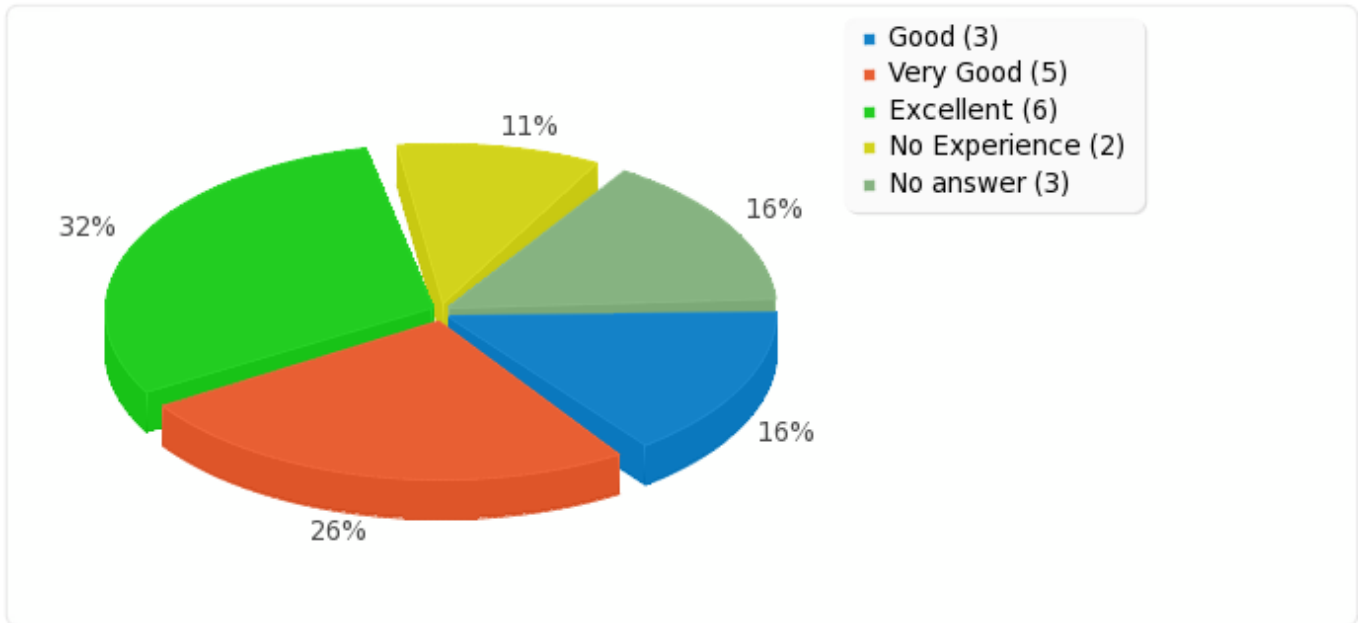
The information provided by other staff
i.e. - Secretary or Results Team

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	0	0.00%
Good (A3)	3	15.79%
Very Good (A4)	5	26.32%
Excellent (A5)	6	31.58%
No Experience (A6)	2	10.53%
No answer	3	15.79%



Field summary for 021

The information provided by other staff
i.e. - Secretary or Results Team





Field summary for 022

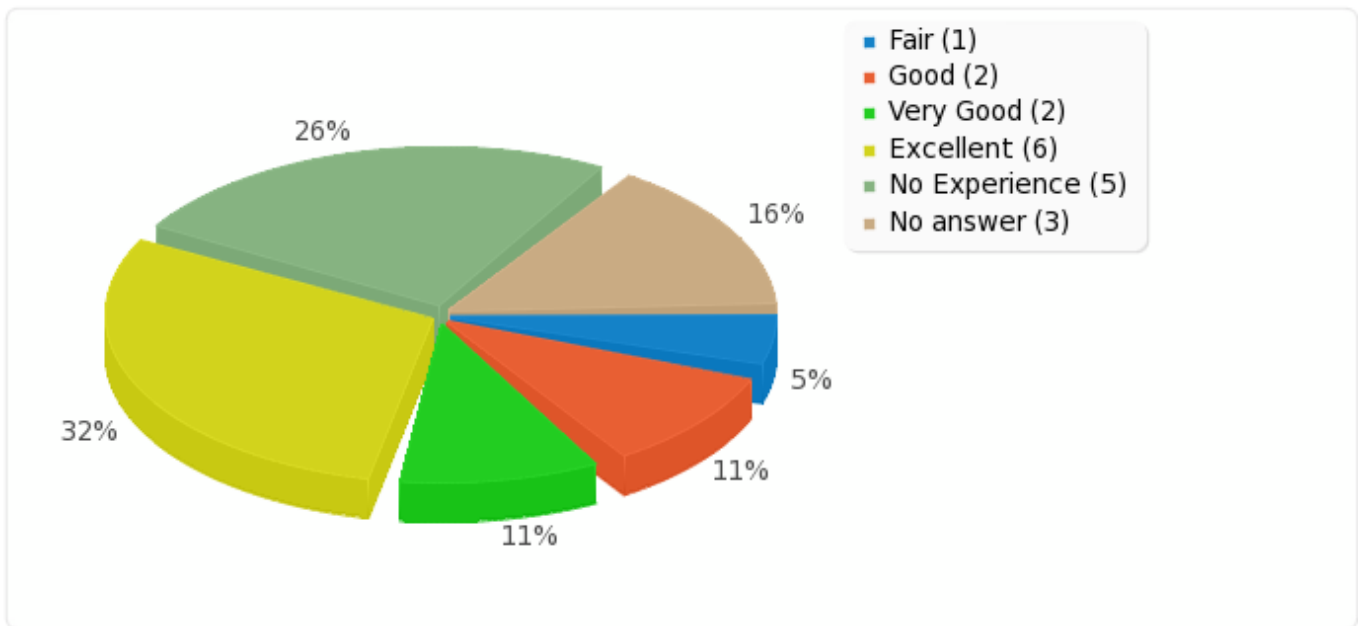
The helpfulness of other staff
i.e. - Admin/Practice Manager

