

Patient Questionnaire Results 2014 - 2015

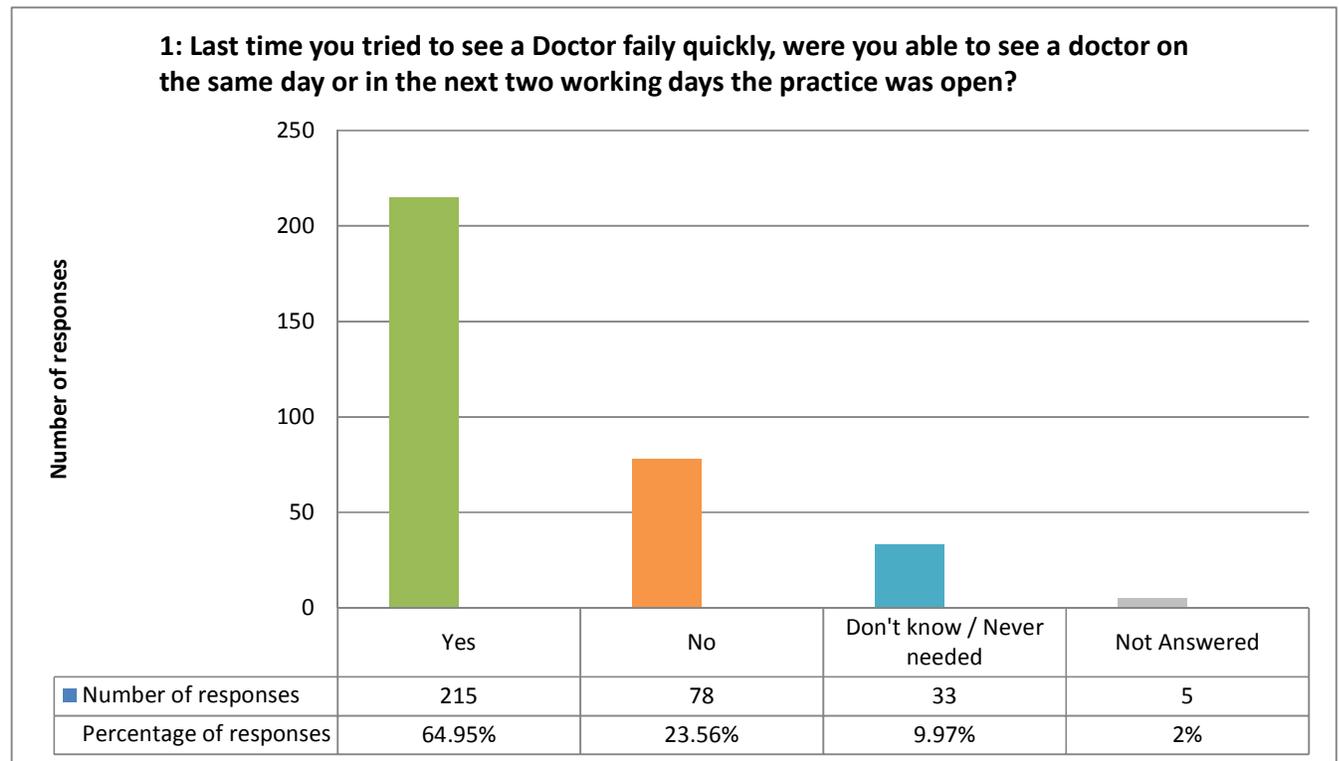
Please find below summary of results from Patient Questionnaire campaign.

November 2014 – March 2015.	
331	Total respondents
70	Paper responses
261	Online responses

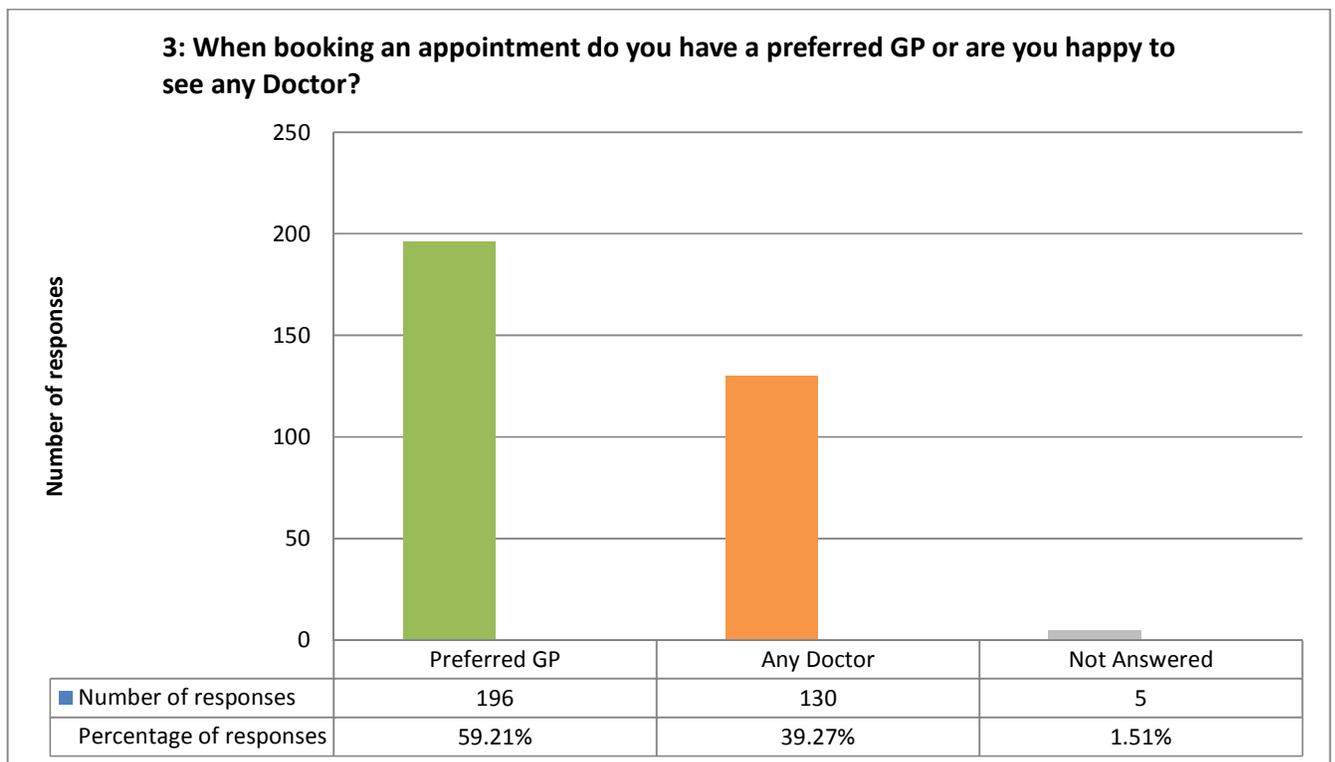
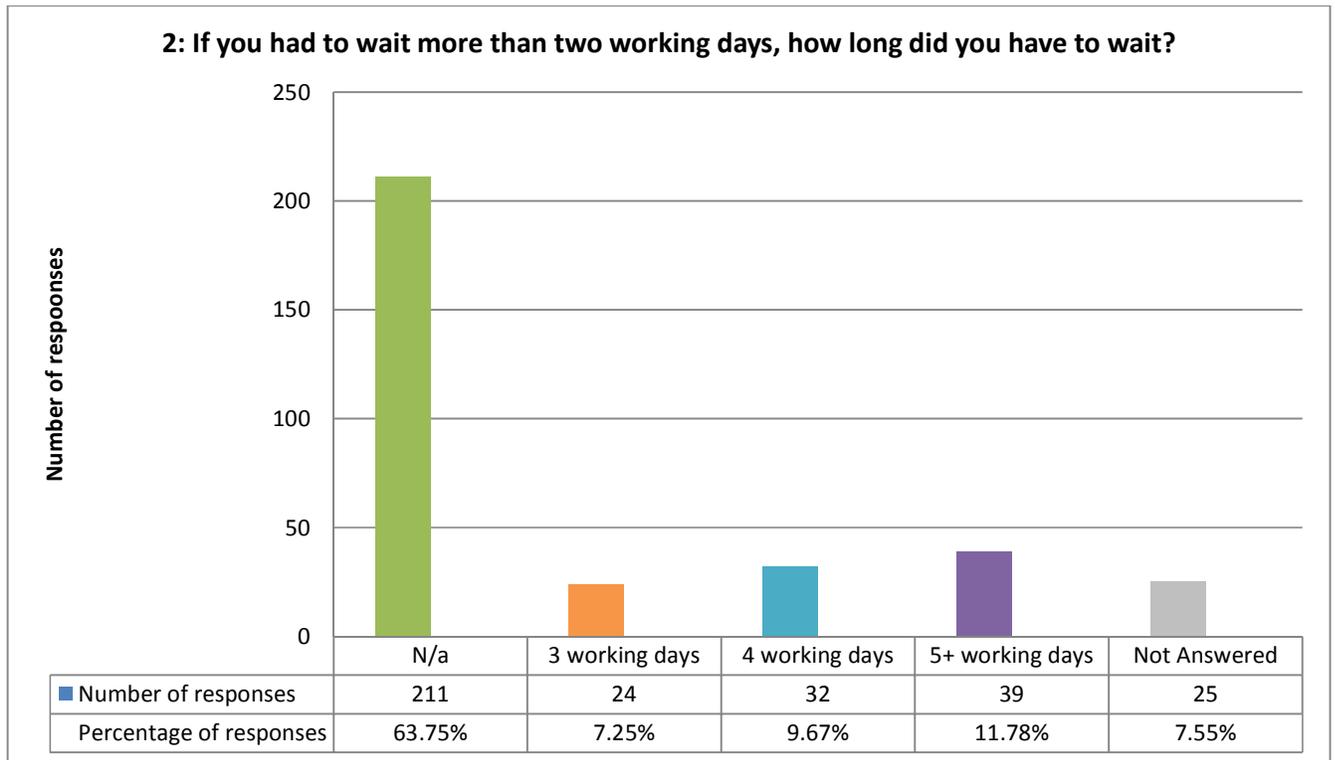
Notes:

