

The Villages Medical Centre
Patient Survey 2014-15

1. Do you find our Receptionists to be helpful, friendly and courteous?	Result	No of Responses	2. Are you aware of which clinical areas our GPs specialise in?	Result	No of Responses	3. Would you find it helpful to be able to email the practice for your repeat prescription requests?	Result	No of Responses
1. Yes	89%	135	1. Yes	21%	31	1. Yes	59%	89
2. Sometimes	10%	15	2. Not Completely	49%	74	2. Sometimes	15%	23
3. Not Usually	1%	1	3. Not Aware	30%	45	3. No	25%	38
		151			150			150
4. Have you had any experiences with the Out-of-Hours services? If so, how did you find it?			5. How many times have you seen a GP in the last 12 months?					
1. Very Good	16%	9	1. Between 1 and 20	95%	144			
2. Good	35%	19	2. Between 21 and 40	5%	7			
3. Neither Good Nor Bad	38%	21	3. More than 40	0%	0			
4. Not Very Good	11%	6						
		55			151			