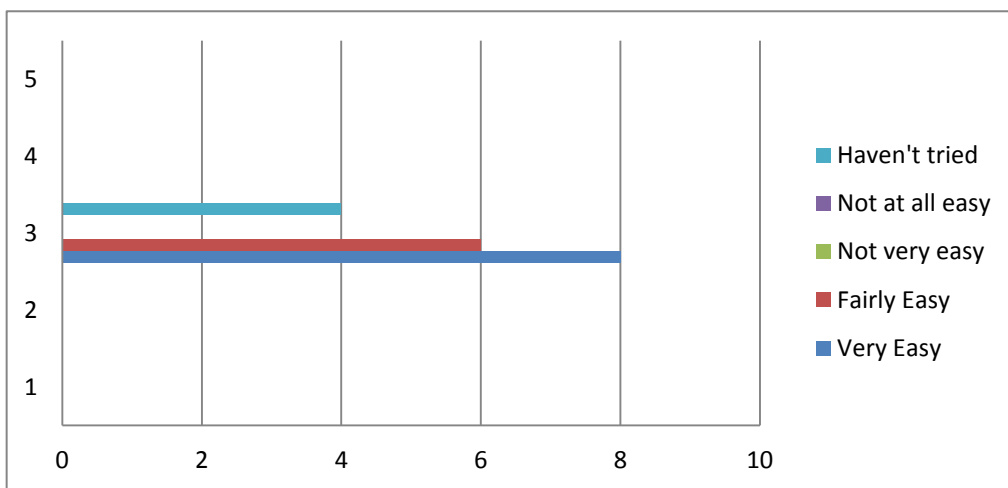


**WOODCOCK ROAD SURGERY PATIENT
SATISFACTION SURVEY 2018**

We would be grateful if you would complete this survey about Woodcock Road Surgery. The Practice aims to provide the highest standard of care. Feedback from this surgery will help us to identify areas that may need improvement. Your opinions are very valuable. This survey has been put together with the assistance of the Patient Participation Group.

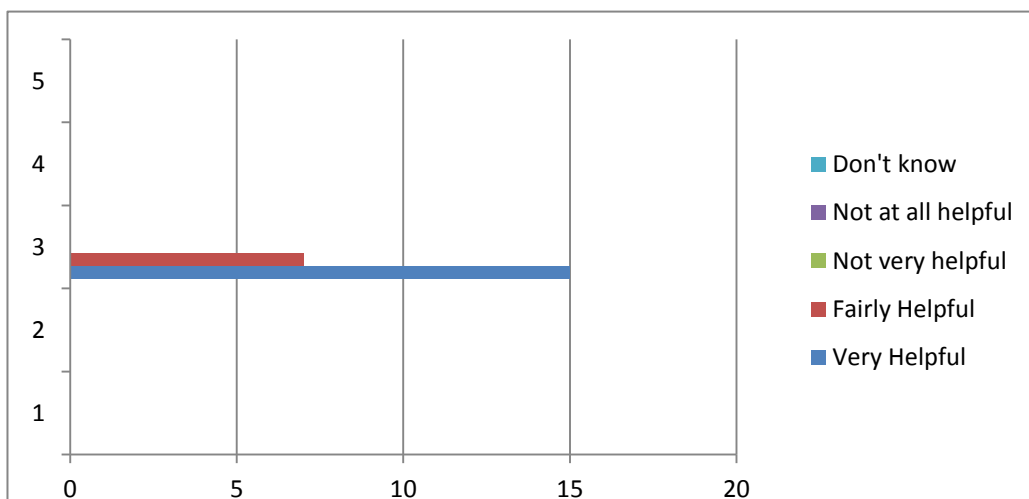
Q1. Generally, how easy is it to get through to the Practice on the phone?

Very Easy	8
Fairly Easy	6
Not very easy	0
Not at all easy	0
Haven't tried	4



Q2. How helpful do you find the receptionists?

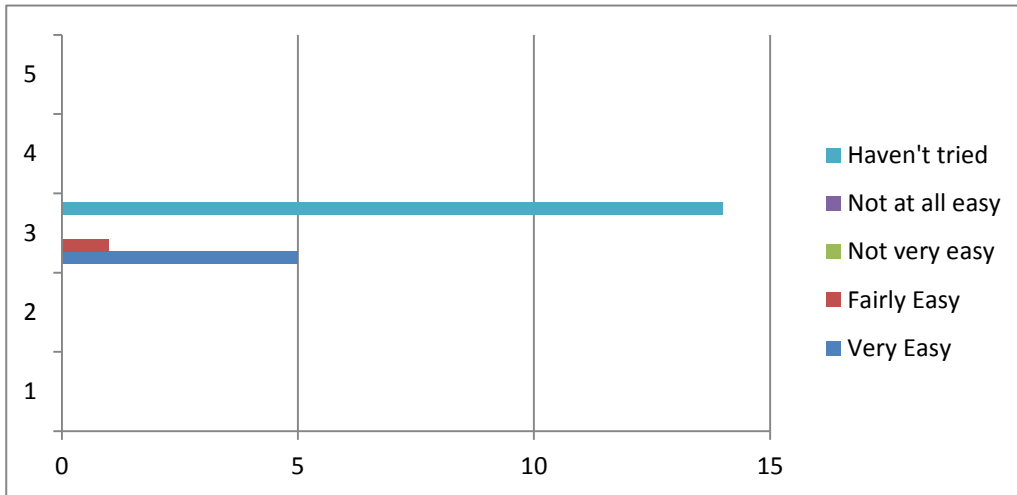
Very Helpful	15
Fairly Helpful	7
Not very helpful	0
Not at all helpful	0
Don't know	0