- In most cases tables will show both number of respondents and percentage of responses.
- Not all questions were answered.
- Some questions invited multiple answers.

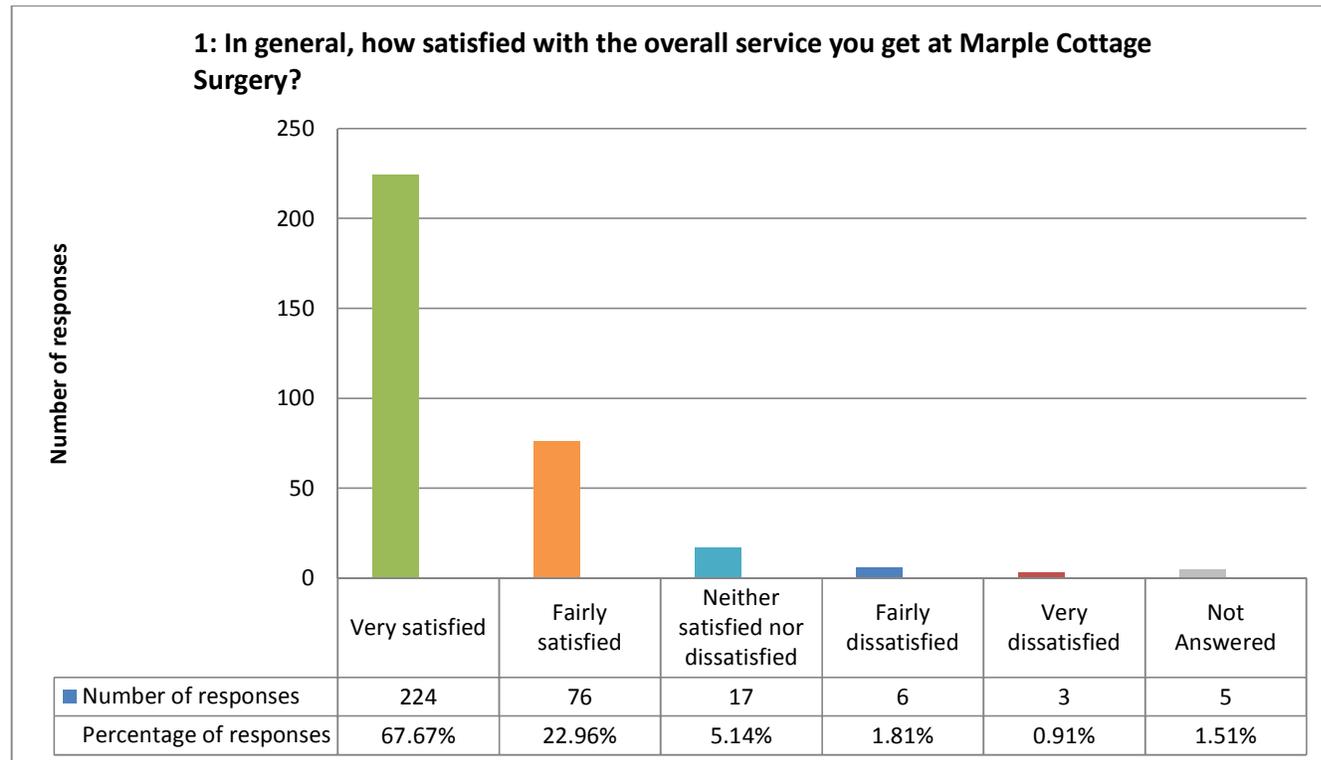
B. Making an Appointment



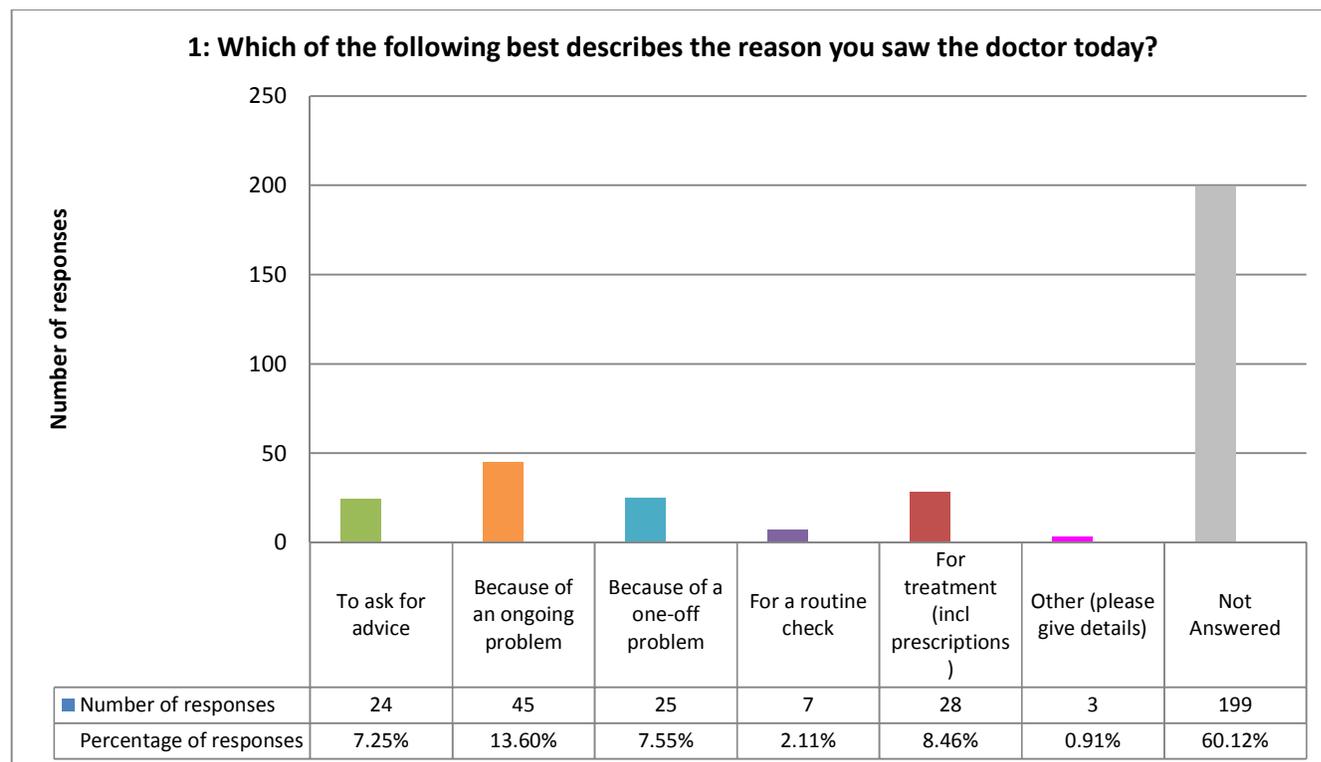
B. Making an Appointment (cont.)