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	1	5.26%
Good (A3)	2	10.53%
Very Good (A4)	2	10.53%
Excellent (A5)	6	31.58%
No Experience (A6)	5	26.32%
No answer	3	15.79%



Field summary for 022

The helpfulness of other staff
i.e. - Admin/Practice Manager





Field summary for 022a

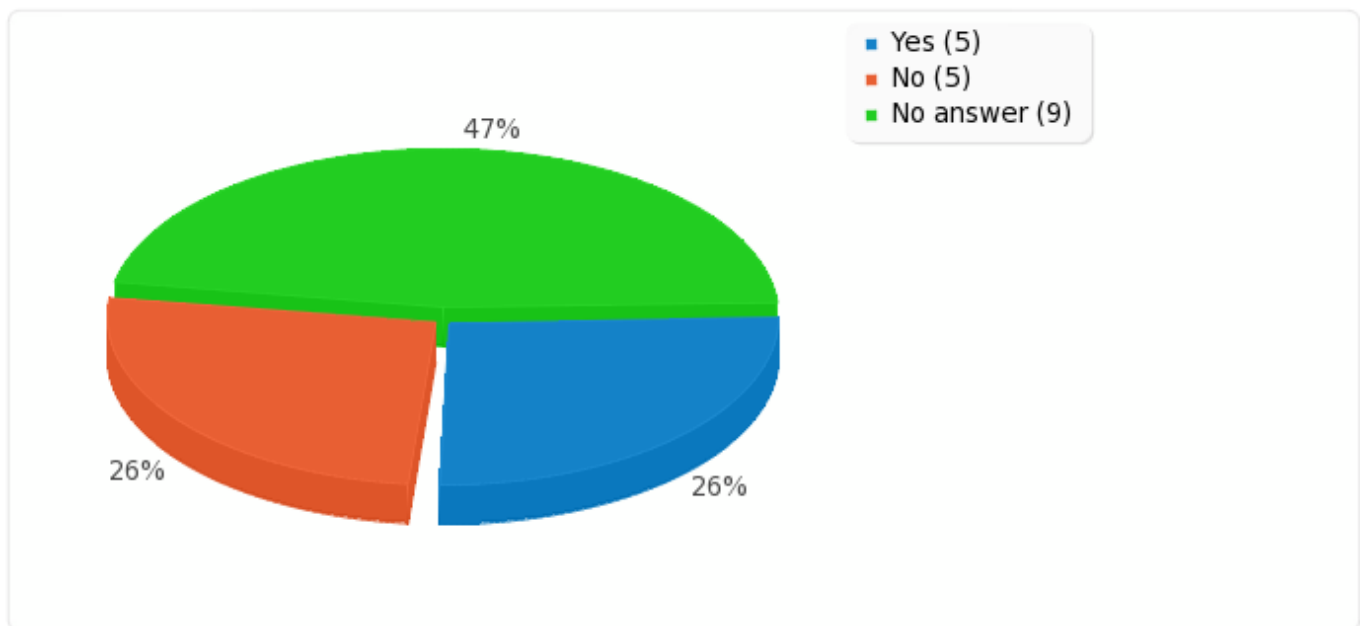
Did you know that you can email the surgery with any questions you have for
the Doctors or Nurses?

Answer	Count	Percentage
Yes (Y)	5	26.32%
No (N)	5	26.32%
No answer	9	47.37%



Field summary for 022a

Did you know that you can email the surgery with any questions you have for
the Doctors or Nurses?