**WOODCOCK ROAD SURGERY PATIENT
SATISFACTION SURVEY 2018**

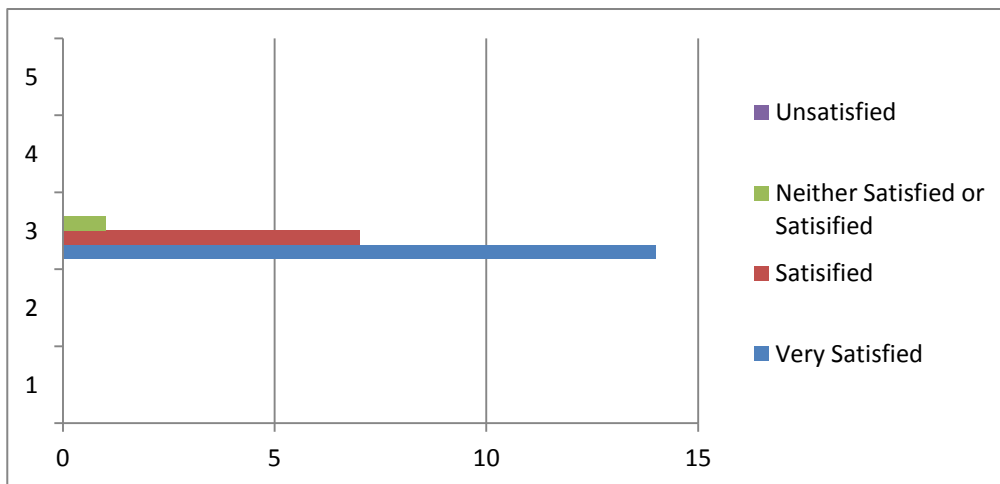
Q3. How easy is it to use the Practice's website to look for information or access services?

Very Easy	5
Fairly Easy	1
Not very easy	0
Not at all easy	0
Haven't tried	14



Q4. If you have repeat prescriptions, how satisfied are you with the surgery's repeat prescription service?

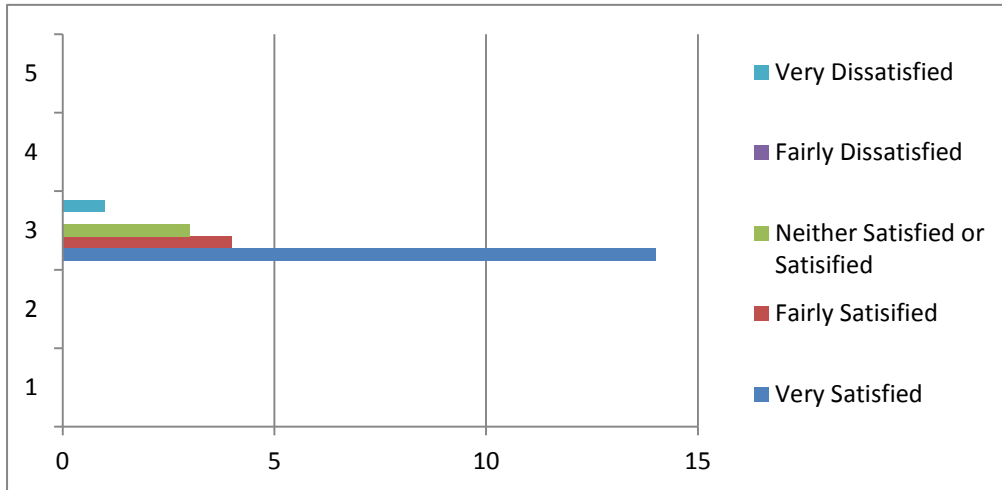
Very Satisfied	14
Satisfied	7
Neither Satisfied or Satisfied	1
Unsatisfied	0