C. Overall Satisfaction

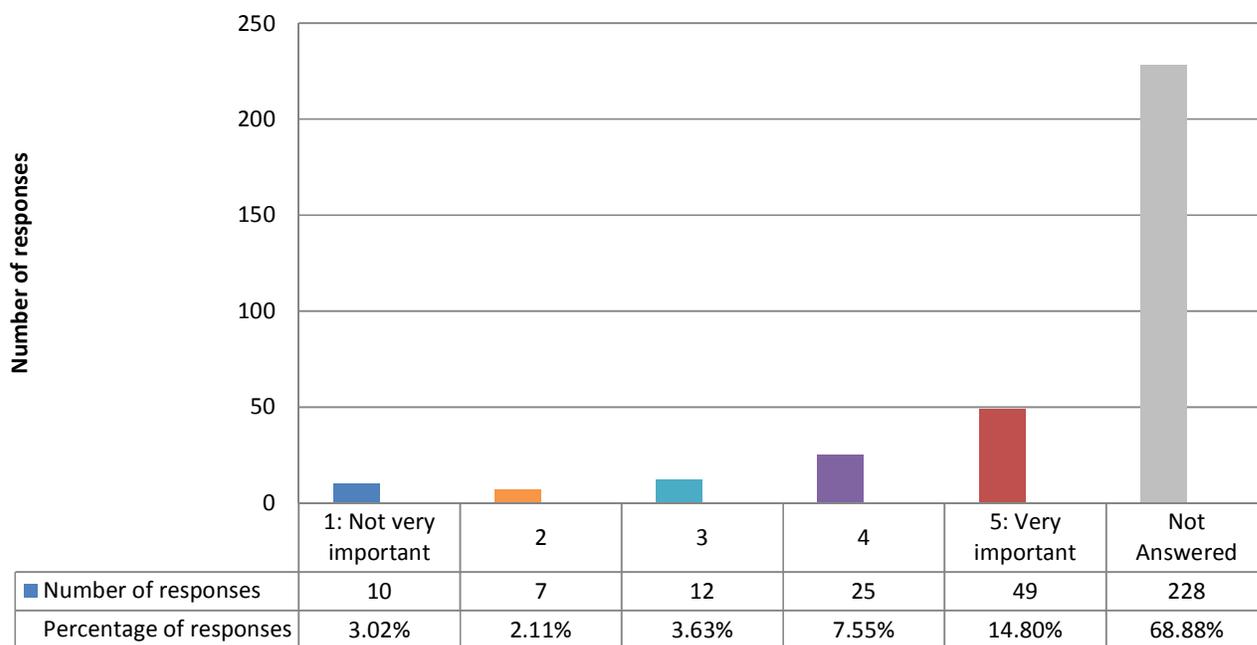


D. Your consultation experience

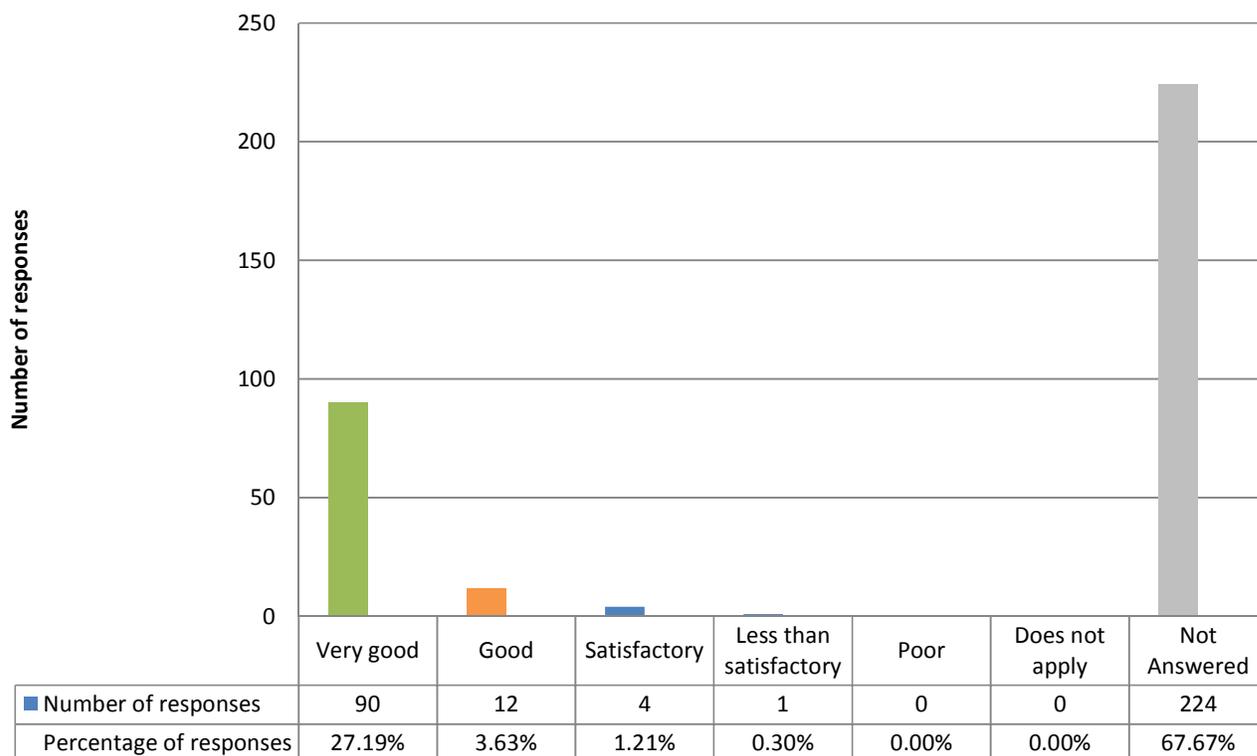


D. Your consultation experience (cont.)

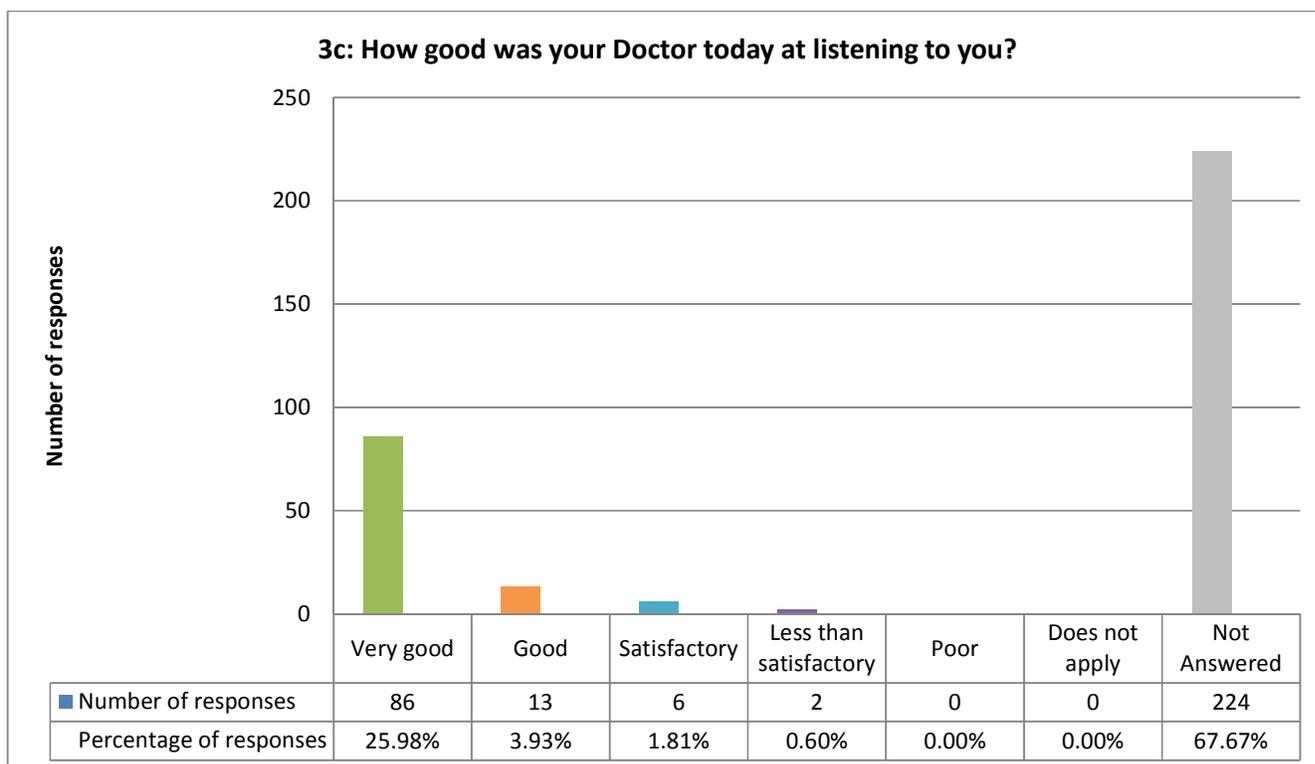
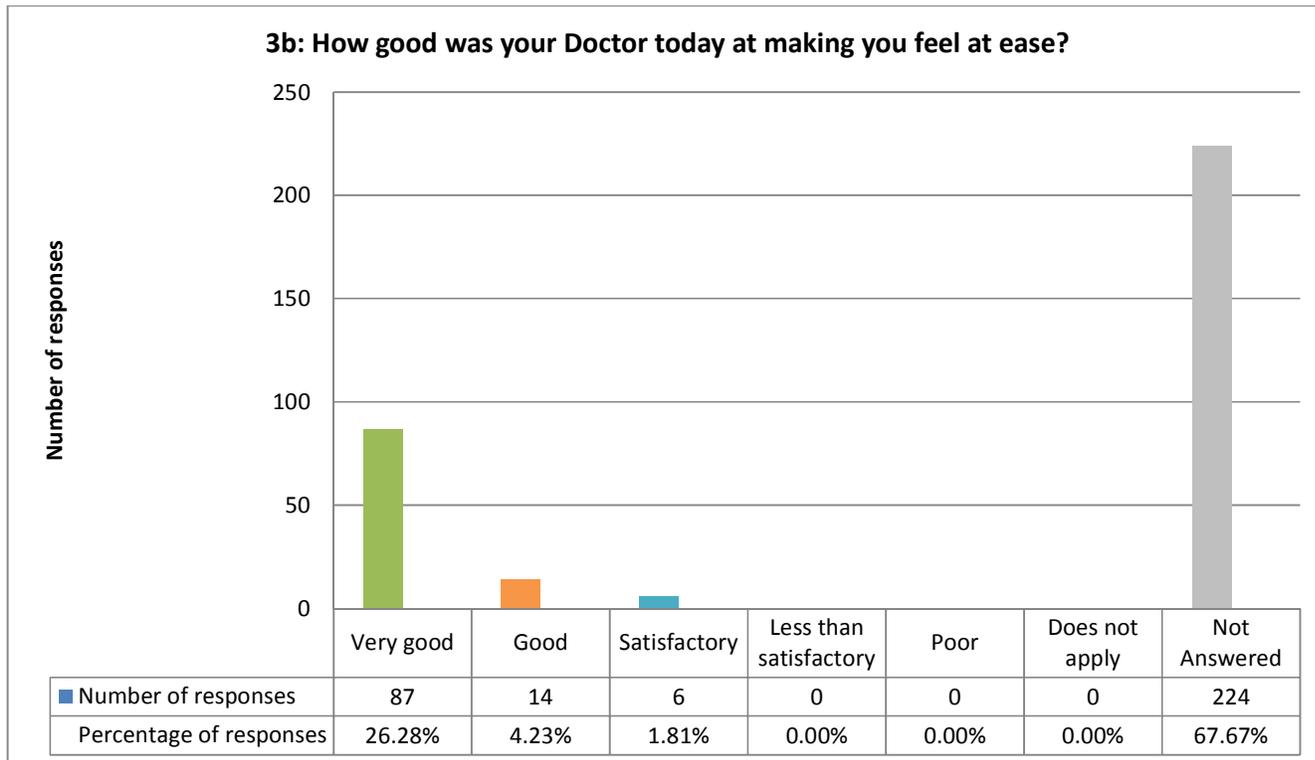