Field summary for 022b

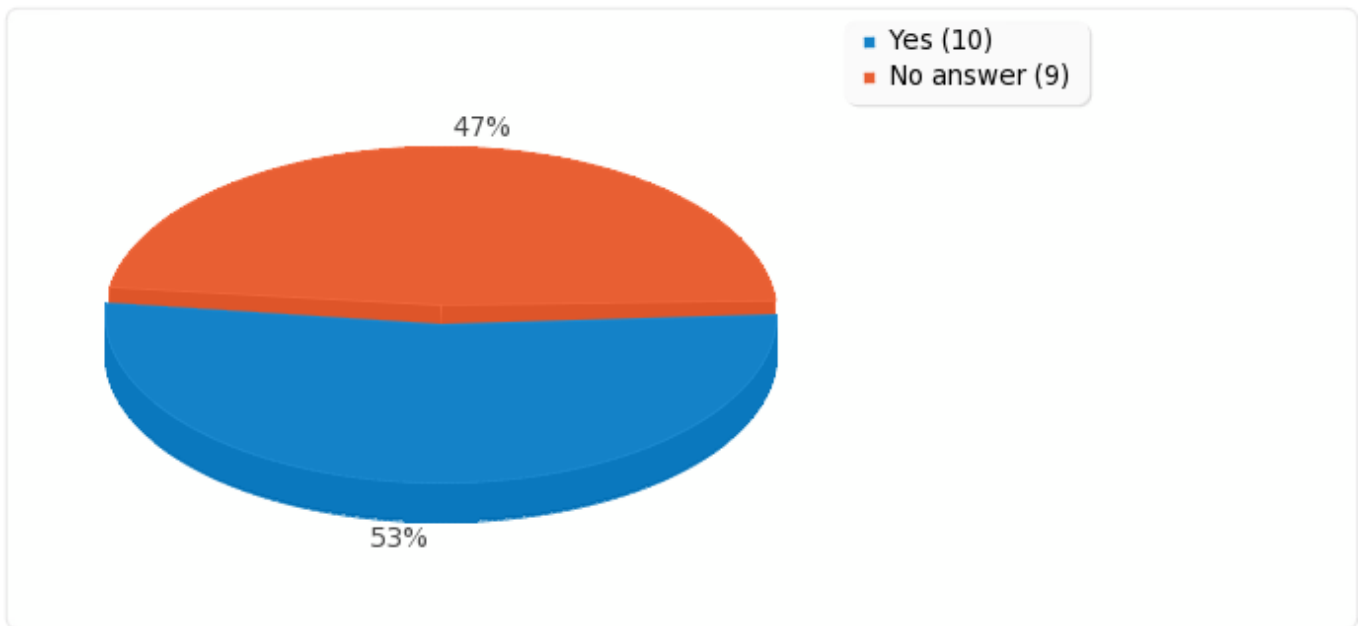
Are you aware of our late night surgeries most Tuesday & Wednesdays 6.30 -
8.00pm and most Saturday mornings 8.30 - 11.30am?

Answer	Count	Percentage
Yes (Y)	10	52.63%
No (N)	0	0.00%
No answer	9	47.37%



Field summary for 022b

Are you aware of our late night surgeries most Tuesday & Wednesdays 6.30 - 8.00pm and most Saturday mornings 8.30 - 11.30am?





Field summary for 022c

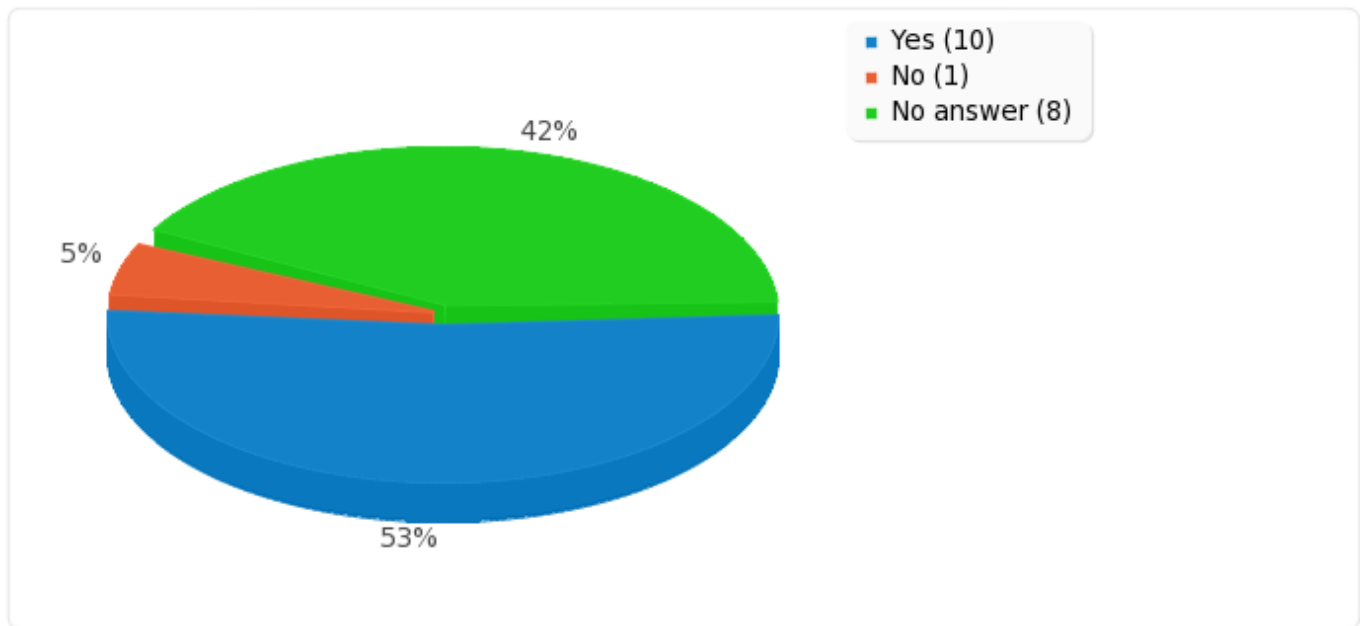
Did you know the practice is open from 8am?

Answer	Count	Percentage
Yes (Y)	10	52.63%
No (N)	1	5.26%
No answer	8	42.11%



Field summary for 022c

Did you know the practice is open from 8am?





