

PRIMROSE SURGERY PRACTICE SURVEY

PRIMROSE SURGERY 2023-2024 SURVEY							
How good was the GP/ANP/Nurse/HCA:							
	Very Good	Good	Satisfactory	Poor	Very poor	Does not apply	
1. How good was the GP/ANP/Nurse/HCA Putting you at ease?	52	48	16	4	2	1	123
2. How good was the GP/HCA/Nurse at listening to you?	53	50	14	5	2	0	124
3. How good was the GP/HCA/Nurse explaining your treatment and condition?	49	47	17	5	3	0	121
	Yes Definalley	Yes to some extent	No, Not at all	Don't Know/Cant say			
4. Did you have confidence that the GP/ANP/nurse will keep your information confidential?	85	21	4	11	0	0	121
	Yes	No					
5. Would you be completely happy to see this GP/ANP/Nurse again?	94	8					102
6. Are you aware that you have a choice of where you can be referred to?	67	38					105
<i>Please enter the name of the GP/HCA/Nurse you recently saw and any additional comments:</i>							
	Very Helpful	Fairly Helpful	Not very helpful	Not at all helpful	Don't know		

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7. How good was the GP/HCA/Nurse/ANP at treating your health problem/Condition?	50	53	5	1	0		109
8. How good was the GP/HCA/Nurse/ANP helping you cope with your health problems?	49	46	8	1	0		104
9. How helpful do you find the receptionists at the GP Practice?	51	46	6	3	0		106
	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't Know	Haven't tried	
10. How easy is it to through to someone at your GP Practice?	27	34	22	27	0	0	110
11. How easy is it to speak to a P/ANP/Nurse on the phone at your GP Practice?	20	37	24	13	0	2	96
	Same day or next day	2-4 days	5 days or more	I don't usually need to be seen quickly	Don't Know/never tried		
12. How quickly do you usually get seen?	68	17	12	7	4		108
	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't Know	Haven't tried	
13. How do you rate how quickly you were seen?	26	53	14	7	2		102
	Yes	No	Don't Know				
14. Did you know that we offer extra appointments at another venue when we are closed?	32	44	26	0	0	0	102
15. Did you that at these venues there are clinics such as asthma, smear, blood tests and benefit advice clinics .	37	46	24	0	0	0	107
16. Did you know that these clinic are open on the weekend?	22	57	28	0	0	0	107

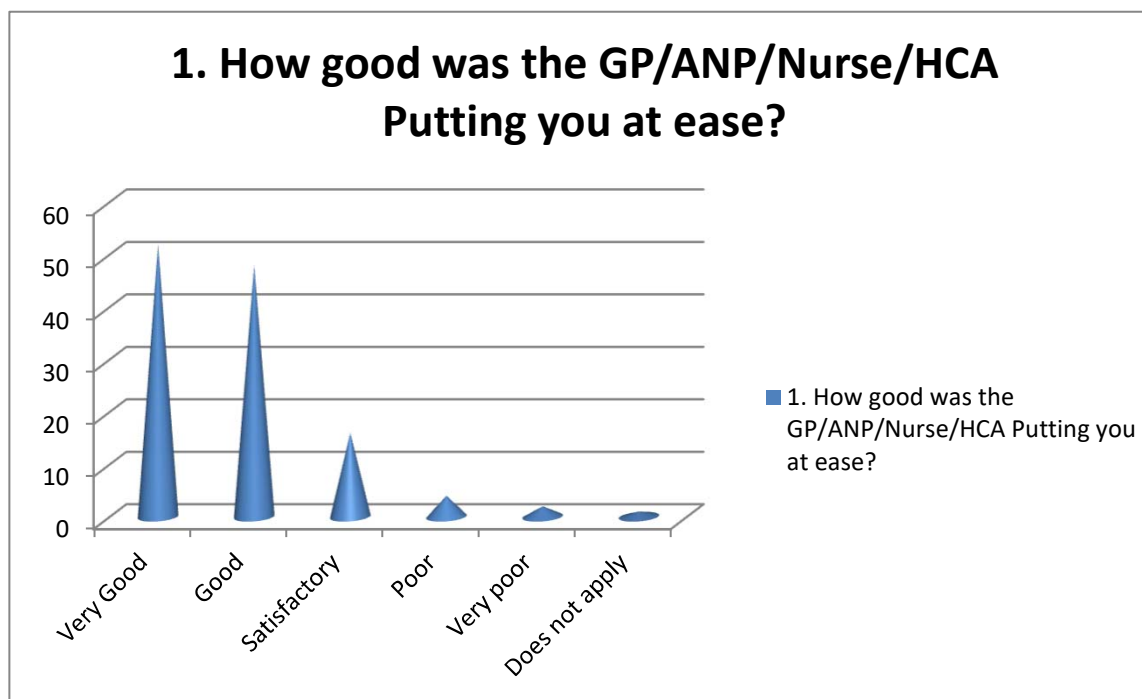
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	Yes	No					
17. Are you aware where you can find information about the practice?	61	30					91
18. Are you aware that the GP is made aware and given all telephole calls and messages after his/her surgery?	50	49					99
19. Do you feel that our reception area is clean and tidy at all times?	37	7					44
20. Are you awar that we have a private room if you do not wish to discuss anything private at the front reception?	77	16					93
21. Are you aware that we have a mobile telephone number to enable you to text us to cancel an appointment?	46	43					89
22. Are you aware that we can refer you to a HALE service if you require community service advice?	34	38					72
23. Did you know that you have to collect an ordered prescription from the surgery before 28 days?	50	46					96
24. Did you know we now have BEEP service who can help you with your weight, diet and excersice?	46	52					98
	Excellent	Very good	Good	Satisfactory	Poor	very poor	
25. Overall, how would you describe your excersice of your GP surgery?	34	27	27	14	4	2	108
	Yes	No					
26. Did you know we now have family action service who can provide you with benefits and wellbeing advice?	35	69					104