2: On a scale of 1 to 5, how important to your health was your reason for visiting the Doctor today?



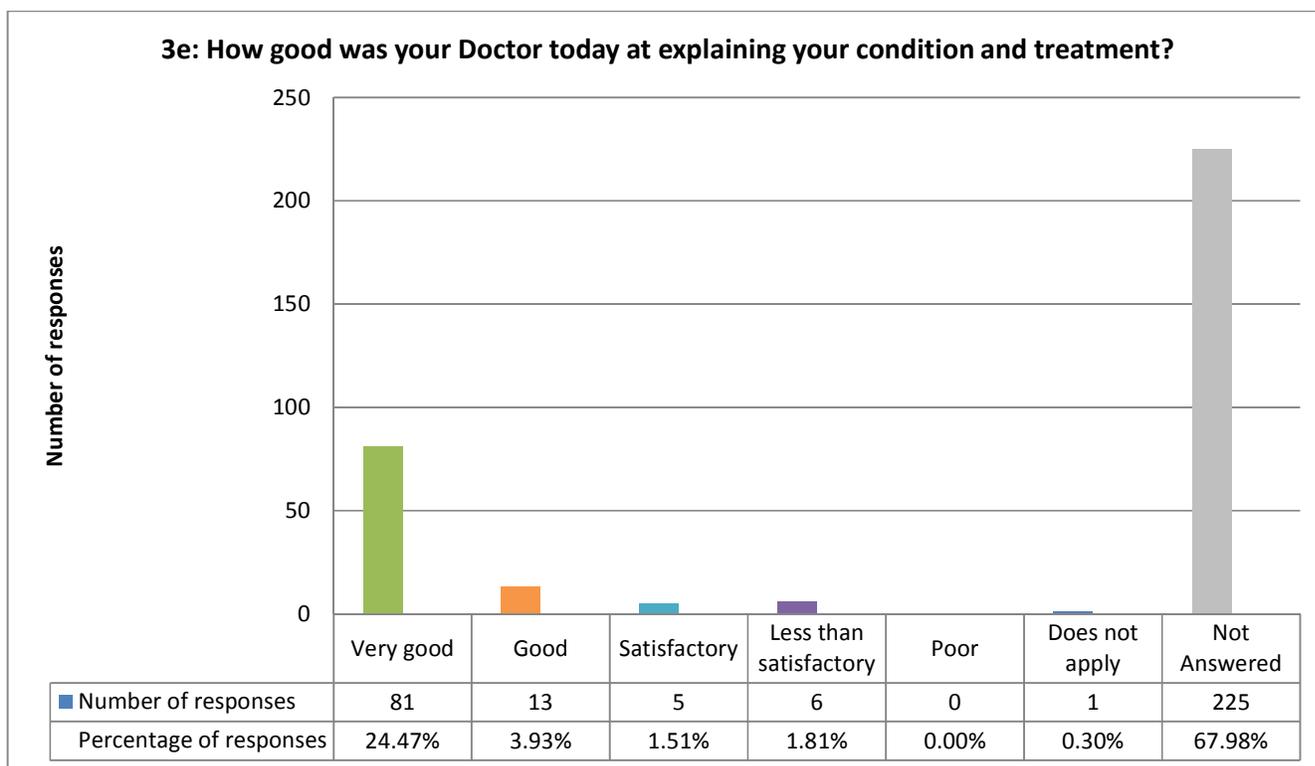
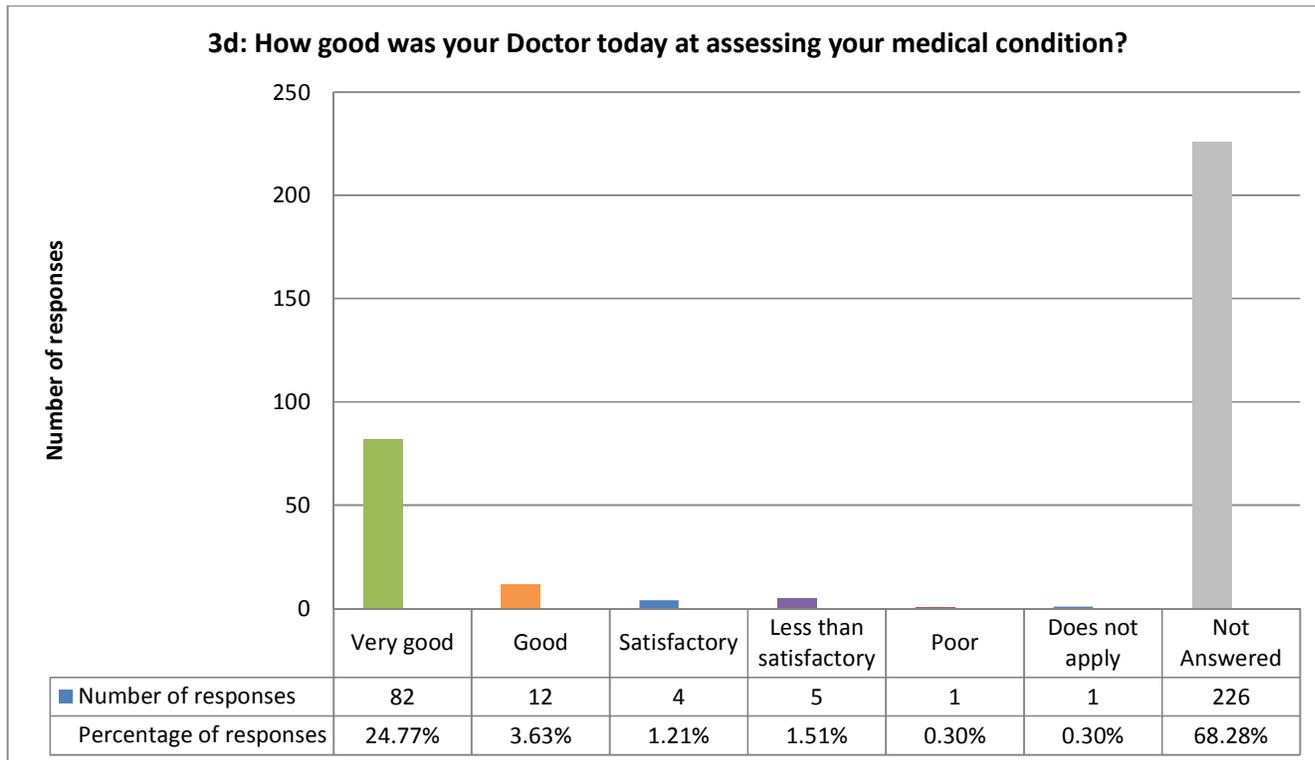
3a: How good was your Doctor today at being polite?