Field summary for 023

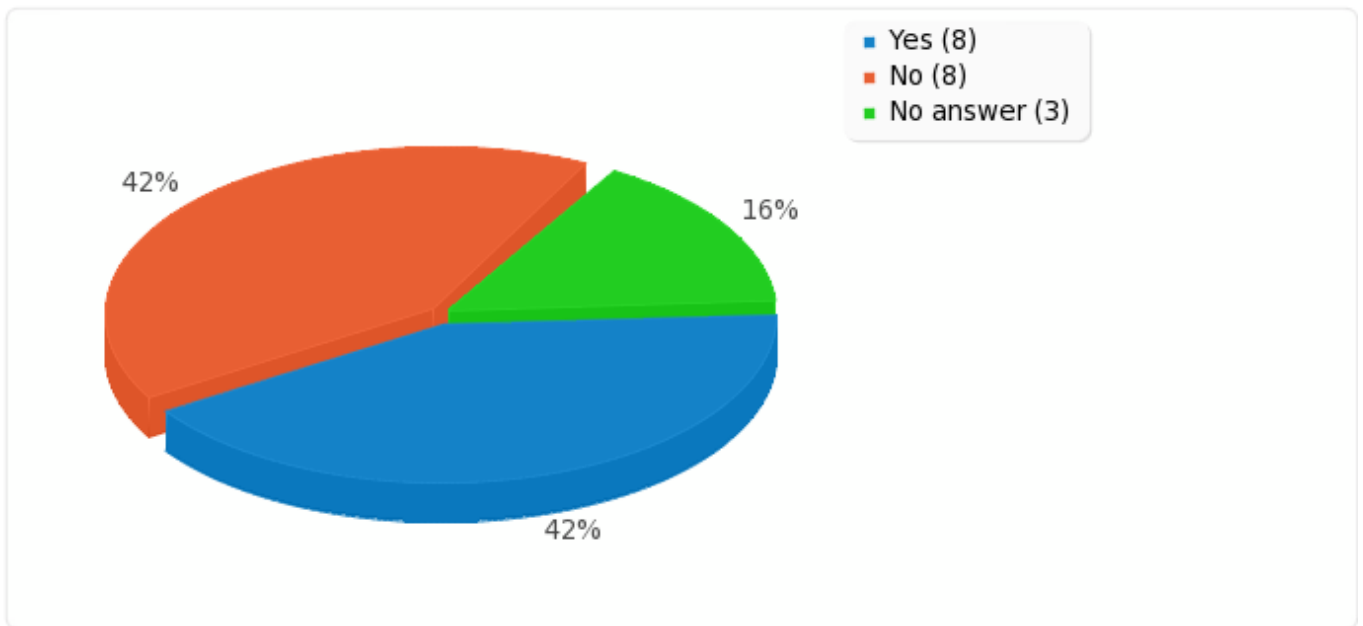
Do you use the online appointment system

Answer	Count	Percentage
Yes (Y)	8	42.11%
No (N)	8	42.11%
No answer	3	15.79%



Field summary for 023

Do you use the online appointment system





Field summary for 024

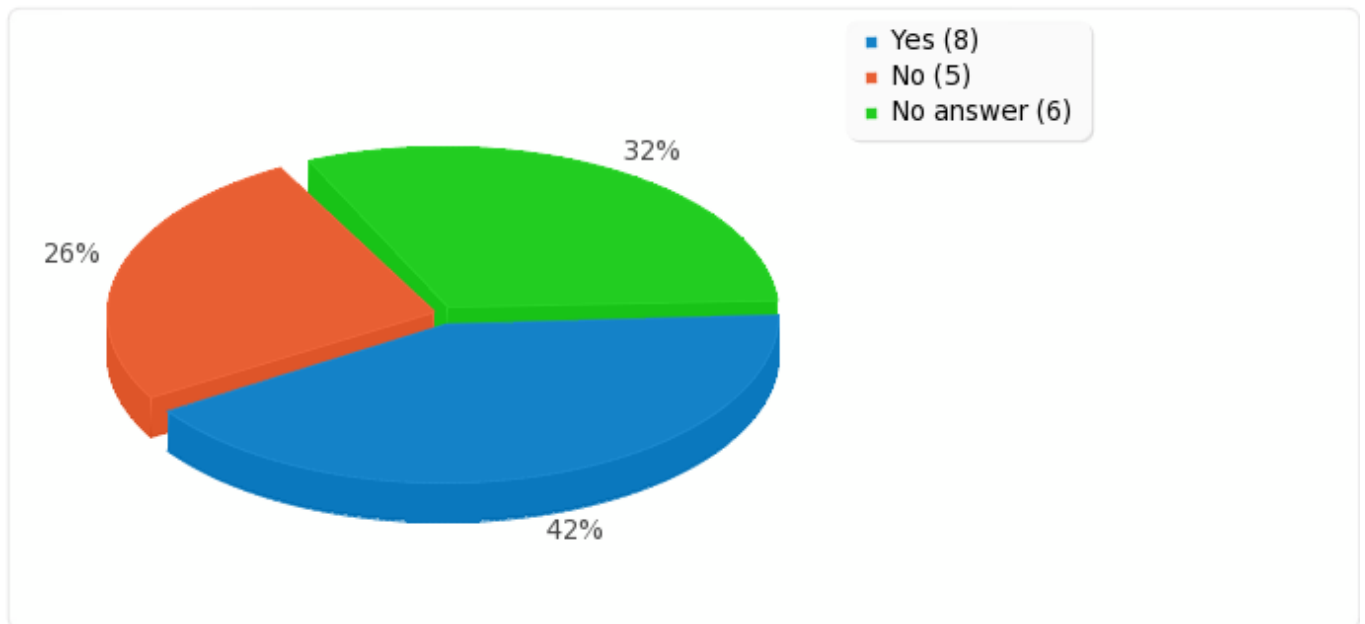
Are you aware of our text reminder service