**WOODCOCK ROAD SURGERY PATIENT
SATISFACTION SURVEY 2018**

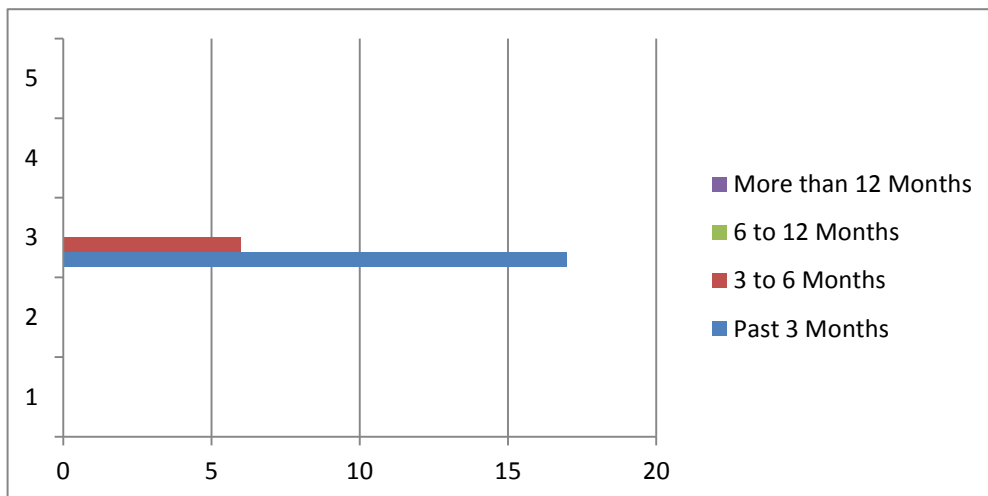
Q5. How satisfied are you with the appointment times/opening hours that are available to you?

Very Satisfied	14
Fairly Satisfied	4
Neither Satisfied or Satisfied	3
Fairly Dissatisfied	0
Very Dissatisfied	1



Q6. When was your last General Practice appointment?

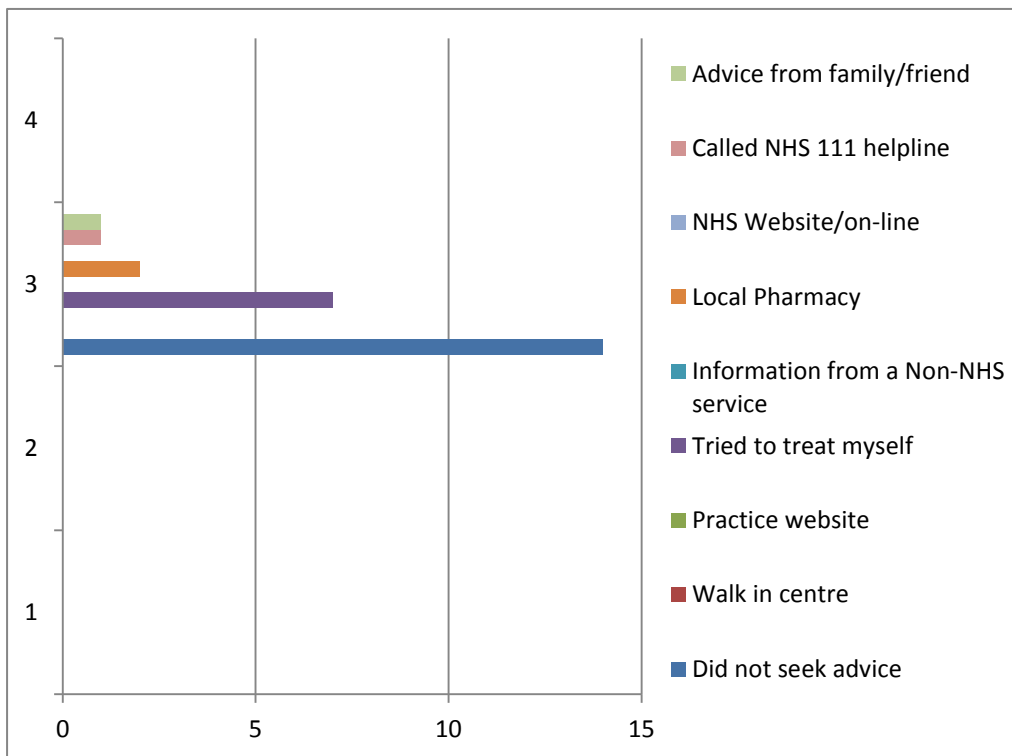
Past 3 Months	17
3 to 6 Months	6
6 to 12 Months	0
More than 12 Months	0



**WOODCOCK ROAD SURGERY PATIENT
SATISFACTION SURVEY 2018**

Q7. Before you tried to book your last appointment, did you seek advice before coming to your GP?