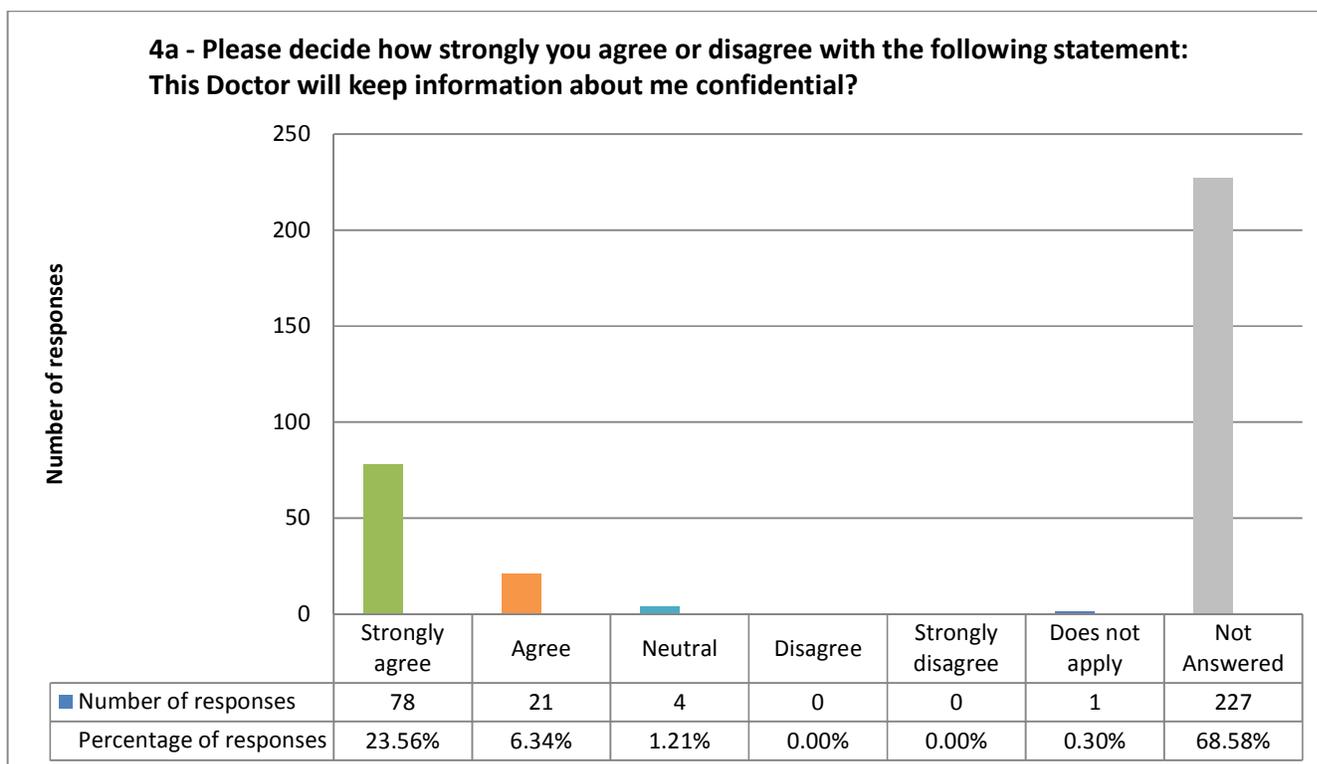
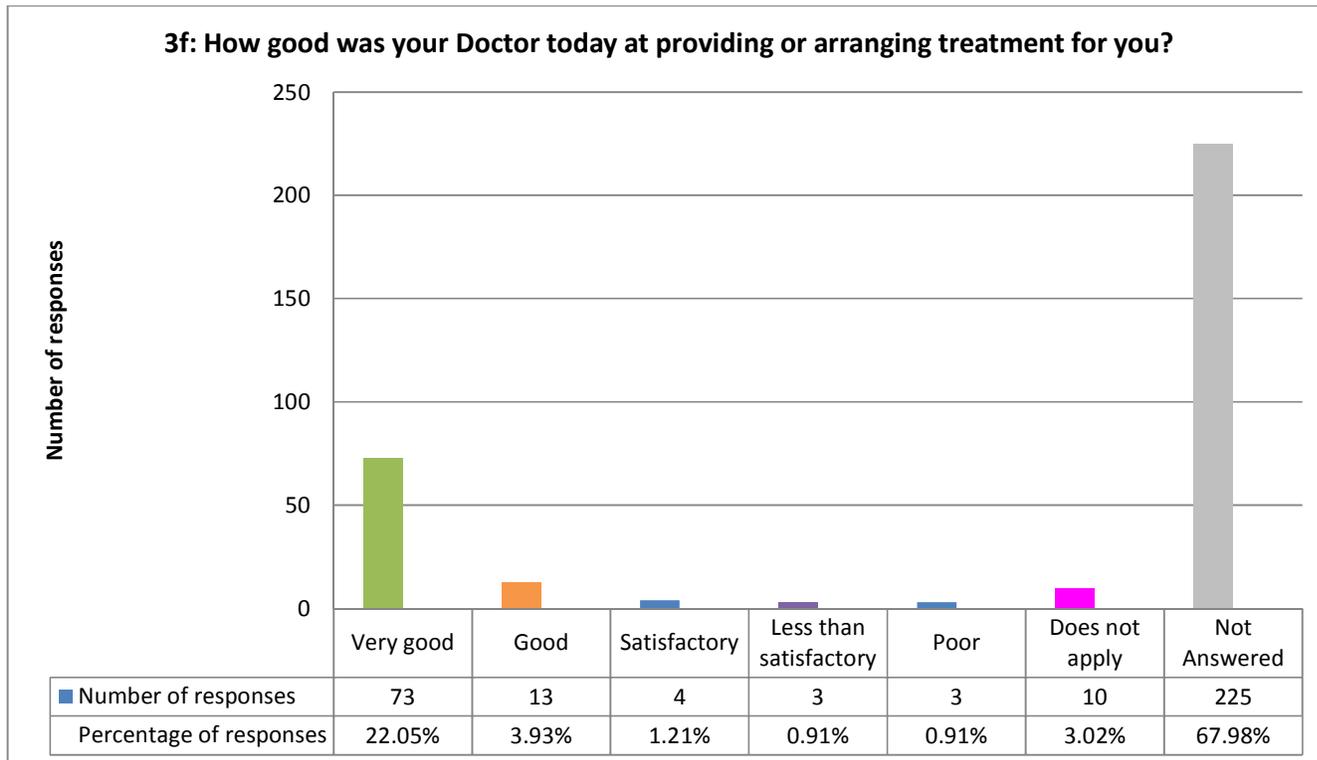
D. Your consultation experience (cont.)