Answer	Count	Percentage
Yes (Y)	8	42.11%
No (N)	5	26.32%
No answer	6	31.58%



Field summary for 024

Are you aware of our text reminder service





Field summary for 025

My overall satisfaction with this Practice

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	1	5.26%
Good (A3)	1	5.26%
Very Good (A4)	4	21.05%
Excellent (A5)	10	52.63%
No Experience (A6)	0	0.00%
No answer	3	15.79%

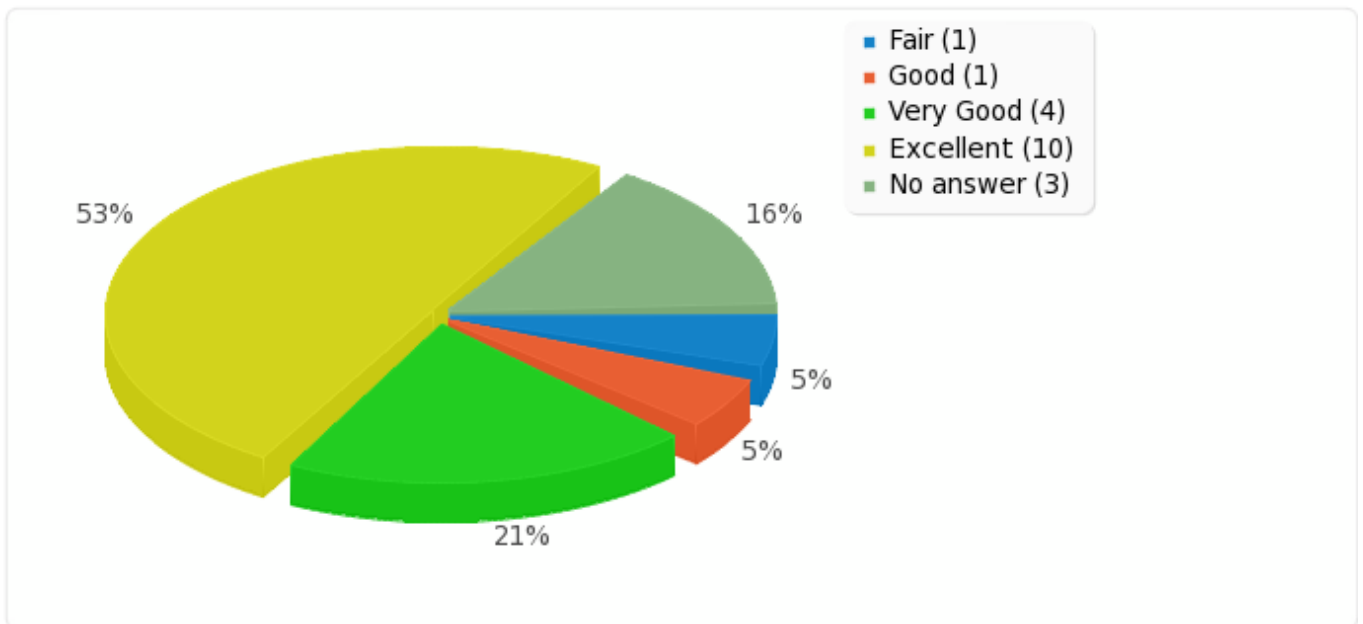


Quick statistics

Survey 29885 'FARLEY ROAD MEDICAL PRACTICE - Improving the Practice Questionnaire 2014'

Field summary for 025

My overall satisfaction with this Practice





Field summary for 027

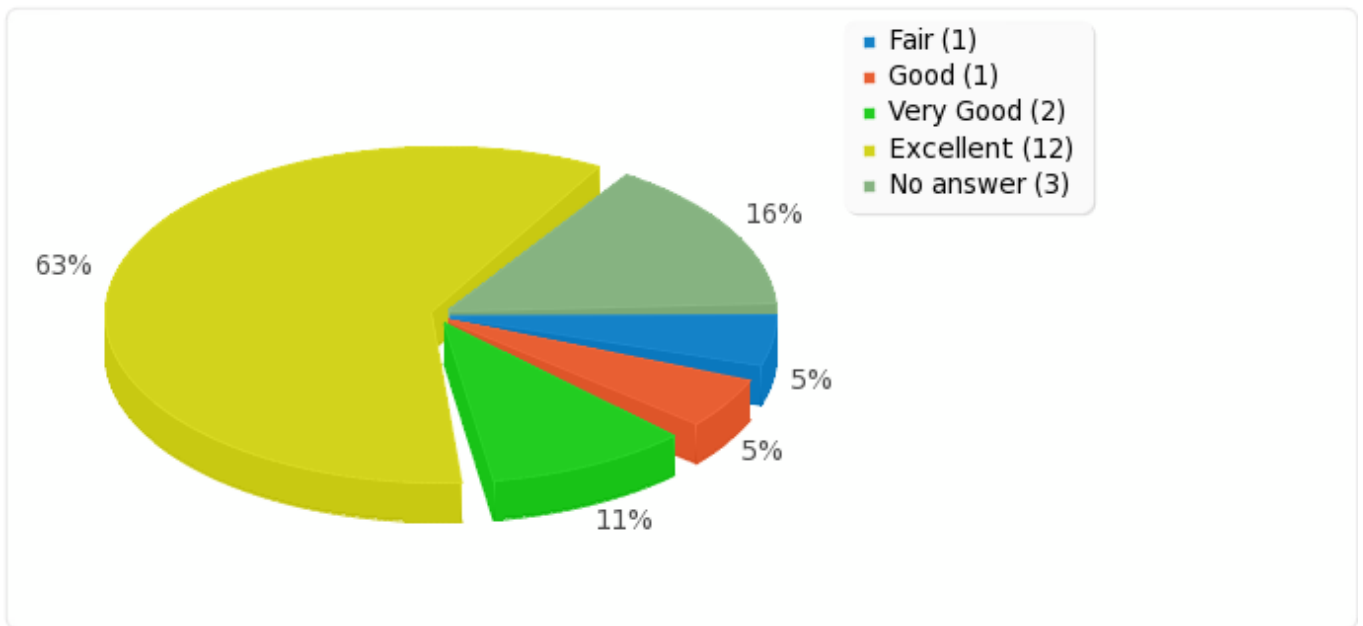
How clean is the surgery?

