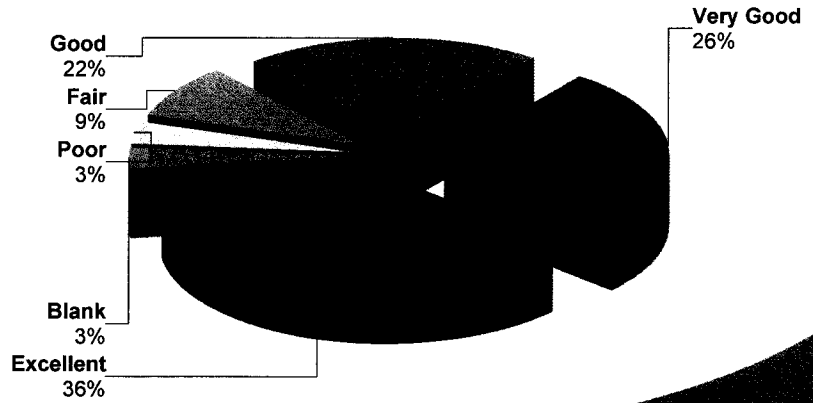


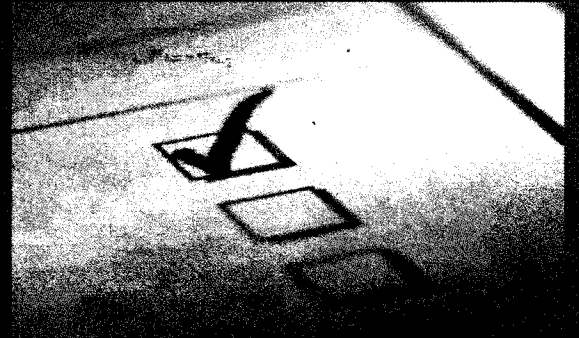
84%

of all patient ratings about this practice were good, very good or excellent



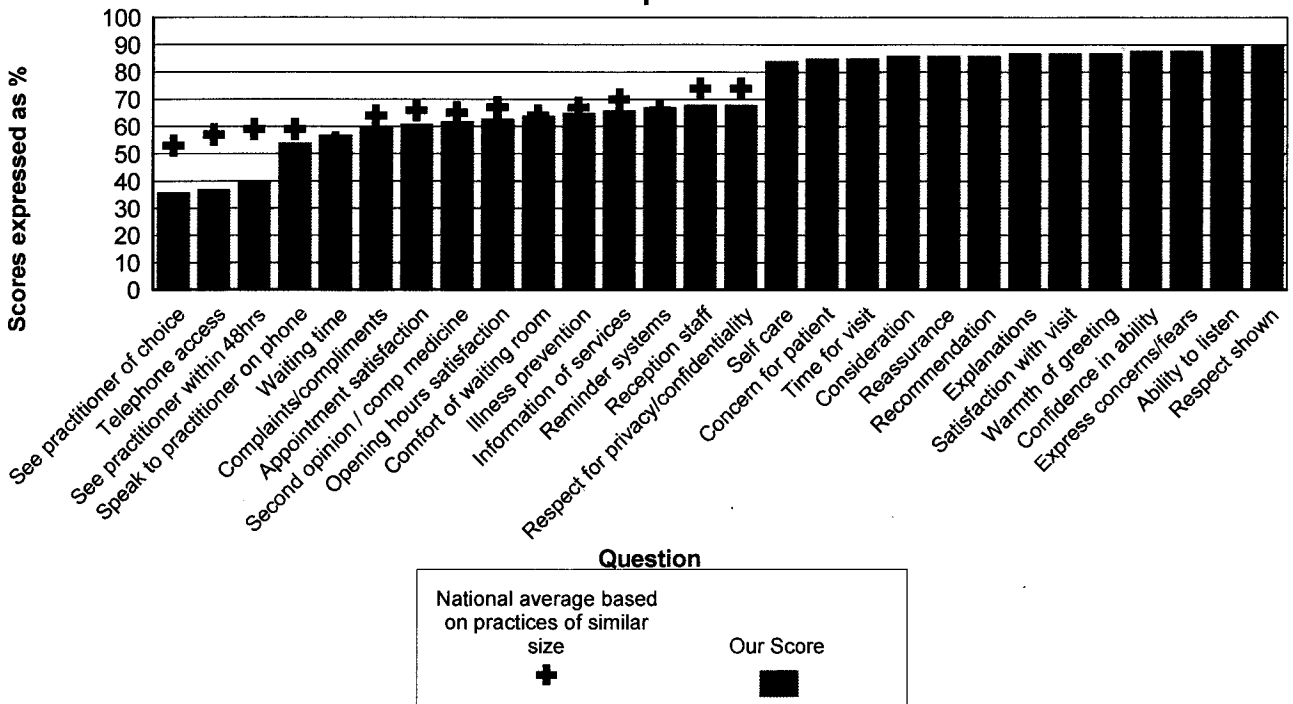
Thank you for your participation in this survey

Patient Experience
Survey Results 2013/2014
Swanlow Medical Centre



"Striving towards excellence"

Overall practice scores



The results of this survey will help us to provide the best possible service to you



Your patient feedback

Table 1: Distribution and frequency of ratings, questions 1-28

Question	Poor	Fair	Good	Very Good	Excellent	Blank/spoilt
Q1 Opening hours satisfaction	2	26	71	72	33	3
Q2 Telephone access	49	64	55	25	13	1
Q3 Appointment satisfaction	10	32	63	58	40	4
Q4 See practitioner within 48hrs	47	55	50	25	22	8
Q5 See practitioner of choice	53	69	35	23	20	7
Q6 Speak to practitioner on phone	7	47	74	40	25	14
Q7 Comfort of waiting room	5	17	77	72	34	2
Q8 Waiting time	7	40	73	57	27	3
Q9 Satisfaction with visit	0	1	25	57	122	2
Q10 Warmth of greeting	0	1	22	59	125	0
Q11 Ability to listen	0	0	17	52	138	0
Q12 Explanations	0	2	20	58	127	0
Q13 Reassurance	0	2	22	63	120	0
Q14 Confidence in ability	0	0	23	54	128	2
Q15 Express concerns/fears	0	1	21	55	129	1
Q16 Respect shown	0	1	17	47	142	0
Q17 Time for visit	0	5	28	54	119	1
Q18 Consideration	0	3	25	60	118	1
Q19 Concern for patient	0	5	25	58	117	2
Q20 Self care	0	5	30	56	108	8
Q21 Recommendation	0	5	25	47	127	3
Q22 Reception staff	2	16	63	74	46	6
Q23 Respect for privacy/confidentiality	1	15	64	77	43	7
Q24 Information of services	1	26	60	64	47	9
Q25 Complaints/compliments	5	24	76	49	28	25
Q26 Illness prevention	3	20	65	61	40	18
Q27 Reminder systems	2	17	63	64	42	19
Q28 Second opinion / comp medicine	3	18	63	45	26	52

Blank/spoilt responses are not included in the analysis (see score explanation)