

The General Practice Assessment Questionnaire

Your Patient Reference Group met in October 2014 and discussed your practice carrying out a patient survey to determine patient satisfaction. This survey was carried out over a period of **4 weeks** and a total of **60 patients** were surveyed.

98.33% of patients surveyed were satisfied with receptionists at the surgery.

88.33% of patients surveyed were satisfied overall with their GP surgery

Only one patient surveyed answered 'never' for all of the questions. This patient did not leave any comments or reasons why so the practice is unable to identify or improve on dissatisfaction.

The survey represents an even distribution of sex; age and employment status.

	All of the time	Most of the time	Some of the time	Never	Can't say
a) Can you get through to the surgery easily on the telephone?	40	15	4	1	
b) When visiting the surgery does the receptionist greet you politely?	50	8	1	1	
c) Do the receptionists treat you with courtesy and respect?	57	2	1	1	
d) Are the receptionists private and confidential when dealing with your query?	54	4	2	1	
e) Are the receptionists as helpful as you think they could be?	54	4	1	1	
f) Have the receptionists ever made it difficult for you to see or speak to a clinician?	1		3	55	1
g) Overall, are you satisfied with your GP surgery?	55	4		1	

Please write any comments in the box below:

Are You	Male	32	Female	28								
How old are you?	Up to 44	14	45 +	46								
Which of the following best describes you?	Employed	18	Unemployed	6	Education	3	Unable to work due to Illness	6	Carer	2	Retired	25
Do you have any long standing illness, disability or infirmity?	Yes	23	No	37								
Which ethnic group do you belong to?	White	53	Mixed	1	Chinese							

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Comments

Excellent Service

No complaints whatsoever

Good service always given

Good help always

Since leaving the army, the staff, Doctors and everything about this Doctors is amazing

The receptionists are always helpful

Been in the surgery a lot of years, very friendly and kind

All receptionists are lovely

Very friendly and helpful surgery

I couldn't ask for better receptionists, what a lovely bunch of girls you have!

Very friendly and professional