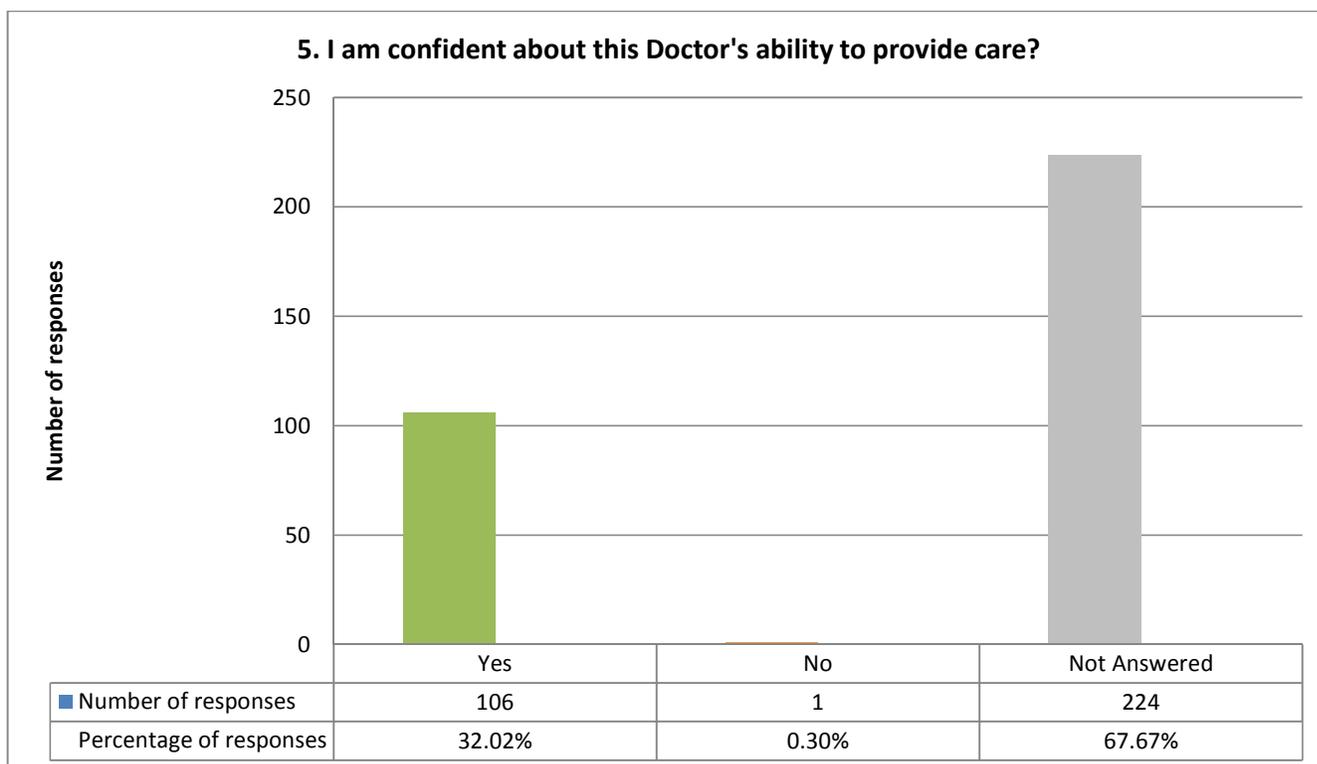
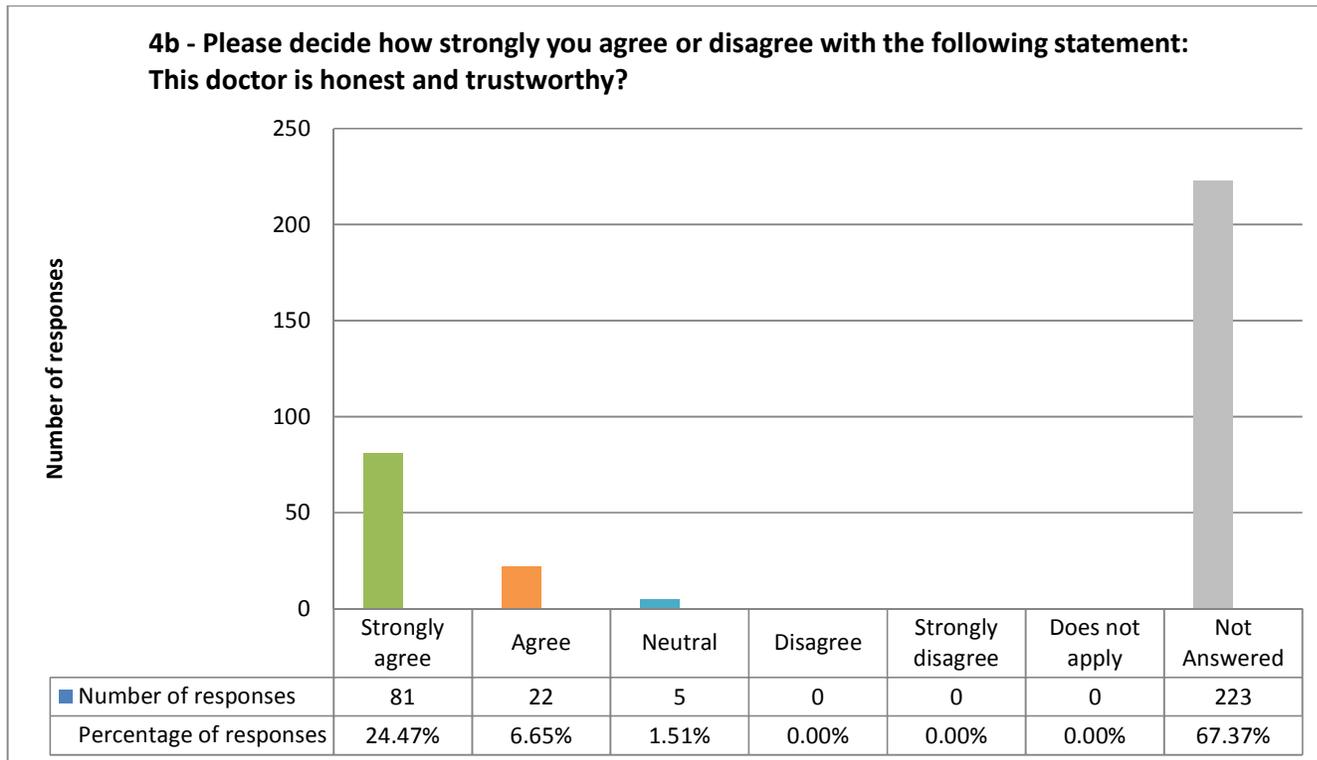
D. Your consultation experience (cont.)