Answer	Count	Percentage
Poor (A1)	0	0.00%
Fair (A2)	1	5.26%
Good (A3)	1	5.26%
Very Good (A4)	2	10.53%
Excellent (A5)	12	63.16%
No Experience (A6)	0	0.00%
No answer	3	15.79%



Field summary for 027

How clean is the surgery?





Field summary for 026

Please tell us what changes you would like to see at your Practice:

□ For example - clinical care, getting an appointment, opening times, etc

Answer	Count	Percentage
Answer	8	42.11%
No answer	11	57.89%

Responses

N/A

Always a pleasure to use the surgery although thankfully not very often. Thank you

Better access to Saturday and evening appointments, especially online - they rarely seem to be available. Some indication on the online site as to whether there are further appointments that can only be booked by contacting the surgery. Check the location where to pick up the repeat prescriptions more closely - once I asked for it to go to a chemist and it stayed at the surgery and once I asked for it at the surgery and it went to the chemists. Otherwise it is all very good.

Small point, but it would be nice if the front door could stay open when pushed, to help pushchairs and wheelchairs get in.

Everything was perfect. Always got the help I needed.

Good over all service.

I would like the facility of booking an appointment online in advance for the Forestdale surgery. It can be difficult to get through at 8am on the day.

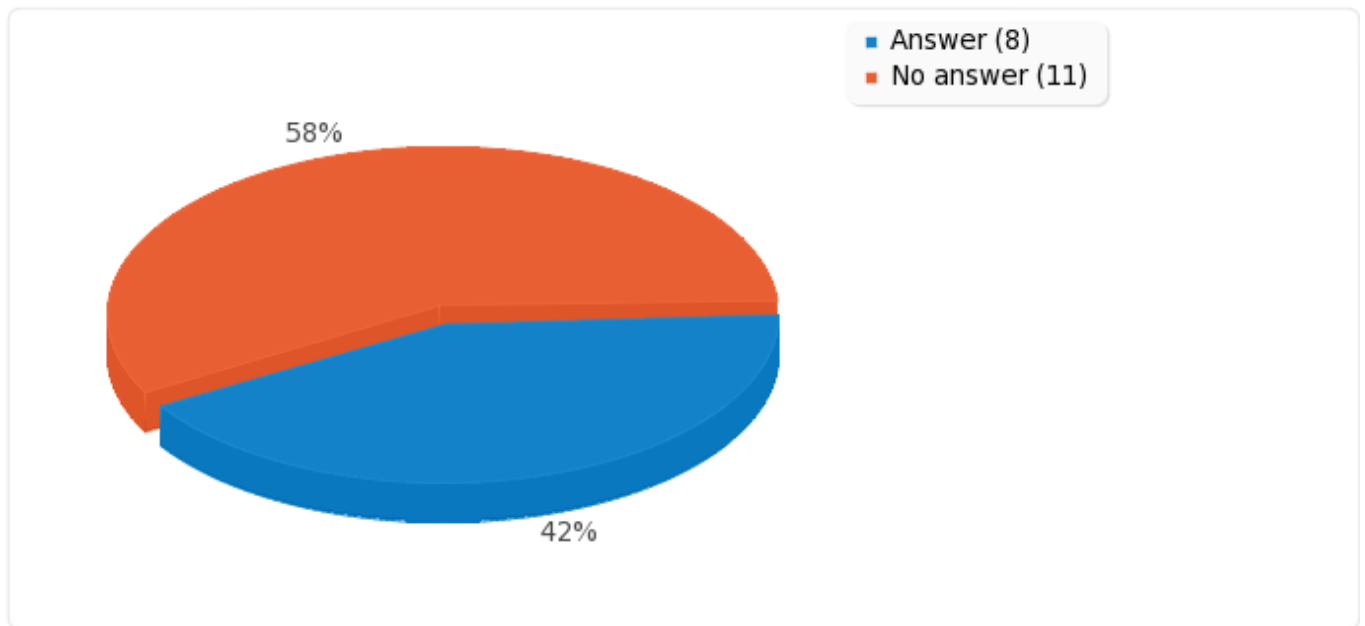
Online booking appointments to be returned. Disability prevents phone calls and have to rely on care staff coming in to make the call this is often after 8am. Why the past few days have online bookings been removed? Please rectify and put this option back for some people it's the only way appointments are possible.



