

The Villages Medical Centre
Patient Survey Results 2018

1. Are you aware that you are able to have your repeat medication prescription electronically sent by the practice direct to the pharmacy of your choice?	Result	No of Responses	2. Are you aware that you can obtain medical advice from a Pharmacist; for example, for hayfever, blood pressure check, cholesterol checks, support with stopping smoking and alcohol support?	Result	No of Responses	3. 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
1. Yes	84%	156	1. Yes	88%	163	1. Yes	59%	106
2. No	16%	29	2. No	12%	23	2. No	41%	75
		185			186			181
4. Are you aware that you can book (through The Villages Medical Centre) GP routine appointments at Fairlands Surgery, Guildford and Binscombe Surgery, Godalming from 6pm to 8pm Monday to Friday, from 8am to 12 noon Saturdays and on Sunday from 10am - 2pm?	Result	No of Responses	5. Would you be interested in attending Patient Education Events? For example on falls, dementia, first aid, mental health?	Result	No of Responses	6. Please let us know what you feel about the service you have received from our Receptionist team?	Result	No of Responses
1. Yes	22%	41	1. Yes	40%	72	1. Very Satisfied	57%	104
2. No	78%	145	2. No	60%	110	2. Satisfied	36%	66
						3. Neither Satisfied or Dissatisfied	5%	10
						4 Dissatisfied	2%	4
		186			182			184
7. Please let us know how satisfied you are about the length of time you were given by the GP or Practice Nurse.	Result	No of Responses	8. Overall, how satisfied are you with the service you receive from the Surgery?	Result	No of Responses			
1. Very Satisfied	53%	98	1. Very Satisfied	61%	113			
2. Satisfied	37%	69	2. Satisfied	34%	63			
3. Neither Satisfied or Dissatisfied	8%	14	3. Neither Satisfied or Dissatisfied	3%	6			
4 Dissatisfied	2%	3	4 Dissatisfied	2%	4			
		184			186			