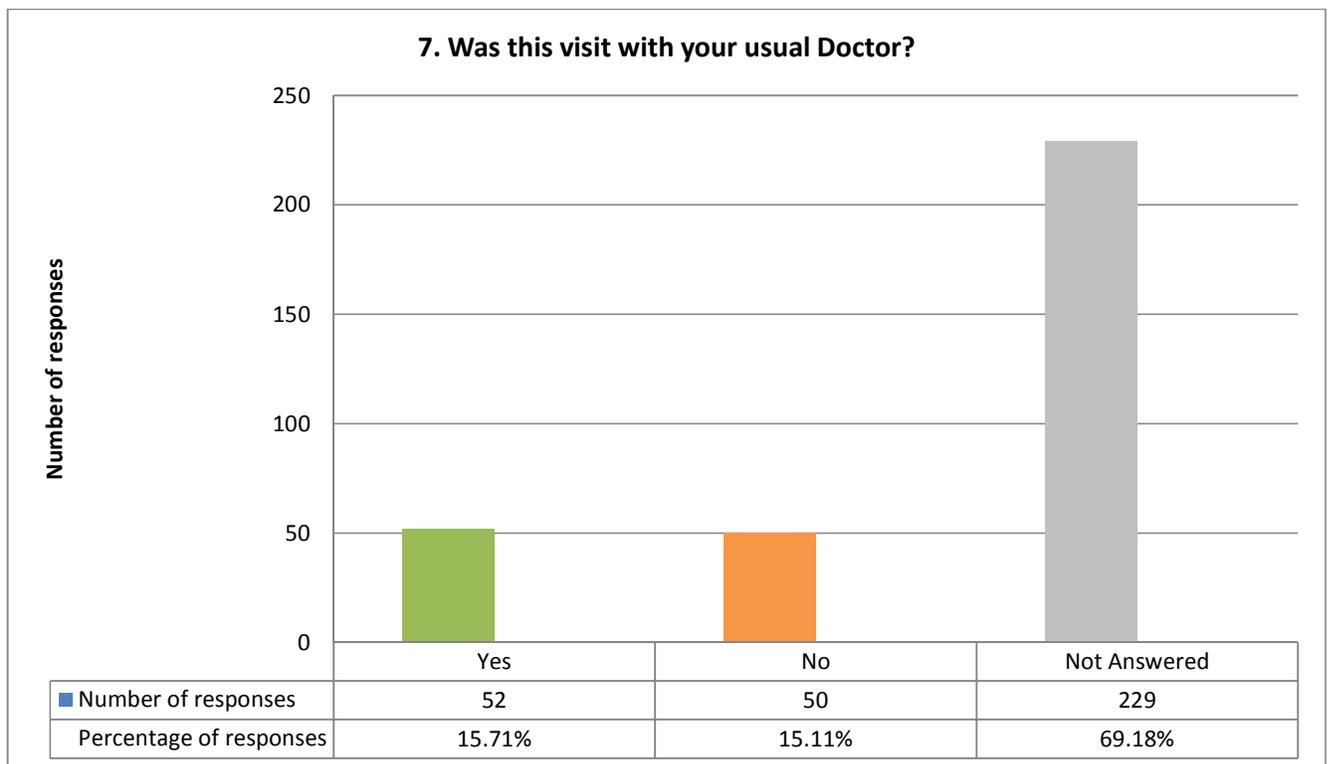
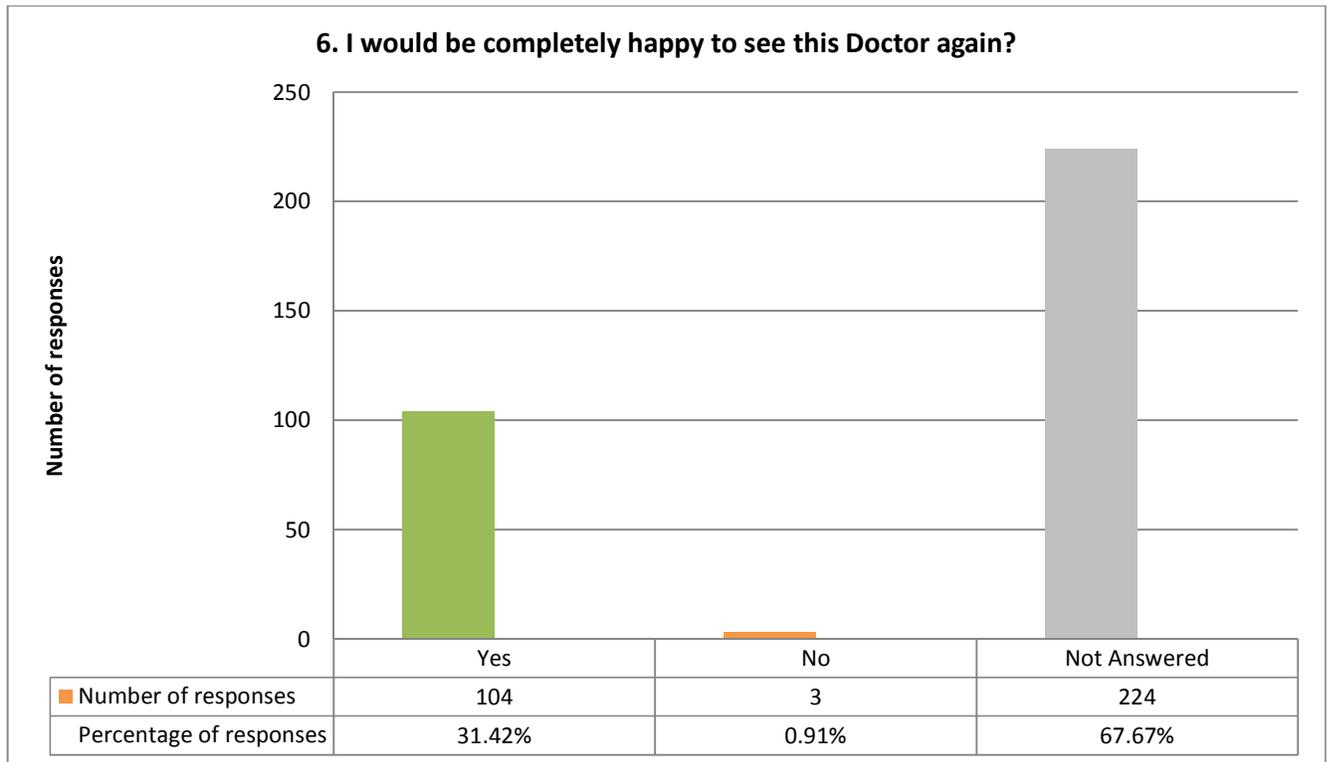
D. Your consultation experience (cont.)



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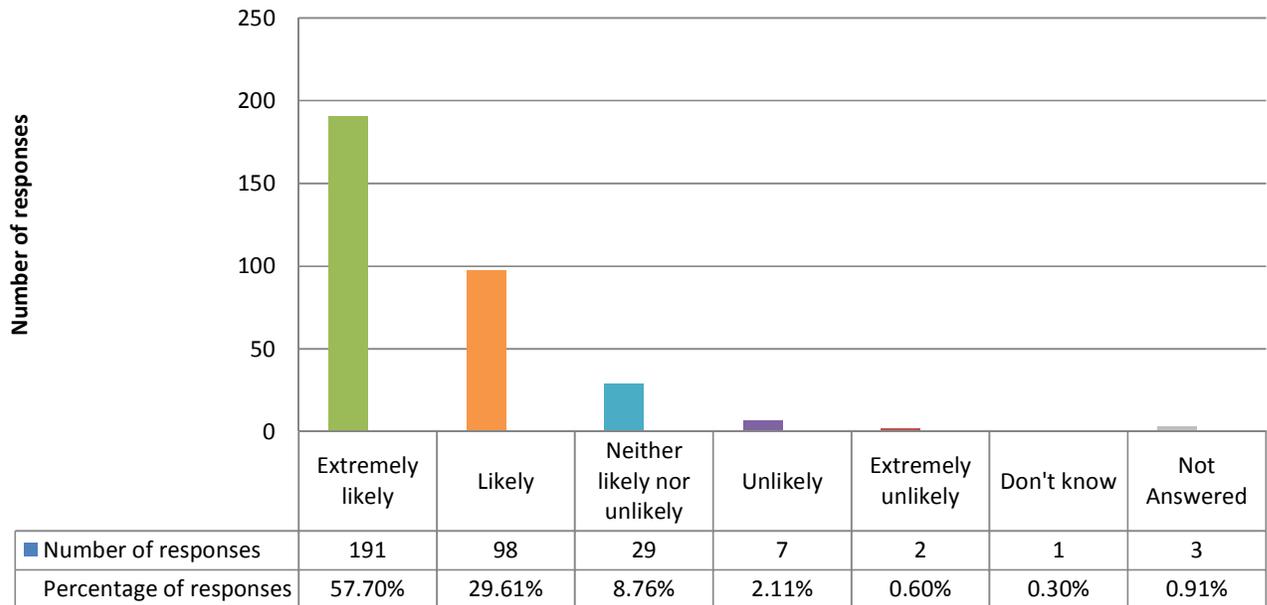


