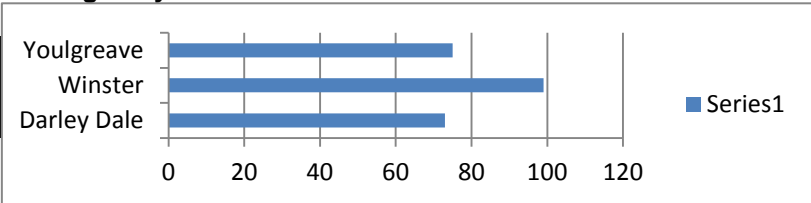


2014 Patient Survey

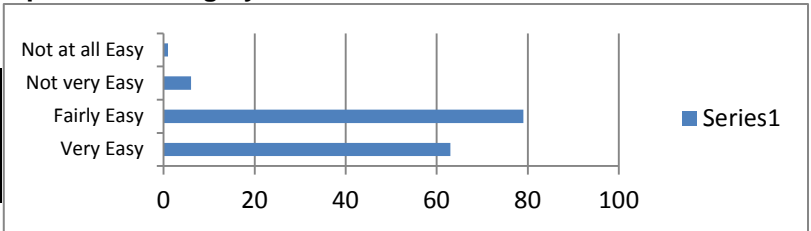
1. Which Surgery do you use most regularly?

Darley Dale	73
Winster	99
Youlgreave	75



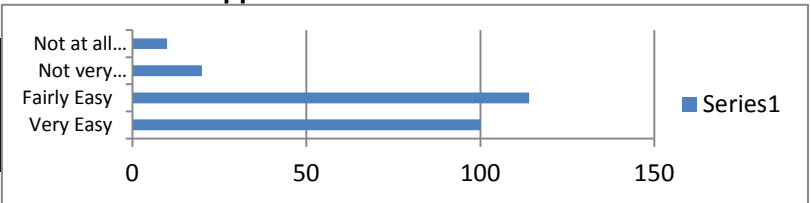
2. How easy do you find it to telephone the surgery?

Very Easy	63
Fairly Easy	79
Not very Easy	6
Not at all Easy	1



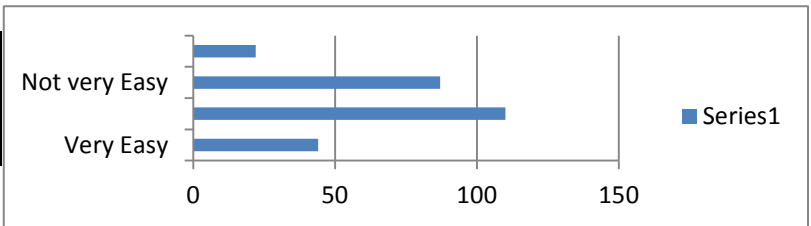
3. How easy do you find it to make an advance appointment to see a doctor?

Very Easy	100
Fairly Easy	114
Not very Easy	20
Not at all Easy	10



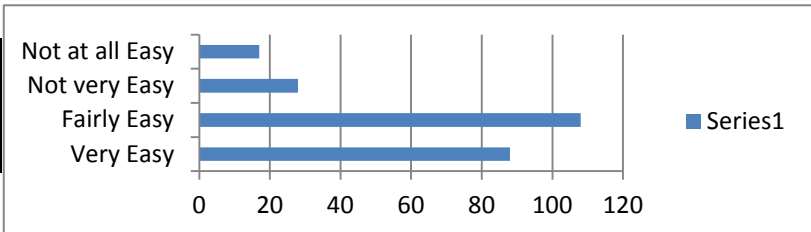
4. How easy is it to make a same day appointment with a doctor?

Very Easy	44
Fairly Easy	110
Not very Easy	87
Not at all Easy	22



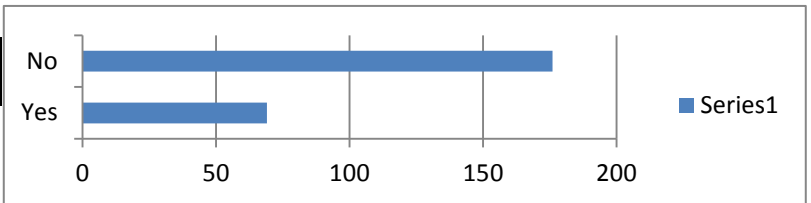
5. How easy would you find it to travel to one of our other surgeries (Darley, Winster or Youlgreave)?