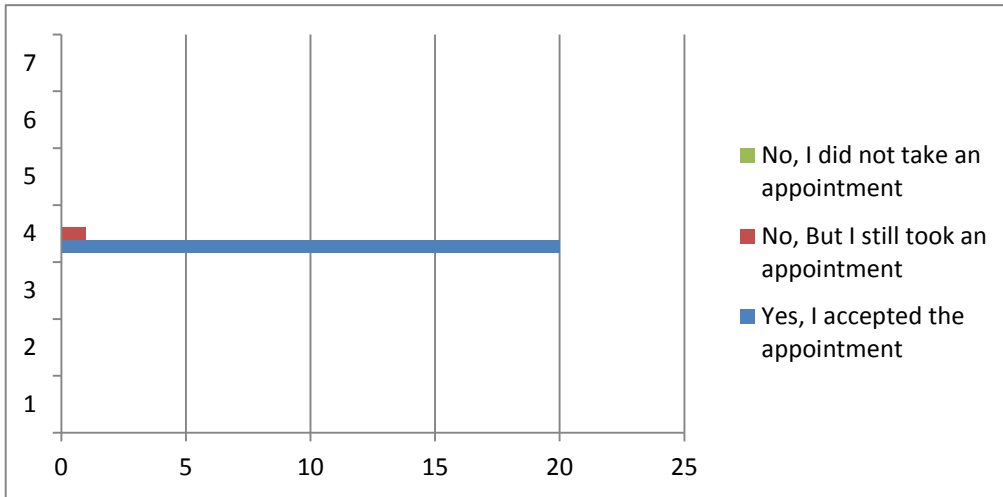
Did not seek advice	14
Walk in centre	0
Practice website	0
Tried to treat myself	7
Information from a Non-NHS service	0
Local Pharmacy	2
NHS Website/on-line	0
Called NHS 111 helpline	1
Advice from family/friend	1



**WOODCOCK ROAD SURGERY PATIENT
SATISFACTION SURVEY 2018**

Q8. Were you satisfied with the type of appointment (or appointments) you were offered?

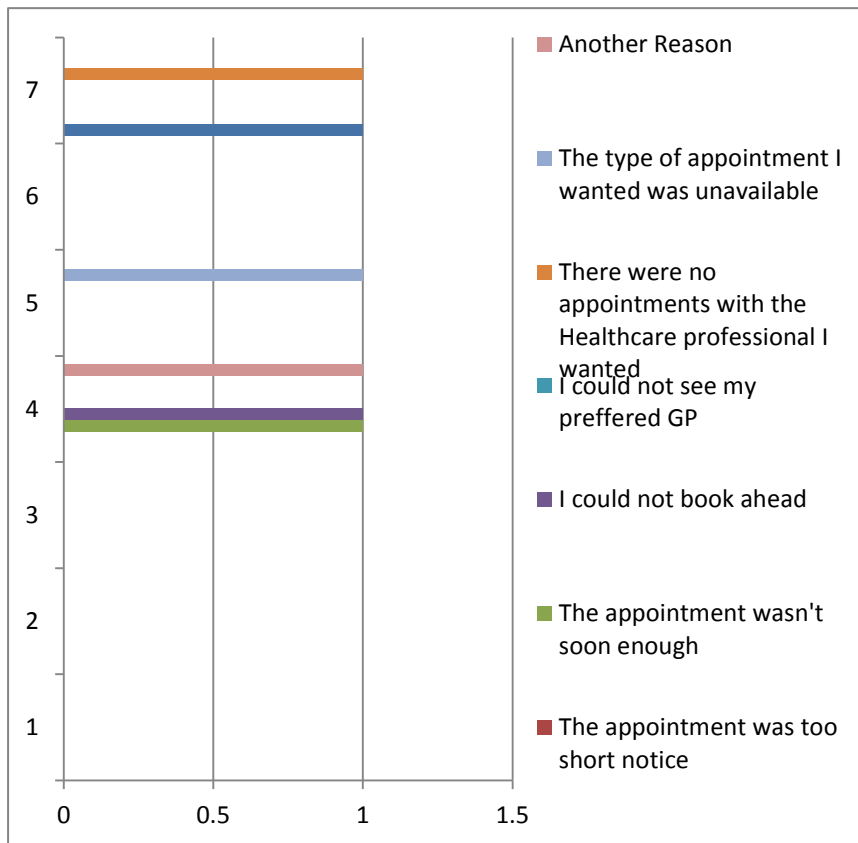
Yes, I accepted the appointment	20
No, But I still took an appointment	1
No, I did not take an appointment	0



**WOODCOCK ROAD SURGERY PATIENT
SATISFACTION SURVEY 2018**

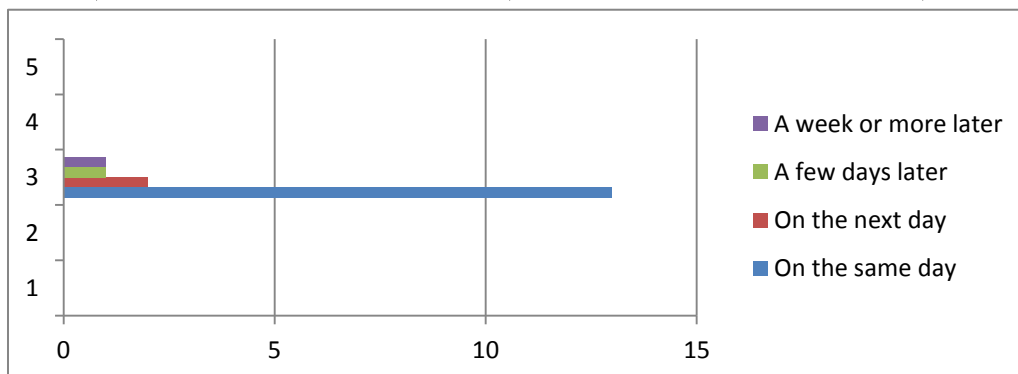
Q9. If you did not take any appointments you were offered, why was that?