Field summary for 026

Please tell us what changes you would like to see at your Practice:

For example - clinical care, getting an appointment, opening times, etc





Field summary for 029

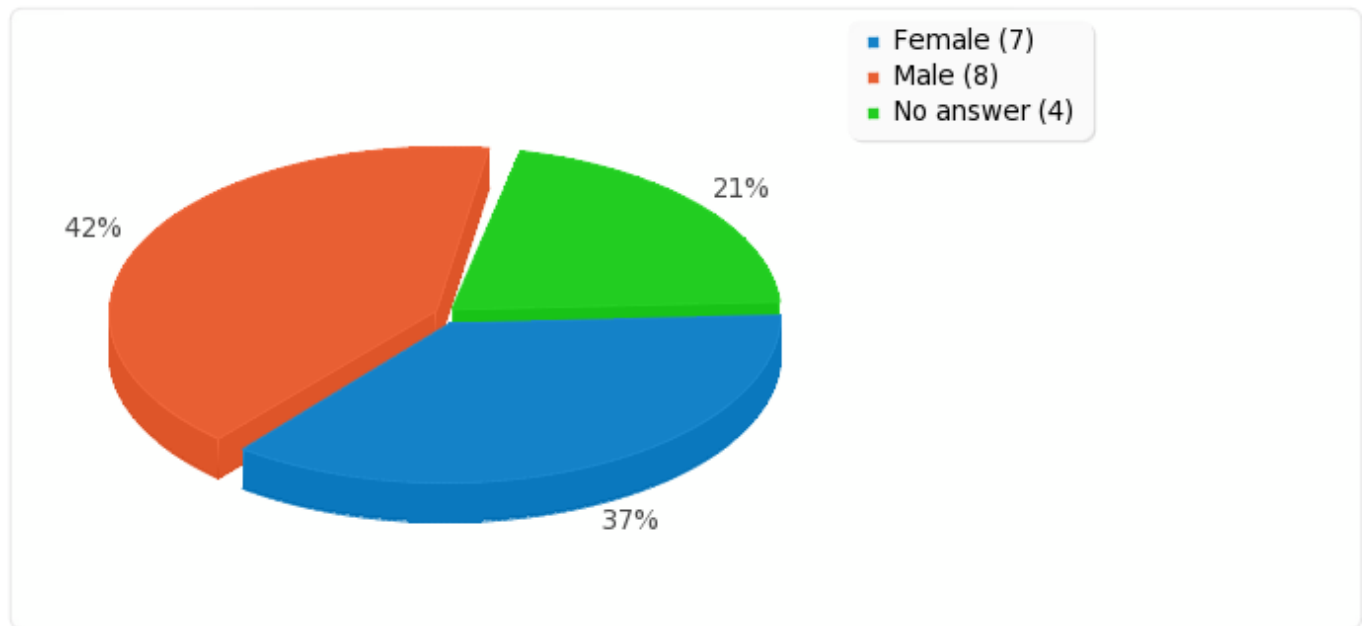
Are you male or female?

Answer	Count	Percentage
Female (F)	7	36.84%
Male (M)	8	42.11%
No answer	4	21.05%



Field summary for 029

Are you male or female?





Field summary for 030

How old are you?