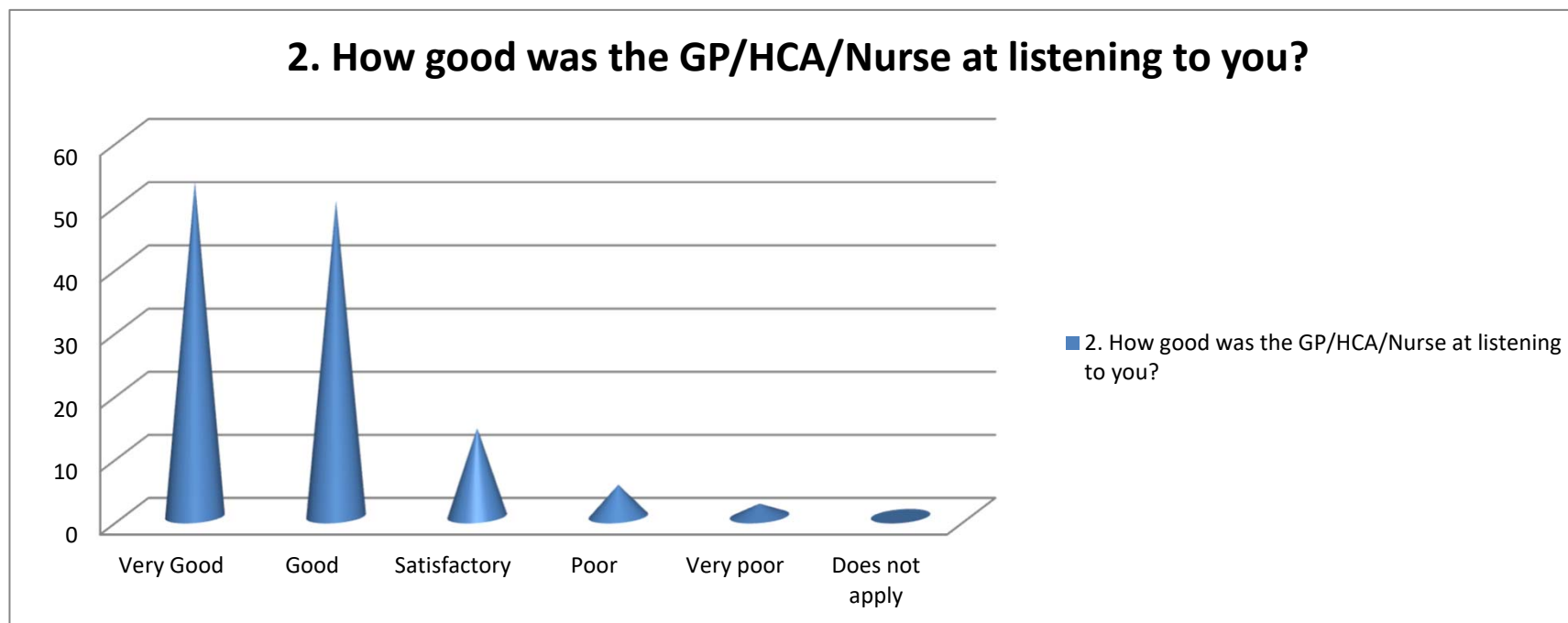
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Finally please add any comments you would like to make about your GP Practice?	
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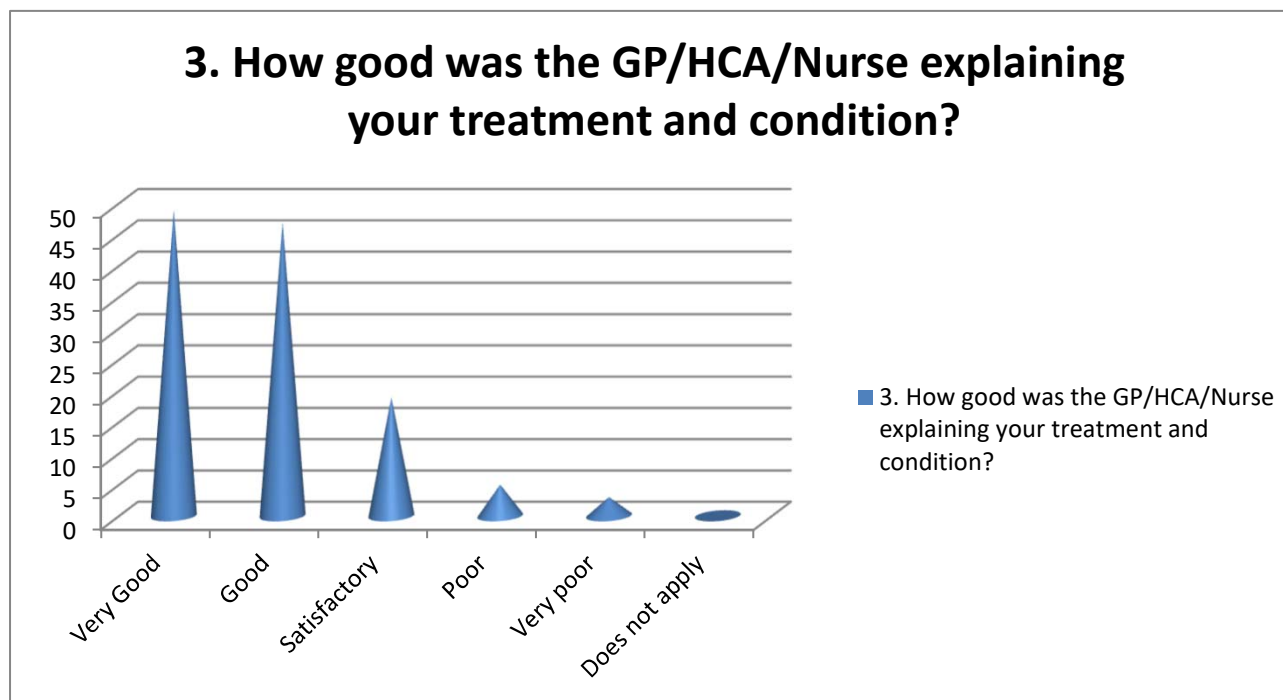
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1. How good was the GP/ANP/Nurse/HCA Putting you at ease?	52	48	16	4	2	1	123



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2. How good was the GP/HCA/Nurse at listening to you?	53	50	14	5	2	0	124

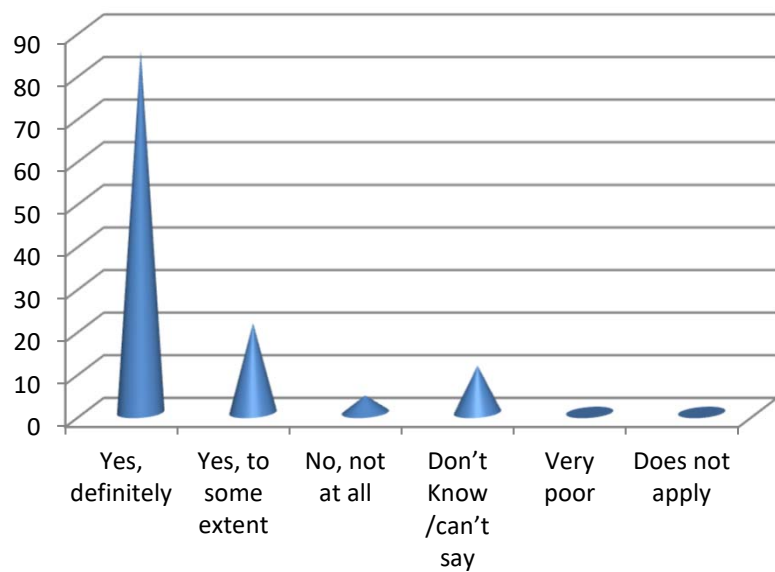


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3. How good was the GP/HCA/Nurse explaining your treatment and condition?	49	47	19	5	3	0	123



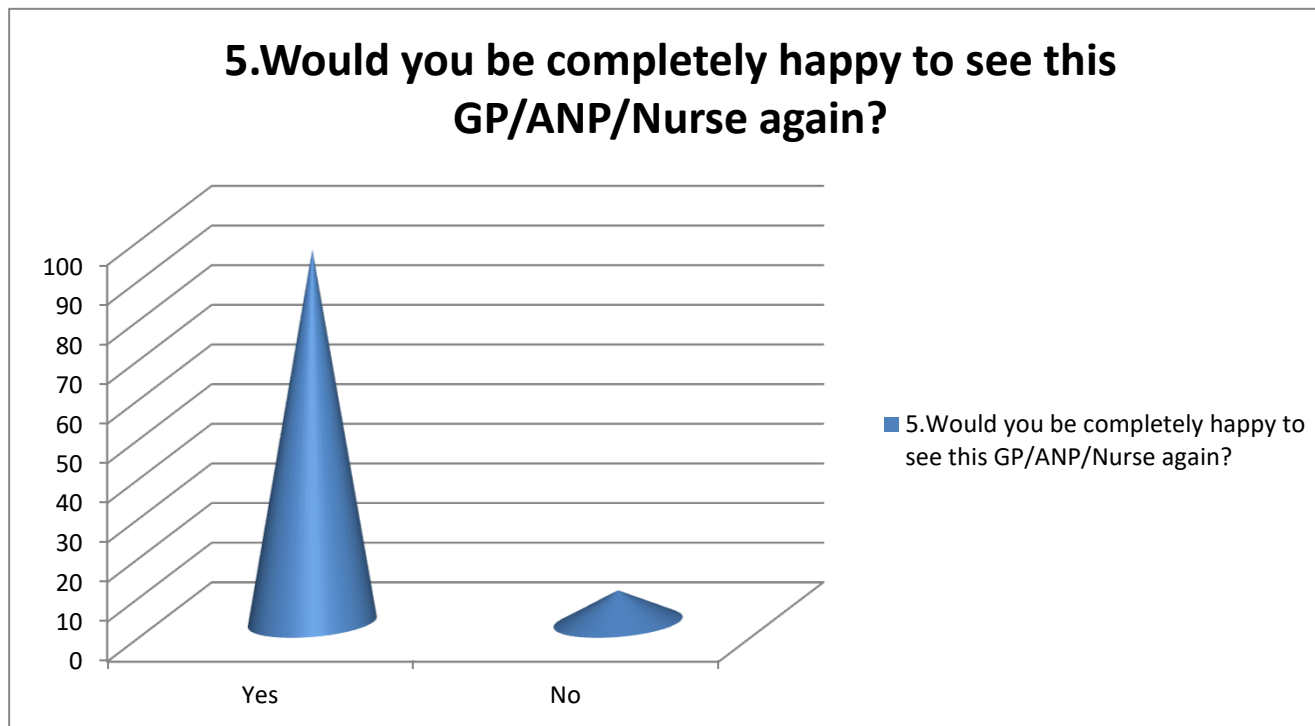
	Yes, definitely	Yes, to some extent	No, not at all	Don't Know /can't say	Very poor	Does not apply	
4. Did you have confidence that the GP/ANP/nurse will keep your information confidential?	85	21	4	11	0	0	121