There were no appointments available on the day or time I wanted	1
The appointment was too short notice	0
The appointment wasn't soon enough	1
I could not book ahead	1
I could not see my preferred GP	0
There were no appointments with the Healthcare professional I wanted	1
The type of appointment I wanted was unavailable	1
Another Reason	1



Q10. How long after initially trying to book the appointment did the appointment take place?

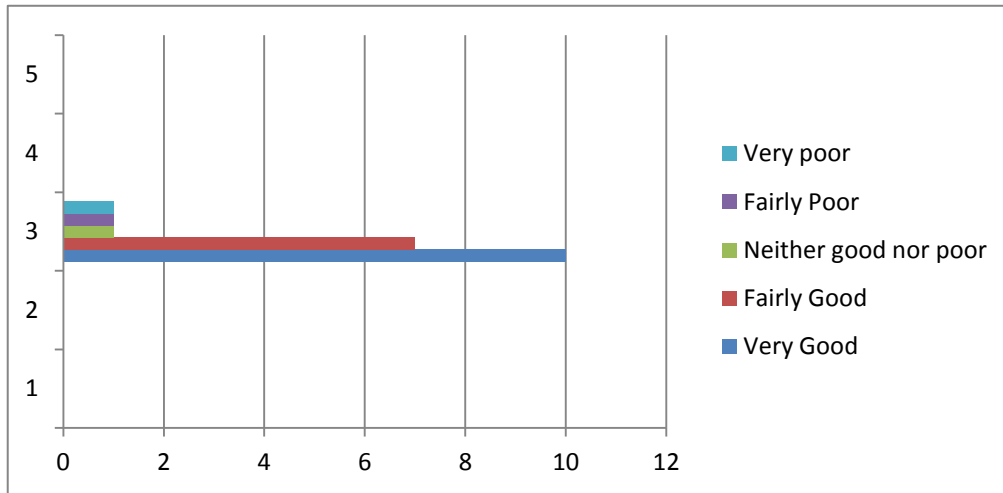
On the same day	13
On the next day	2
A few days later	1
A week or more later	1



**WOODCOCK ROAD SURGERY PATIENT
SATISFACTION SURVEY 2018**

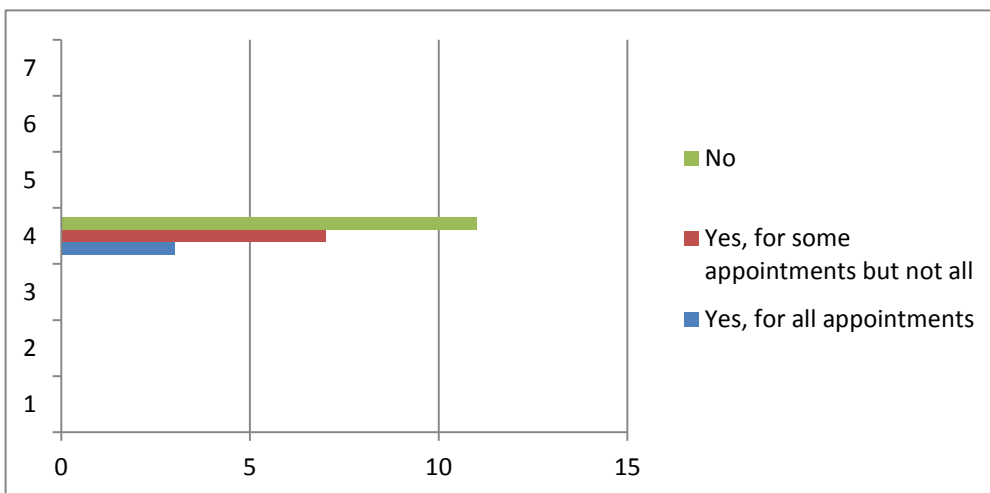
Q11. Overall, how would you describe your experience of making an appointment?

Very Good	10
Fairly Good	7
Neither good nor poor	1
Fairly Poor	1
Very poor	1



Q12. Is there a particular GP you usually prefer to see or speak too?

