

The Villages Medical Centre
Patient Survey Results 2015-16

1. Are you aware that services are available through local pharmacies to obtain repeat medication on behalf of patients?	Result	No of Responses	2. Please let us know what you feel about the service you have received from our Receptionist team.	Result	No of Responses	3. Please let you know how satisfied you are about the length of time you were given by the GP or Nurse.	Result	No of Responses
1. Yes	86%	120	1. Very Satisfied	68%	95	1. Very Satisfied	44%	61
2. No	14%	19	2. Satisfied	27%	38	2. Satisfied	48%	67
			3. Neither Satisfied or Dissatisfied	4%	5	3. Neither Satisfied or Dissatisfied	5%	7
			4. Dissatisfied	1%	1	4. Dissatisfied	3%	4
		139			139			139
4. Are you registered to use the Practice Website to find information, to book or cancel GP appointments or to request medication?	Result	No of Responses	5. Would you be interested in attending Patient Educational Events?	Result	No of Responses	6. Our PPG is interested in setting up a Facebook page, which would include practice information. Do you feel this would be useful for you?	Result	No of Responses
1. Yes	38%	51	1. Yes	15%	21	1. Yes	38%	50
2. No	63%	85	2. No	85%	116	2. No	62%	83
		136			137			133
7. Are you aware that you can speak to a Pharmacist for medical advice, for example: hayfever, blood pressure checks, cholesterol checks, stopping smoking and alcohol support?	Result	No of Responses	8. Would you recommend the Surgery to someone who has just moved into your area?	Result	No of Responses	9. Overall, how satisfied are you with the service you receive from the Surgery?	Result	No of Responses
1. Yes	89%	118	1. Yes	99%	134	1. Very Satisfied	66%	90
2. No	13%	18	2. No	1%	1	2. Satisfied	30%	41
						3. Neither satisfied or dissatisfied	3%	4
						4. Dissatisfied	1%	1
		136			135			136