

The Villages Medical Centre

Patient Survey 2013-4

1. (1) Are you aware that you can make or cancel GP appointments through the practice website?	Result	No of Responses	2. (2) Are you aware that you can and request repeat medications through the practice website?	Result	No of Responses	3. (3) Would you like to determine the length of time of your GP appointment based on problems which need 5 minutes, 10 minutes, 15 minutes or 20	Result	No of Responses
1. Yes	70%	129	1. Yes	60%	111	1. Yes	66%	123
2. No	30%	56	2. No	40%	74	2. No	8%	14
						3. Not sure	26%	48
		185			185			185
4. (4) Have you used the practice website for information?			5. (5) Do you have thyroid problems? Are you aware of our new remote monitoring service?		259	6. (6) Are you aware that there is a wheelchair available for your use in the practice?		
1. Yes	36%	66	1. Yes	4%	7	1. Yes	59%	109
2. No	54%	100	2. No	38%	71	2. No	41%	76
3. I don't have a computer	10%	19	3. Not applicable	58%	107			
		185			185			185
7. (7) Are you aware of the confidential area at Reception?			8. (8) How much notice do you take of leaflets, posters and the noticeboard in the surgery?			9. (9) Would you recommend the surgery to someone who has just moved into your area?		
1. Yes	56%	103	1. A lot of notice	41%	76	1. Yes	99%	183
2. No	44%	82	2. Very little notice	56%	104	2. No	1%	2
			3. Not noticed at all	3%	5			
		185			185			185
10. (10) Overall, how satisfied are you with the service you receive from the surgery?								
1. Very satisfied	62%	115						
2. Satisfied	32%	59						
3. Neither satisfied or dissatisfied	6%	11						
4. Dissatisfied		0						
		185						