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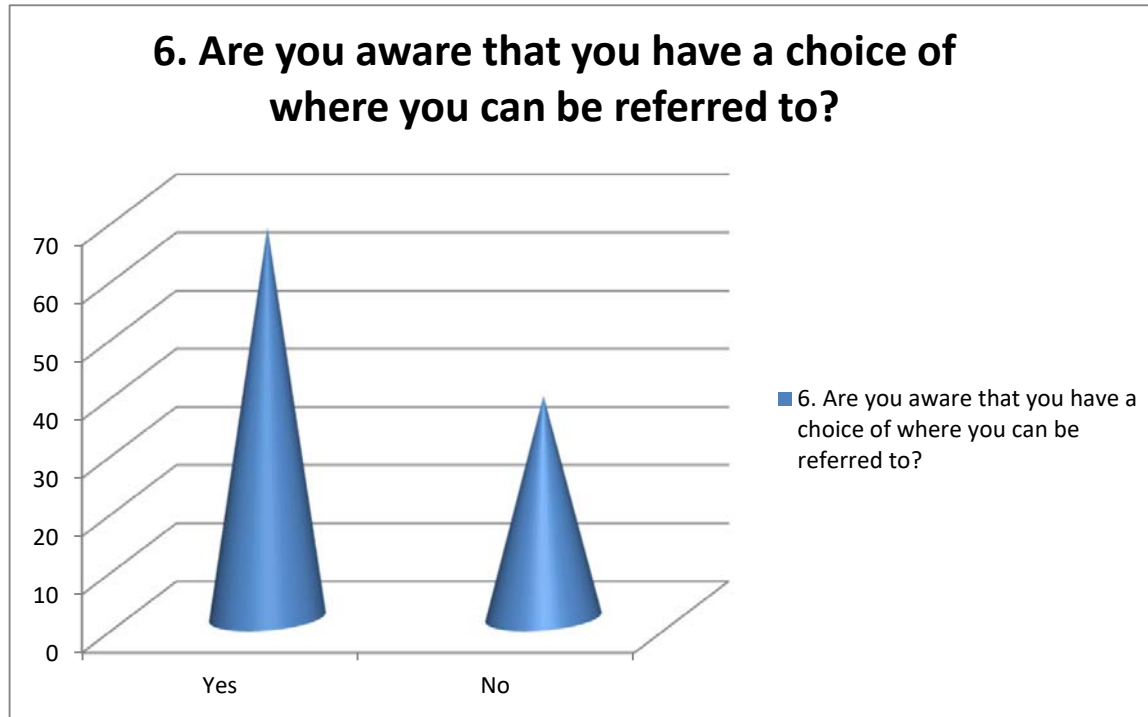


■ 4. Did you have confidence that the GP/ANP/nurse will keep your information confidential?

	Yes	No	
5.Would you be completely happy to see this GP/ANP/Nurse again?	94	8	102

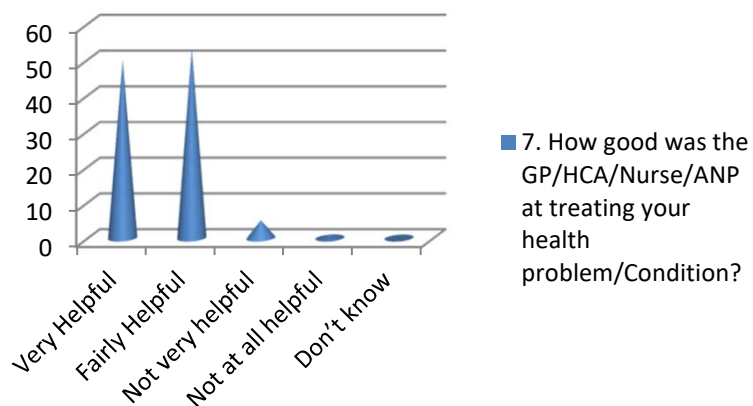


	Yes	No	
6. Are you aware that you have a choice of where you can be referred to?	67	38	105



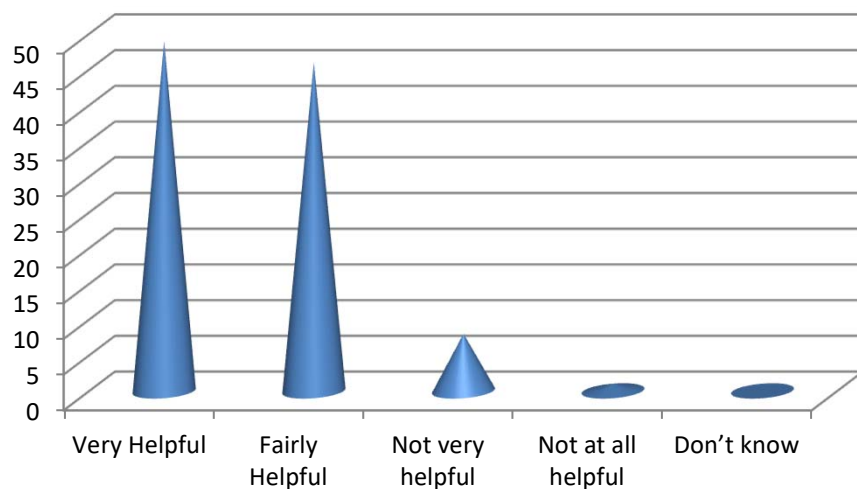
	Very Helpful	Fairly Helpful	Not very helpful	Not at all helpful	Don't know	
7. How good was the GP/HCA/Nurse/ANP at treating your health problem/Condition?	50	53	5	1	0	109

