

The Villages Medical Centre
Patient Survey Results 2016-17

1. Do you find the medical information on our practice website to be useful?	Result	No of Responses	2. Please indicate how clean you find the consulting and treatment rooms?	Result	No of Responses	3. Are you aware which days of the week your preferred GP is available?	Result	No of Responses
1. Yes	95%	106	1. Excellent	70%	109	1. Yes	36%	54
2. No	5%	5	2. Good	28%	43	2. No	64%	98
			3. Satisfactory	2%	3			
			4. Unsatisfactory	0%	0			
		111			155			152
4. Are you aware that you can book an on-the-day appointment online from 7.30am through our website?	Result	No of Responses	5. Thinking about the last appointment you booked, which was more important to you?	Result	No of Responses	6. Are you aware of the new Electronic Prescribing Service (EPS) which enables GPs to send prescriptions electronically to the pharmacy of your choice?	Result	No of Responses
1. Yes	68%	102	1. The earliest possible appointment	50%	77	1. Yes	70%	107
2. No	32%	49	2. Seeing your preferred GP	33%	50	2. No	30%	46
			3. An appointment on a specific day of the week	5%	8			
			4. An appointment in a specific time of day	12%	18			
		151			153			153
7. Are you aware that the practice has a regular article in "Send and Ripley Matters" each quarter?	Result	No of Responses						
1. Yes	57%	88						
2. No	43%	66						
		154						