Very Easy	88
Fairly Easy	108
Not very Easy	28
Not at all Easy	17



6. Have you ever used the 111 service?

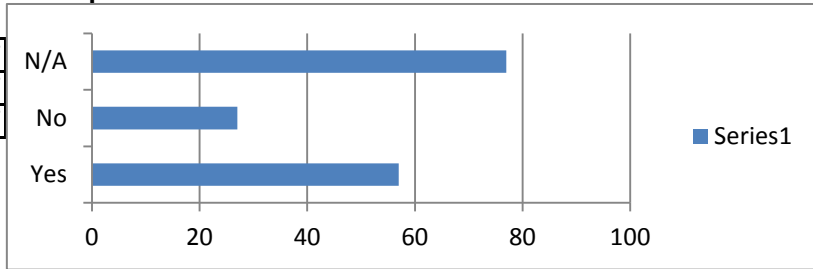
Yes	69
No	176



7. Did the 111 service resolve your request?

Yes
No
N/A

57
27
77

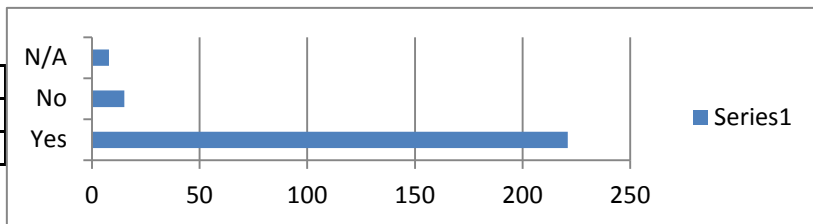


8. If no, what steps did you have to take?

9. After checking in for your appointment, do you have an acceptable wait for your appointment?

Yes
No
N/A

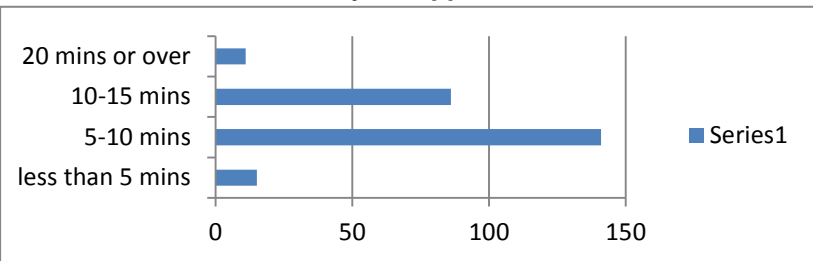
221
15
8



10. On average how long do you wait once checked in for your appointment?

less than 5 mins
5-10 mins
10-15 mins
20 mins or over
N/A

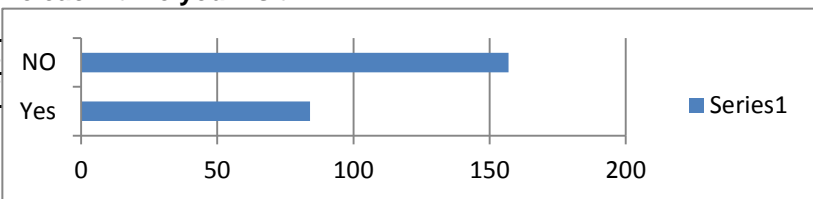
15
141
86
11
7



11. Is your waiting time the same each time you visit?

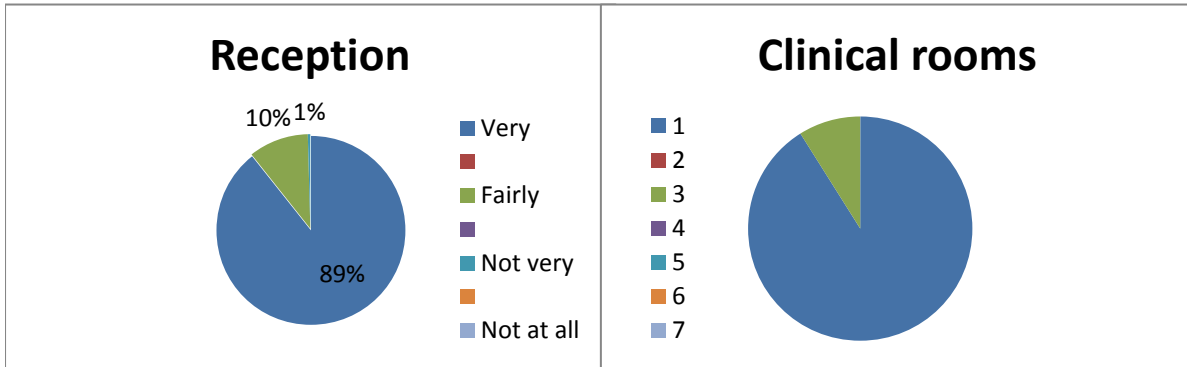
Yes
NO

84
157

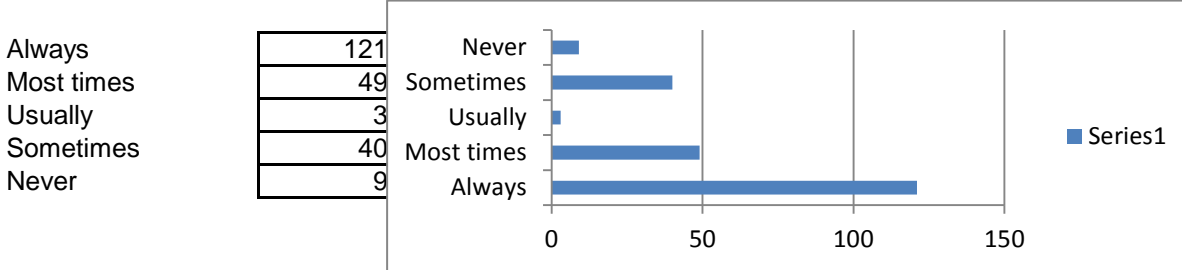


12. Cleanliness, How clean do you think the following areas are:

	Very	Fairly	Not very	Not at all
Reception	209	24	1	
Clinical rooms	214	21		



13. After or before an examination do you see your doctor or nurse wash their hands?



Thank you for completing our survey it will help us improve service for all our patients.

Please hand your completed form into reception.