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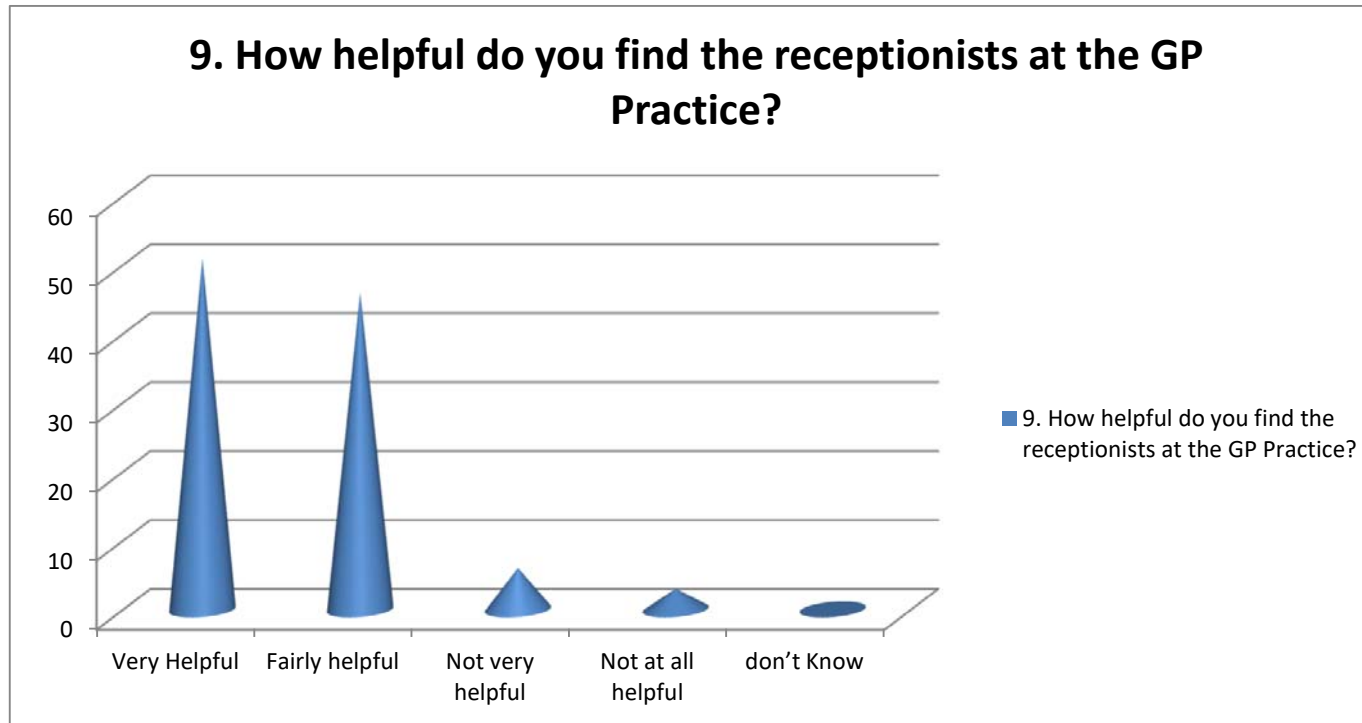
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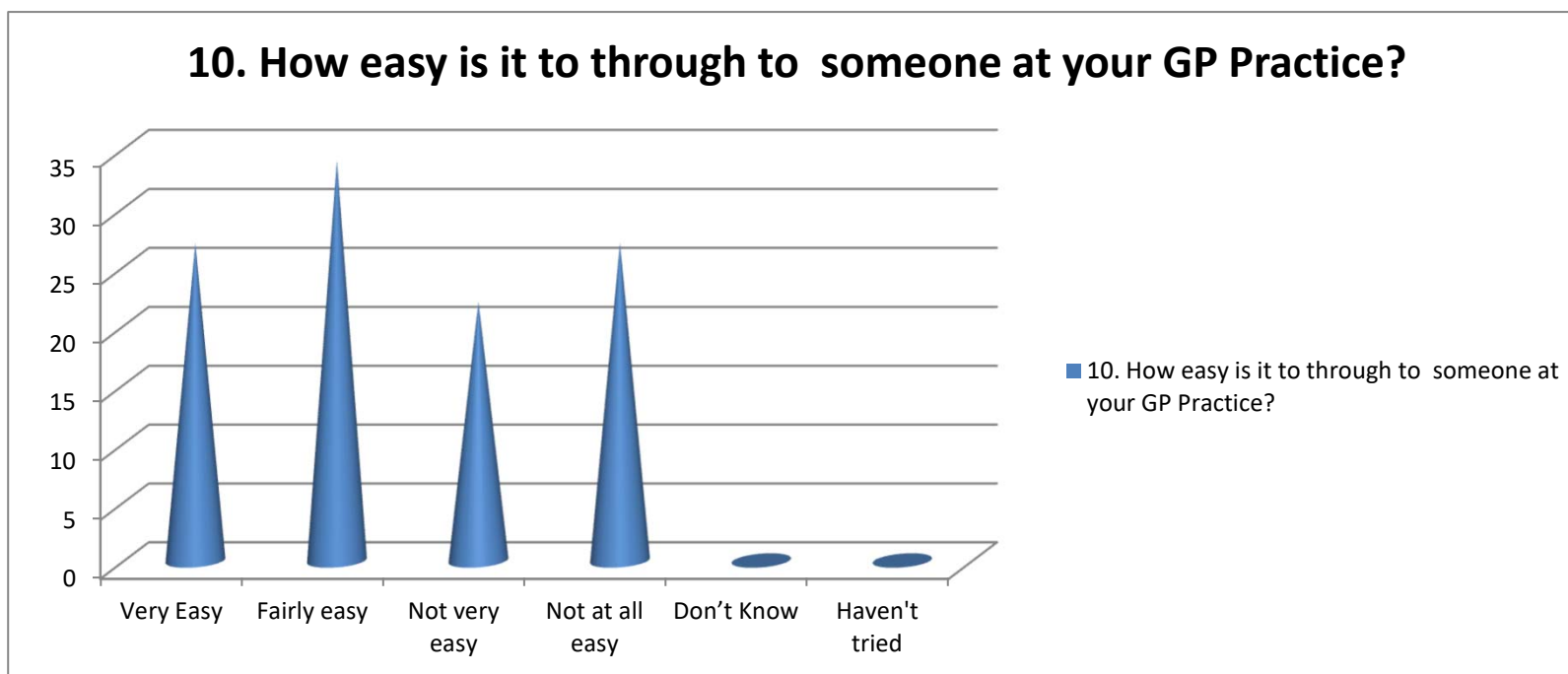


■ 8. How good was the GP/HCA/Nurse/ANP helping you cope with your health problems?

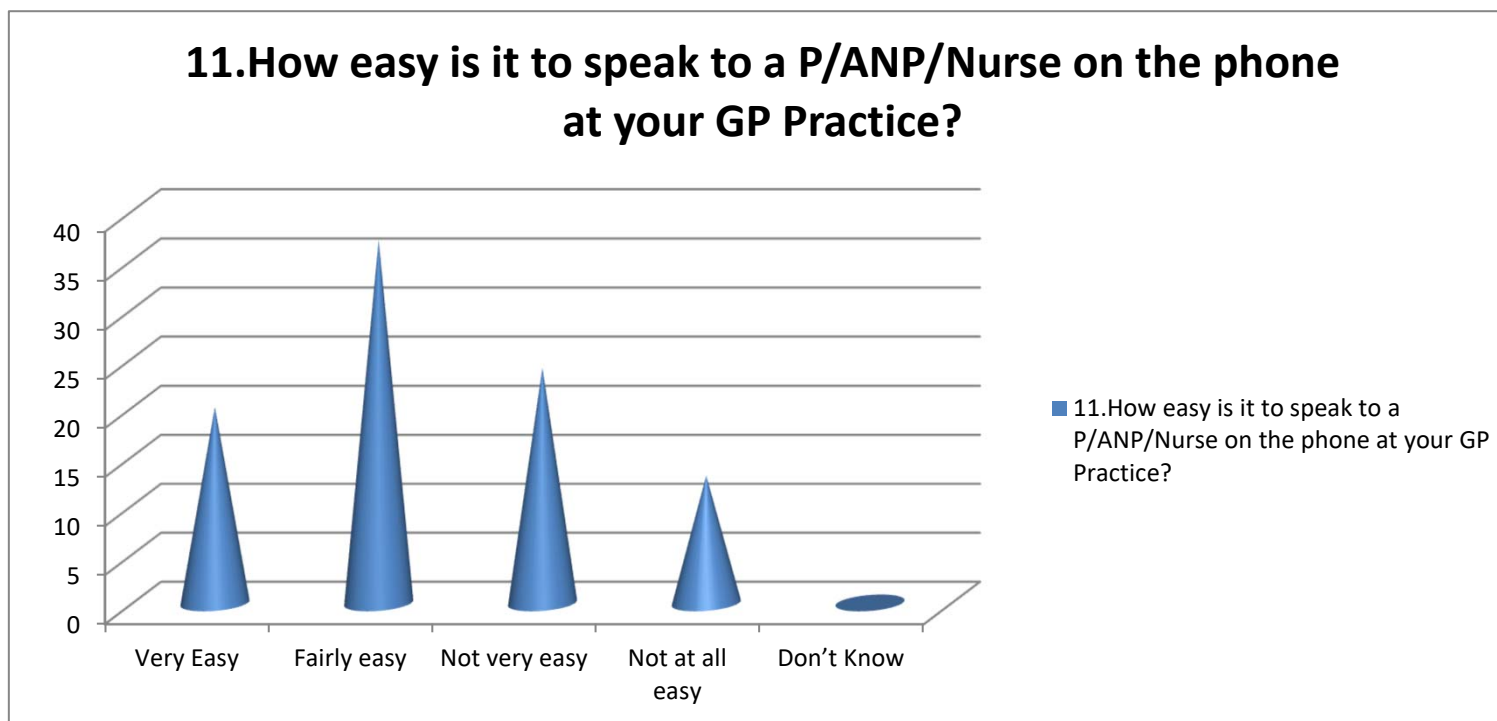
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9. How helpful do you find the receptionists at the GP Practice?	51	46	6	3	0	106