D. Your consultation experience (cont.)

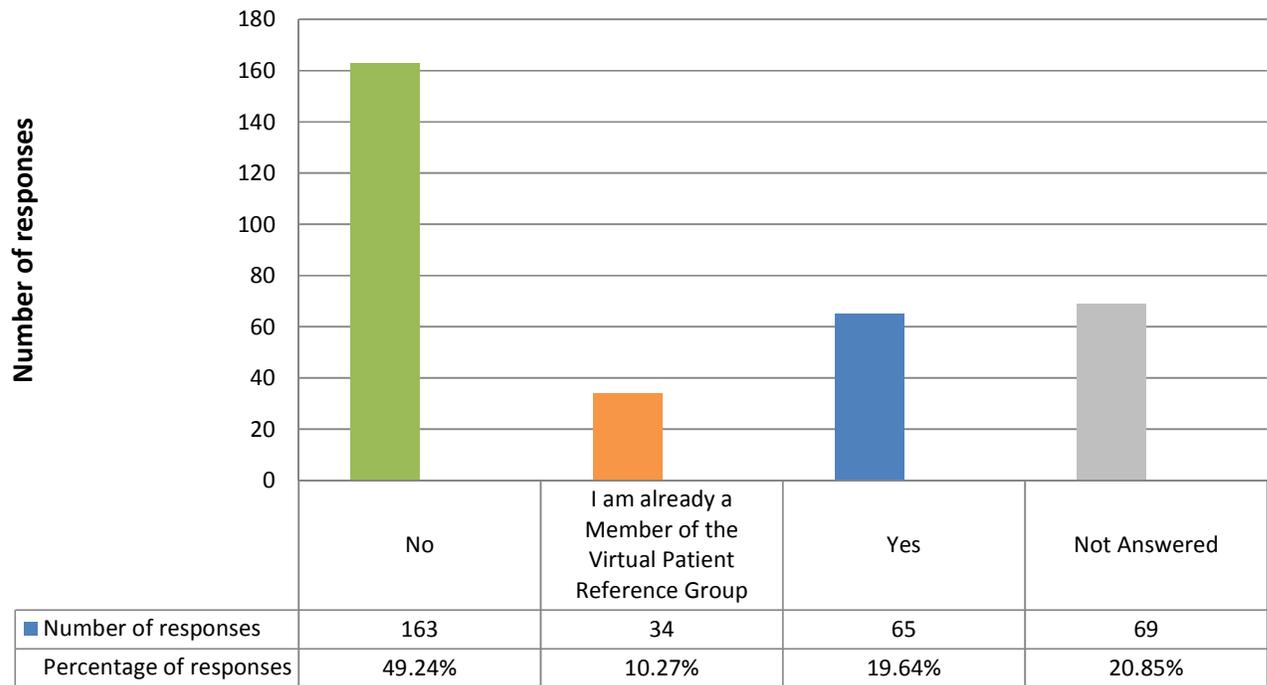


Friends and Family Test

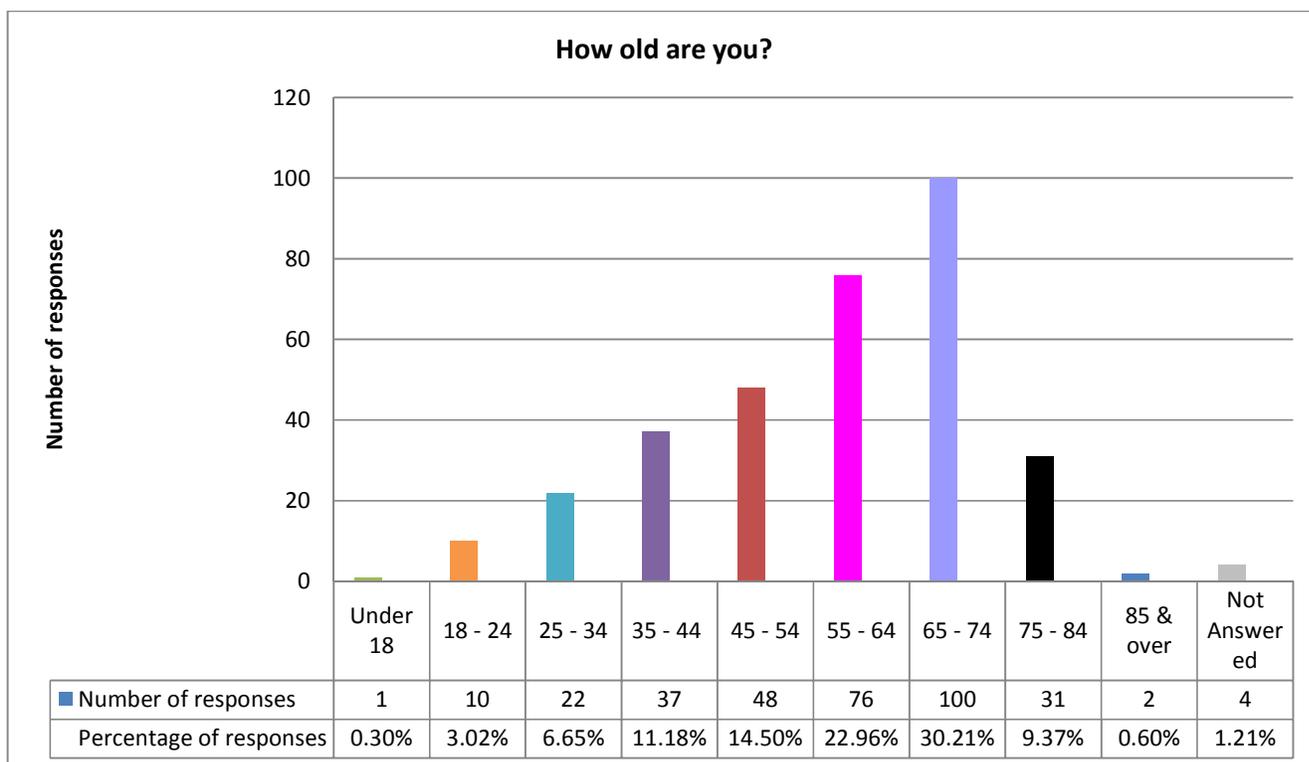
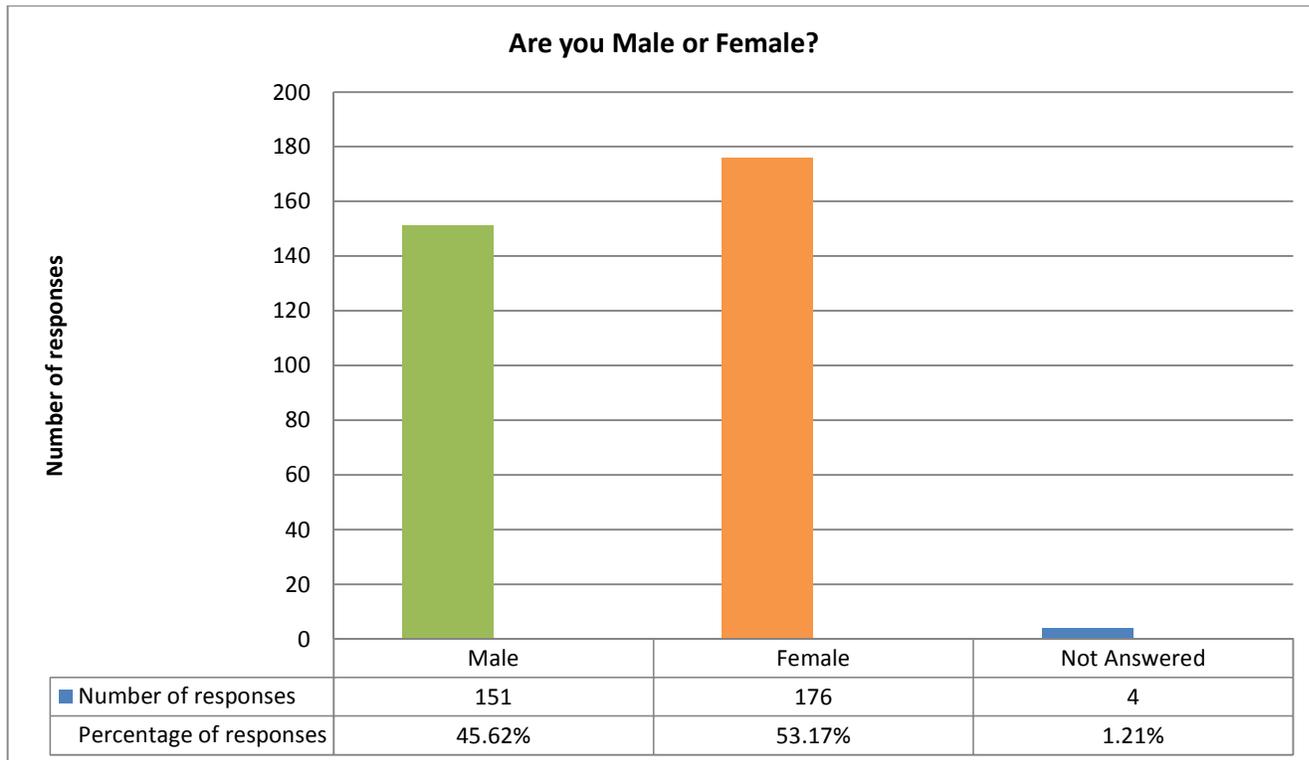
1: We would like you to think about your recent experience of our service. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?



7. Would you like to join our Virtual Patient Reference Group?



Patient Demographics



Marple Cottage Surgery

Patient Questionnaire Results 2014 - 2015

Thank you for participating and helping shape the practice