Answer	Count	Percentage
Answer	16	84.21%
No answer	3	15.79%

Responses

51

47

54

56

71

49

32

42

78

65

66

65

83

60

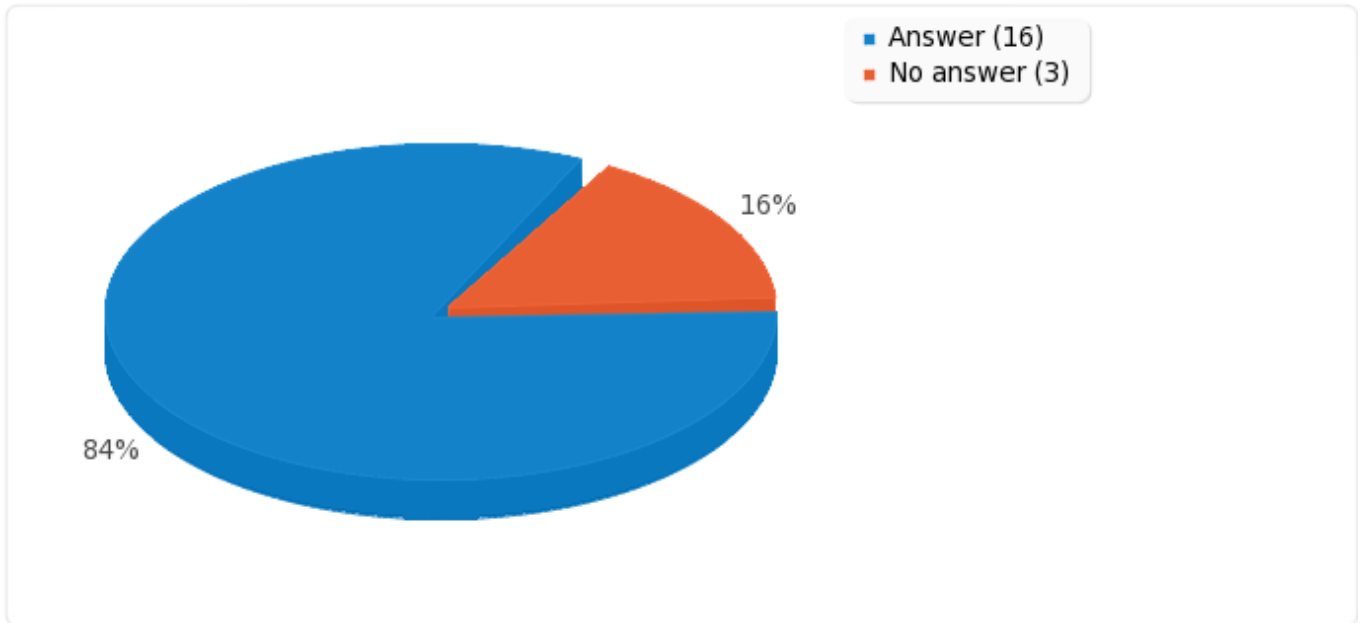
67

35



Field summary for 030

How old are you?





Field summary for 031

How many years have you been attending this Practice?

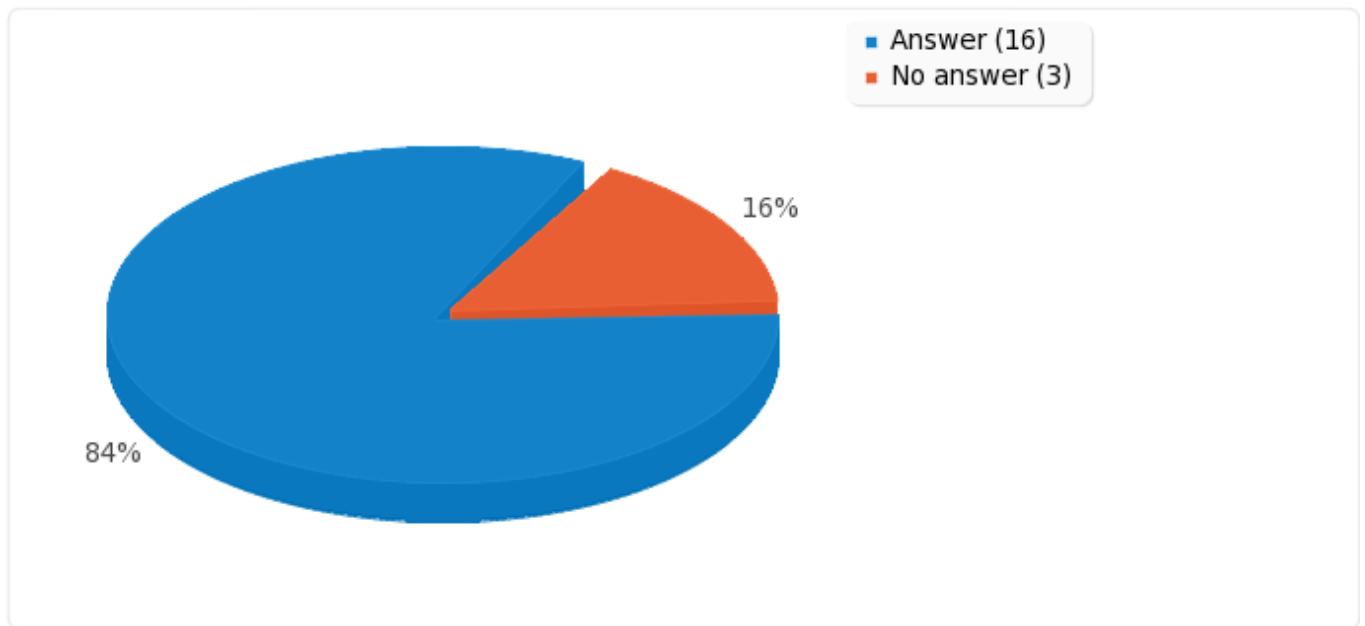
Answer	Count	Percentage
Answer	16	84.21%
No answer	3	15.79%

Responses
16
5
16
34
13-14 yrs
17 Years
6 Years
1
30+
65
39
22
45yrs
25yrs
1
1



Field summary for 031

How many years have you been attending this Practice?





Field summary for 032

What is your ethnic group?

Answer	Count	Percentage
White British (A1)	11	57.89%
White Irish (A2)	0	0.00%
Other White Background (A3)	2	10.53%
Black or Black British (A4)	0	0.00%
African (A5)	0	0.00%
Caribbean (A6)	0	0.00%
Other Black Background (A7)	0	0.00%
White & Asian (A8)	0	0.00%
White & Black African (A9)	0	0.00%
White & Black Caribbean (10)	0	0.00%
Other Mixed Background (11)	0	0.00%
Bangladeshi (12)	0	0.00%
Indian (13)	0	0.00%
Pakistani (14)	0	0.00%
Other Asian Background (15)	0	0.00%
Chinese (16)	0	0.00%
Other Ethnic Group (17)	0	0.00%
I Do Not Wish To Disclose (18)	0	0.00%
No answer	6	31.58%



Field summary for 032

What is your ethnic group?