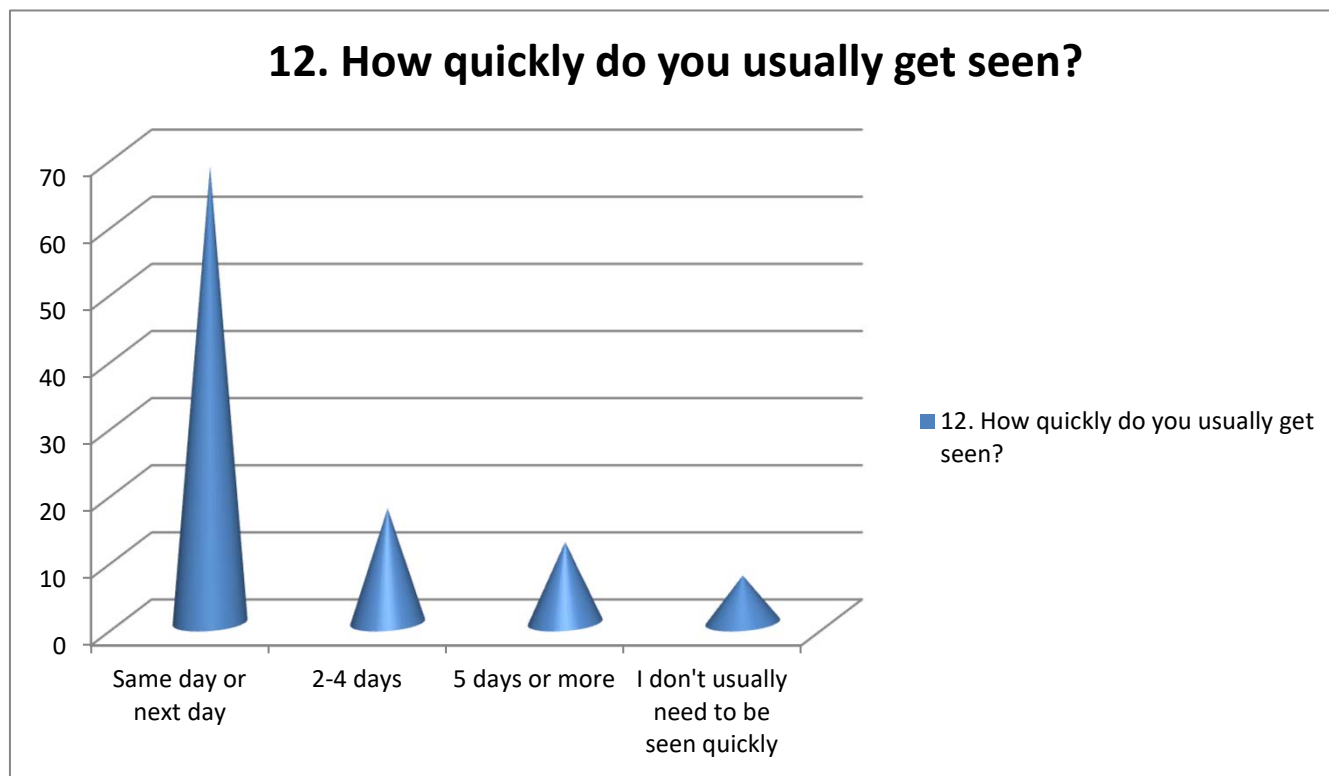
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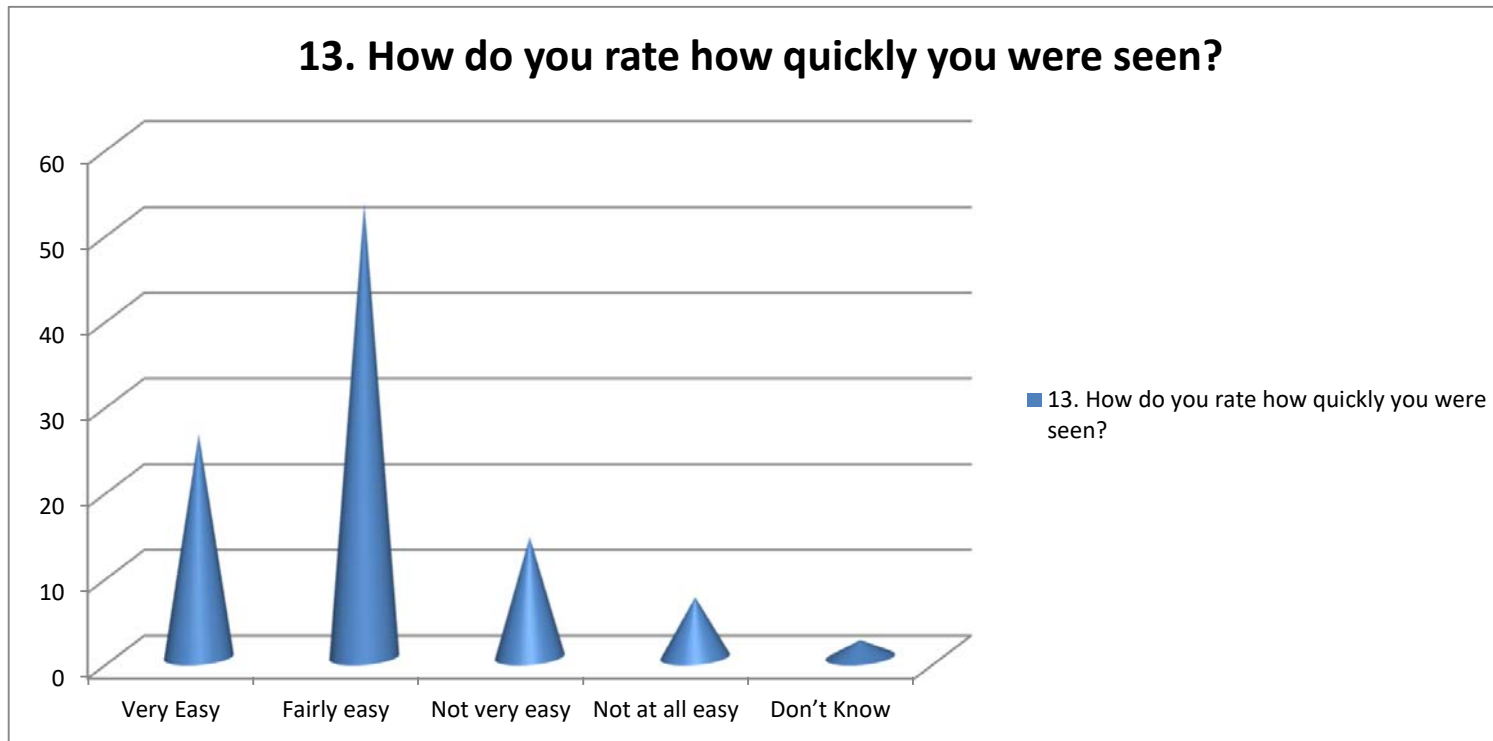
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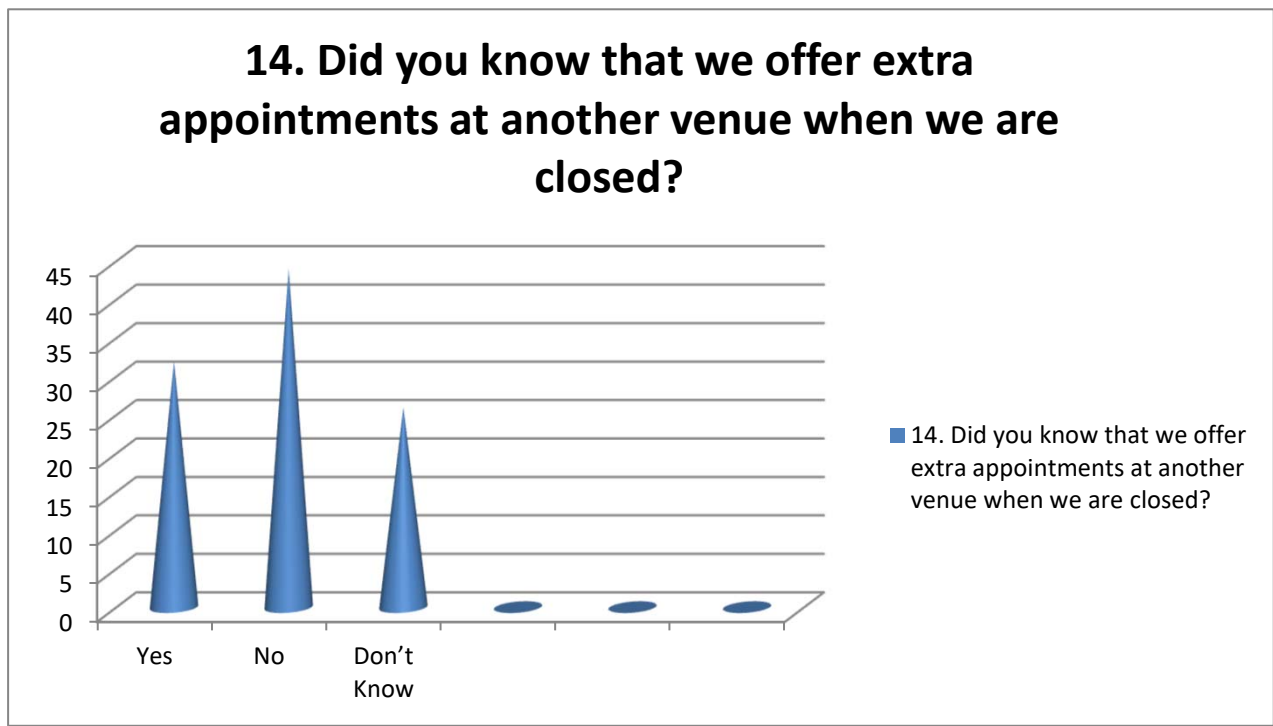
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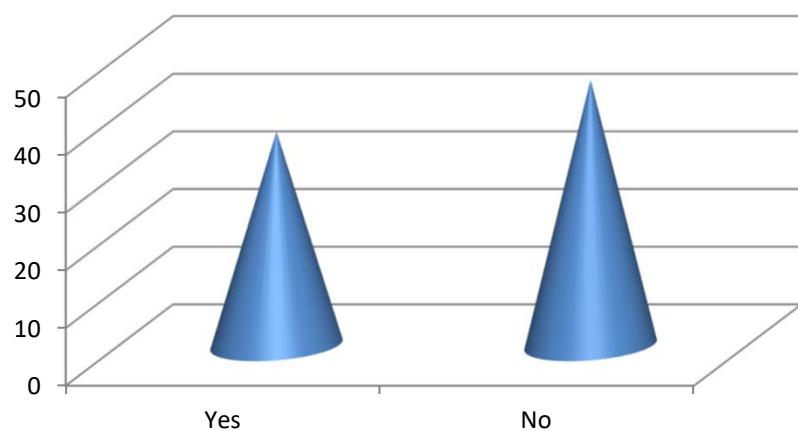