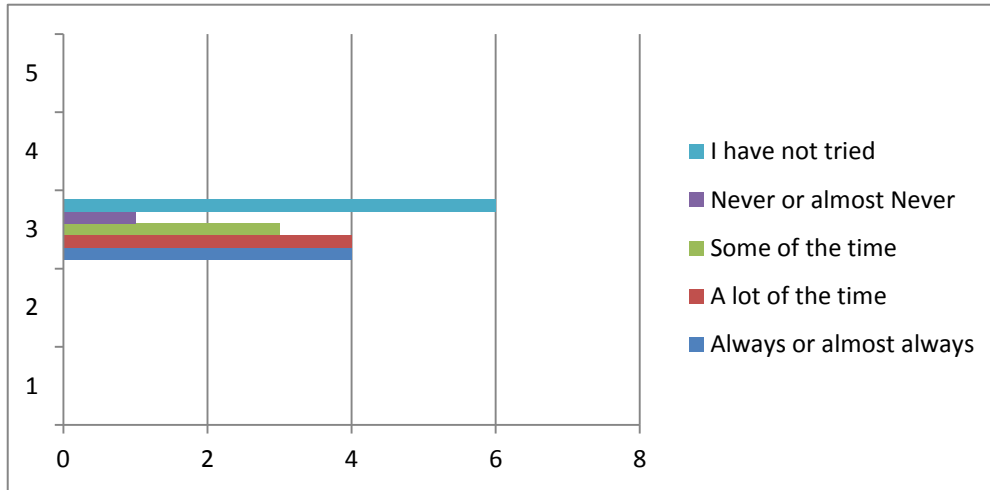
Yes, for all appointments	3
Yes, for some appointments but not all	7
No	11



**WOODCOCK ROAD SURGERY PATIENT
SATISFACTION SURVEY 2018**

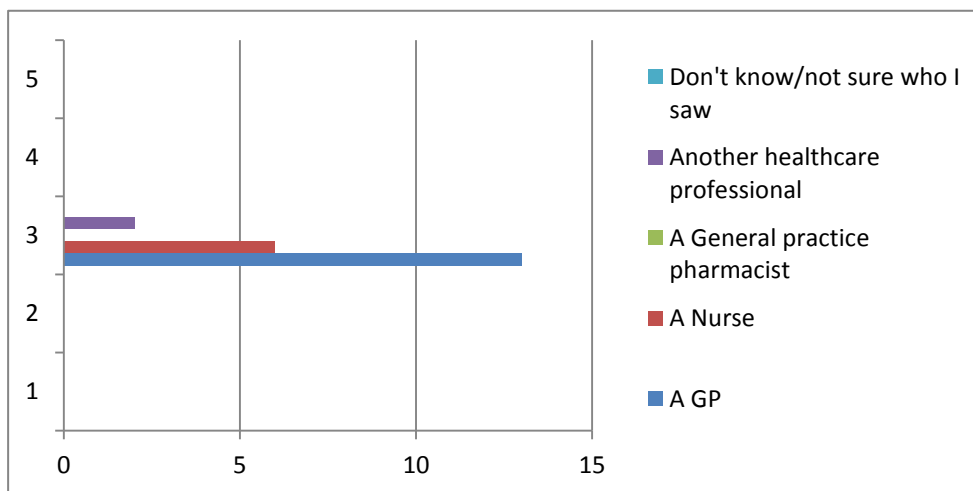
Q13. How often do you see or speak to your preferred GP when you would like to?

Always or almost always	4
A lot of the time	4
Some of the time	3
Never or almost Never	1
I have not tried	6



Q14. Who was you last General Practice appointment with?

A GP	13
A Nurse	6
A General practice pharmacist	0
Another healthcare professional	2
Don't know/not sure who I saw	0

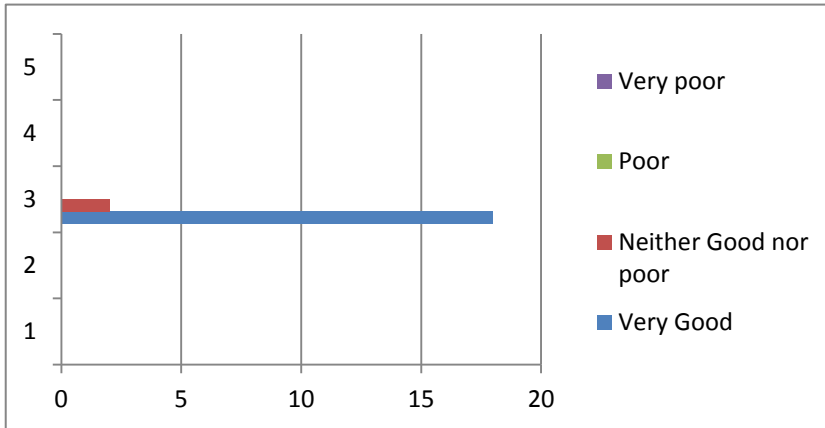


**WOODCOCK ROAD SURGERY PATIENT
SATISFACTION SURVEY 2018**

Q15. Last time you had a General practice appointment, how good was the healthcare professional at of the following?