	Yes	No	Don't Know				
14. Did you know that we offer extra appointments at another venue when we are closed?	32	44	26	0	0	0	102



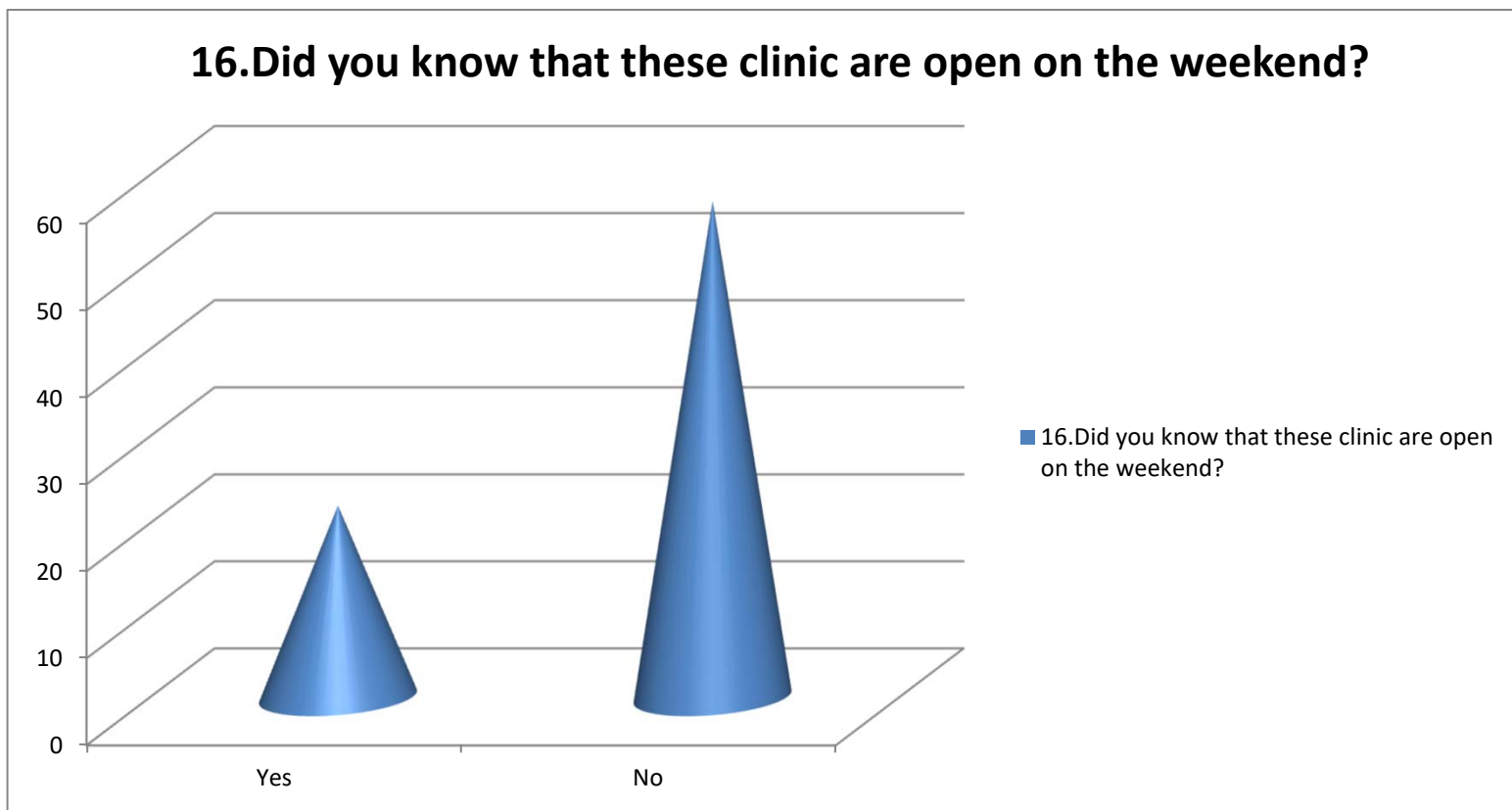
	Yes	No	Don't Know	
15. Did you that at these venues there are clinics such as asthma, smear, blood tests and benefit advice clinics .	37	46	28	111

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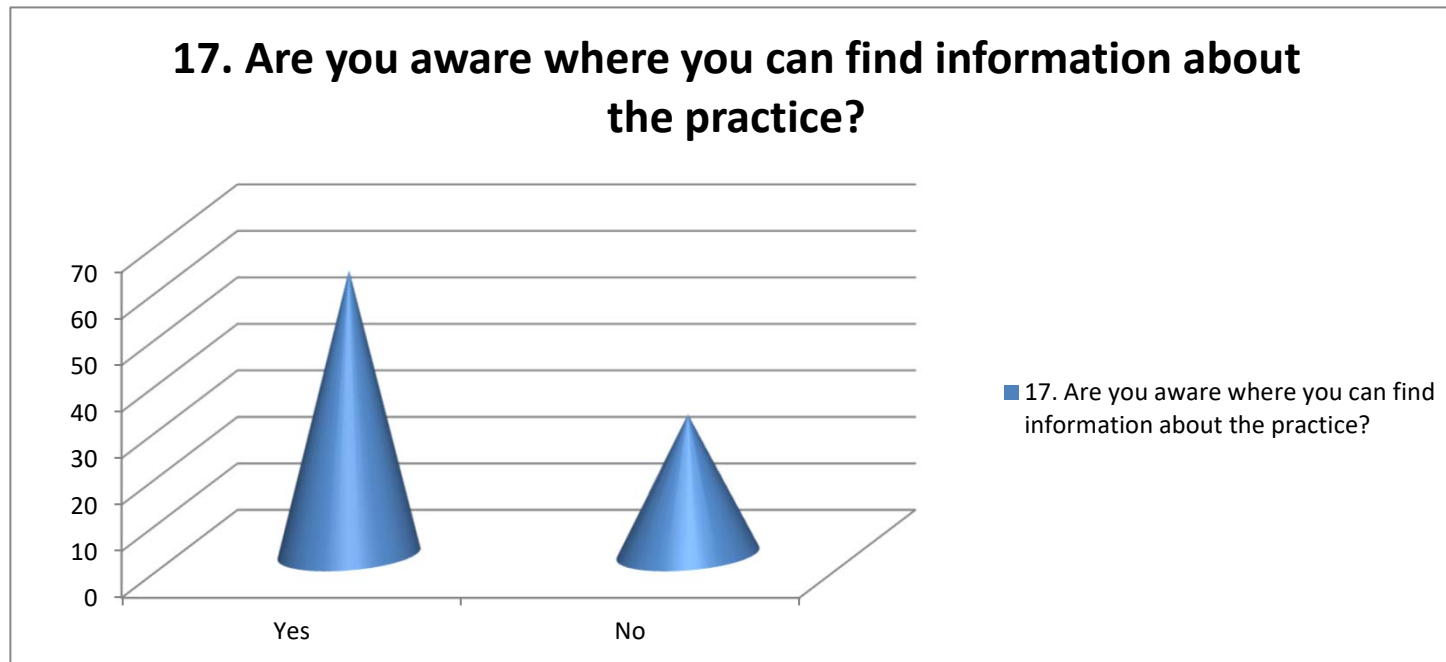


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	Yes	No	Don't Know	
16.Did you know that these clinic are open on the weekend?	22	57	28	107

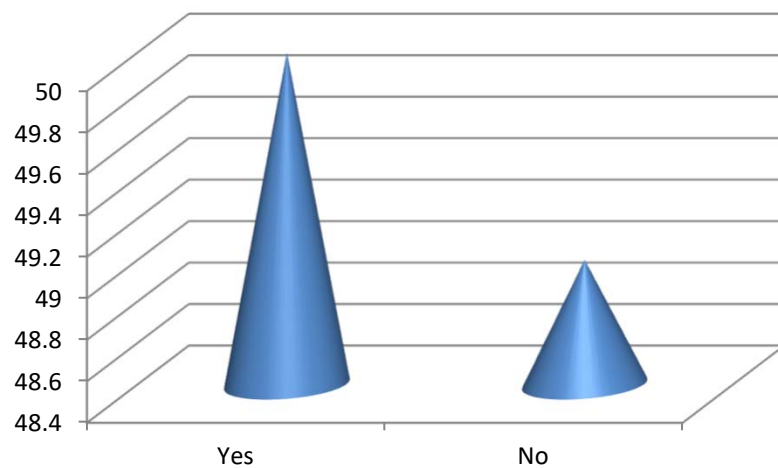


	Yes	No	
17. Are you aware where you can find information about the practice?	61	30	91



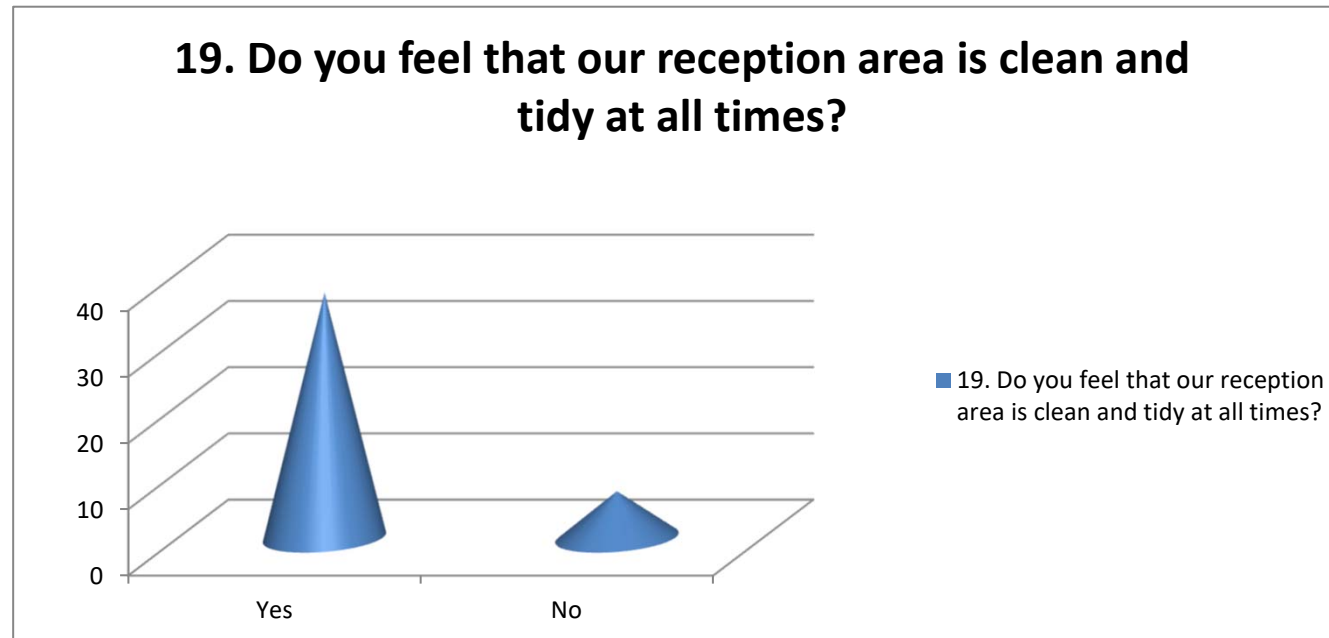
	Yes	No	
18. Are you aware that the GP is made aware and given all telephole calls and messages after his/her surgery?	50	49	99