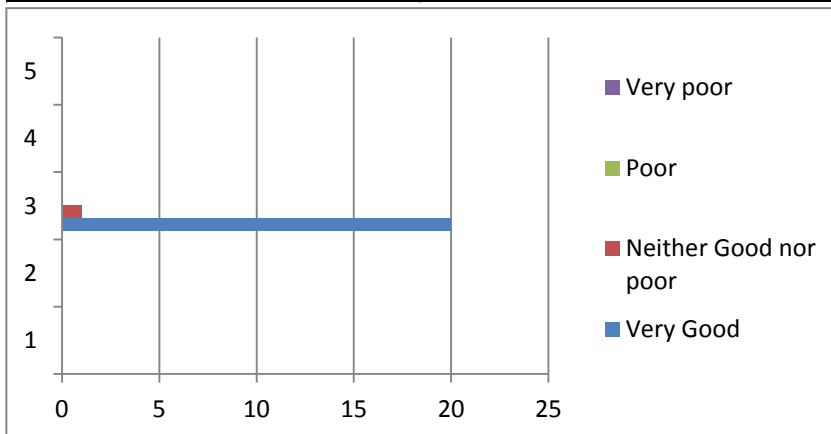
Giving you enough time

Very Good	18
Neither Good nor poor	2
Poor	0
Very poor	0



Listening to you

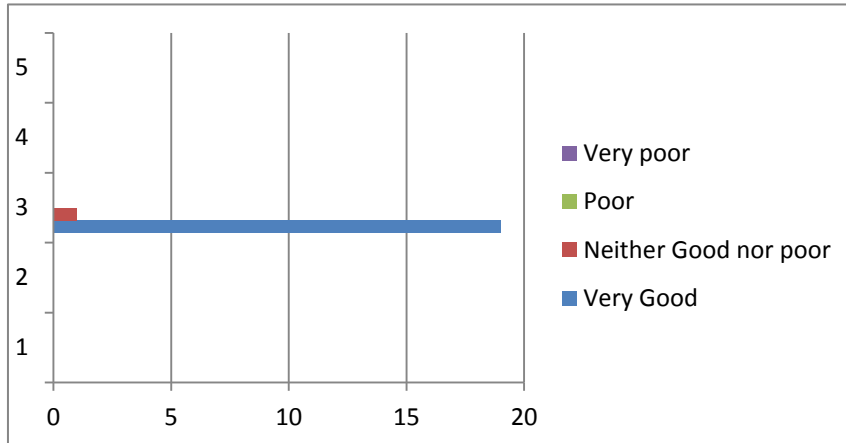
Very Good	20
Neither Good nor poor	1
Poor	0
Very poor	0



**WOODCOCK ROAD SURGERY PATIENT
SATISFACTION SURVEY 2018**

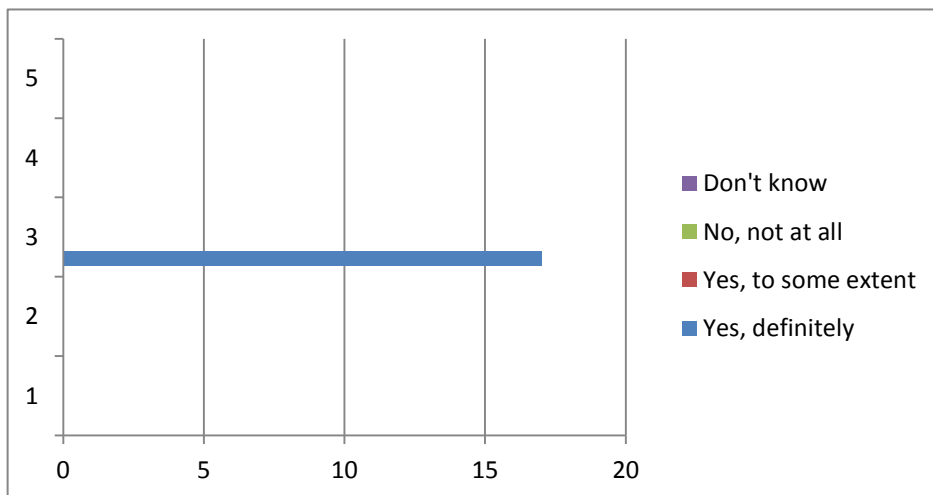
Treating you with care and concern

Very Good	19
Neither Good nor poor	1
Poor	0
Very poor	0



Q16. During your last general practice appointment, were you involved in as much as you wanted to be in decisions about your care and treatment?