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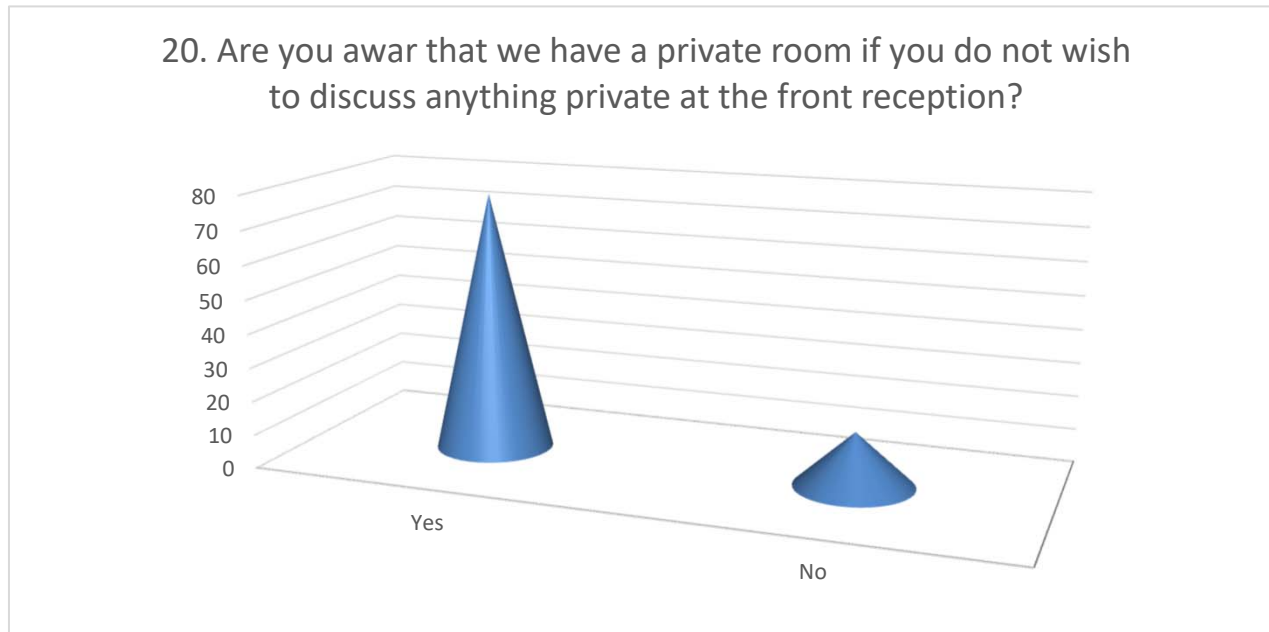


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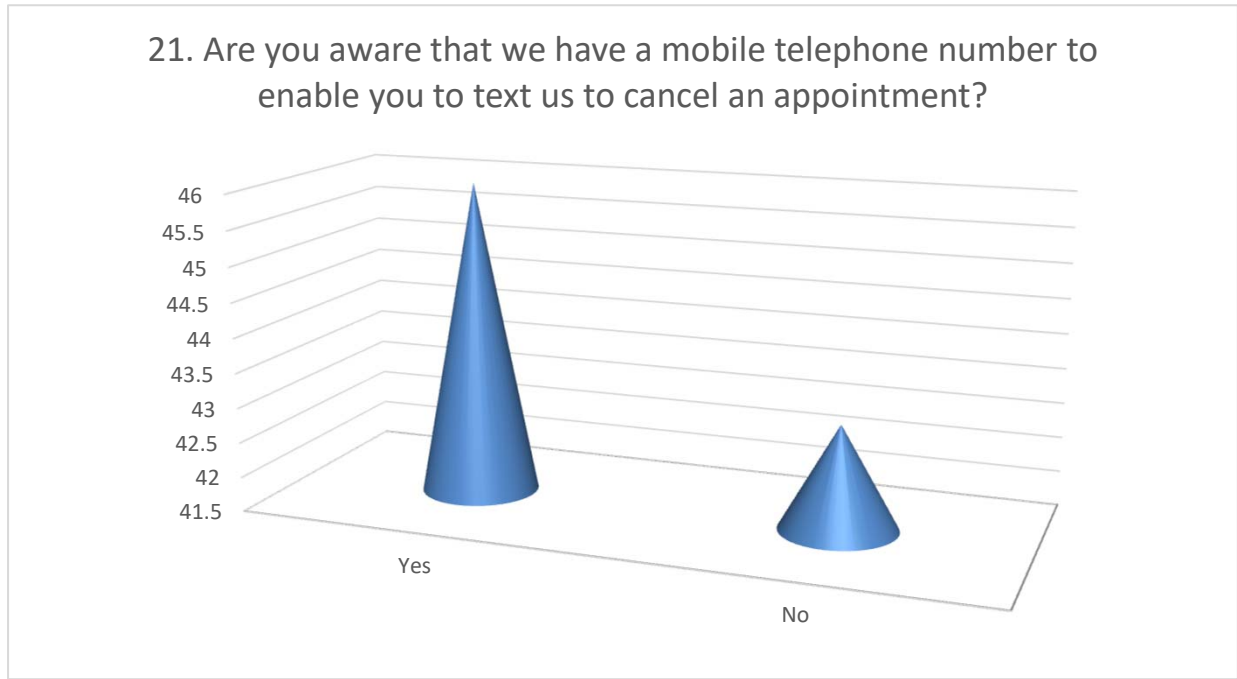
	Yes	No	
19. Do you feel that our reception area is clean and tidy at all times?	37	7	44



	Yes	No	
20. Are you aware that we have a private room if you do not wish to discuss anything private at the front reception?	77	16	93

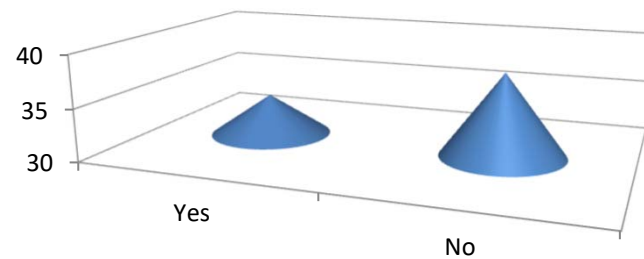


	Yes	No	
21. Are you aware that we have a mobile telephone number to enable you to text us to cancel an appointment?	46	43	89



	Yes	No	
22.Are you aware that we can refer you to a HALE service if you require community service advice?	34	38	72

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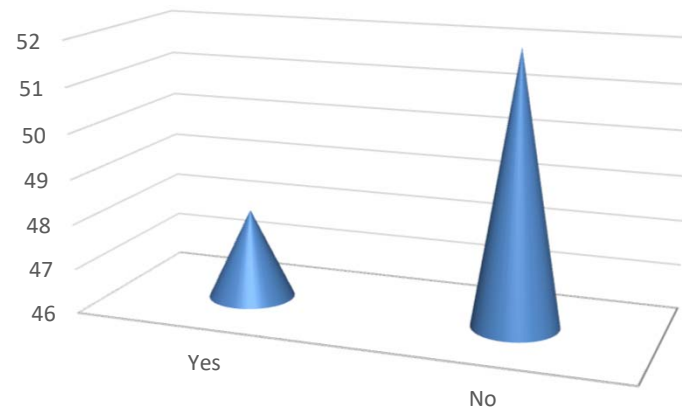
- 22.Are you aware that we can refer you to a HALE service if you require community service advice?

	Yes	No	
23. Did you know that you have to collect an ordered prescription from the surgery before 28 days?	50	46	96



	Yes	No	
24. Did you know we now have BEEP service who can help you with your weight, diet and excersice?	48	52	100

24. Did you know we now have BEEP service who can help you with your weight, diet and excersice?



	Excellent	Very Good	Good	Satisfactory	Poor	Very Poor		
25. Overall, how would you describe your experience of your GP surgery?	34	27	27	14	7	2		111



	Yes	No		
26. Did you know we now have Family Action Service who can provide you with benefits and well being advise?	35	69		104