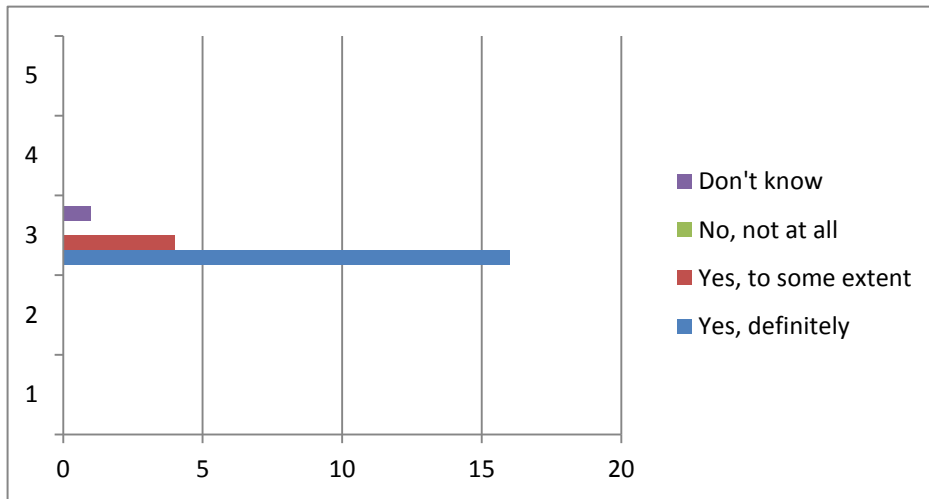
Yes, definitely	17
Yes, to some extent	0
No, not at all	0
Don't know	0



**WOODCOCK ROAD SURGERY PATIENT
SATISFACTION SURVEY 2018**

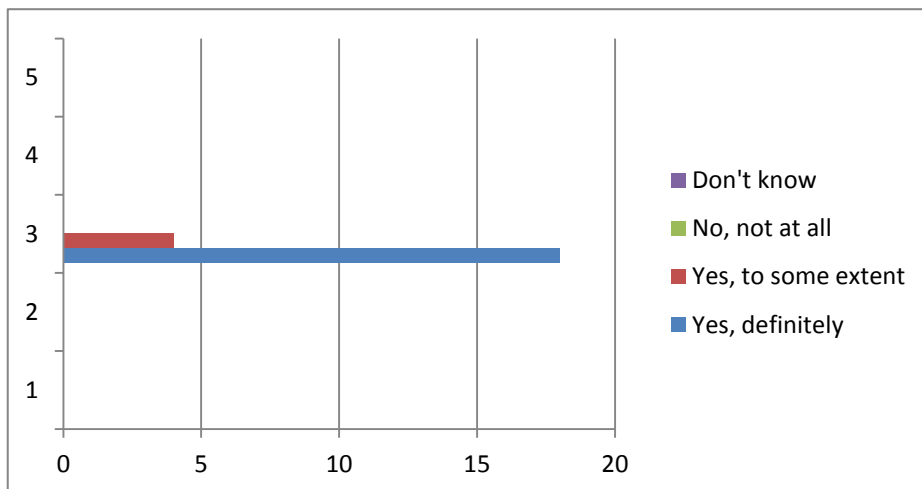
Q17. During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw and spoke to?

Yes, definitely	16
Yes, to some extent	4
No, not at all	0
Don't know	1



Q18. Thinking about the reason for your last General practice appointment, were your needs met?

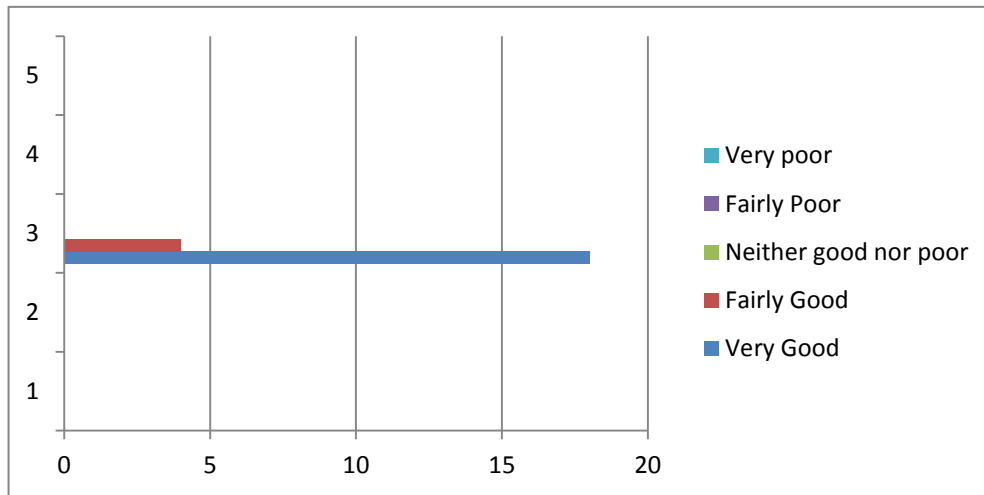
Yes, definitely	18
Yes, to some extent	4
No, not at all	0
Don't know	0



**WOODCOCK ROAD SURGERY PATIENT
SATISFACTION SURVEY 2018**

Q19. Overall, how would you describe your experience of your GP Practice?

Very Good	18
Fairly Good	4
Neither good nor poor	0
Fairly Poor	0
Very poor	0



Thankyou for taking the time to complete this form

22 completed forms