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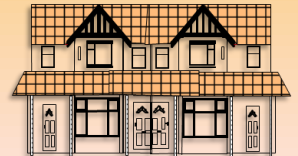
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Dunsville Medical Centre

2014-2015 Patient Survey results

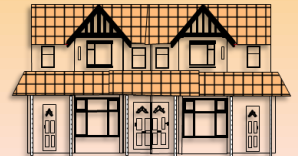
2014-15 Patient Survey Results

- The survey was arranged by the Dunsville Medical Centre Patient Reference Group.
- The Patient Reference Group is a cross section of patients representing their views on the services delivered by Dunsville Medical Centre.
- The Group meets around four times a year.
- If you would like to become a member of the Patient Reference group please enquire at the reception

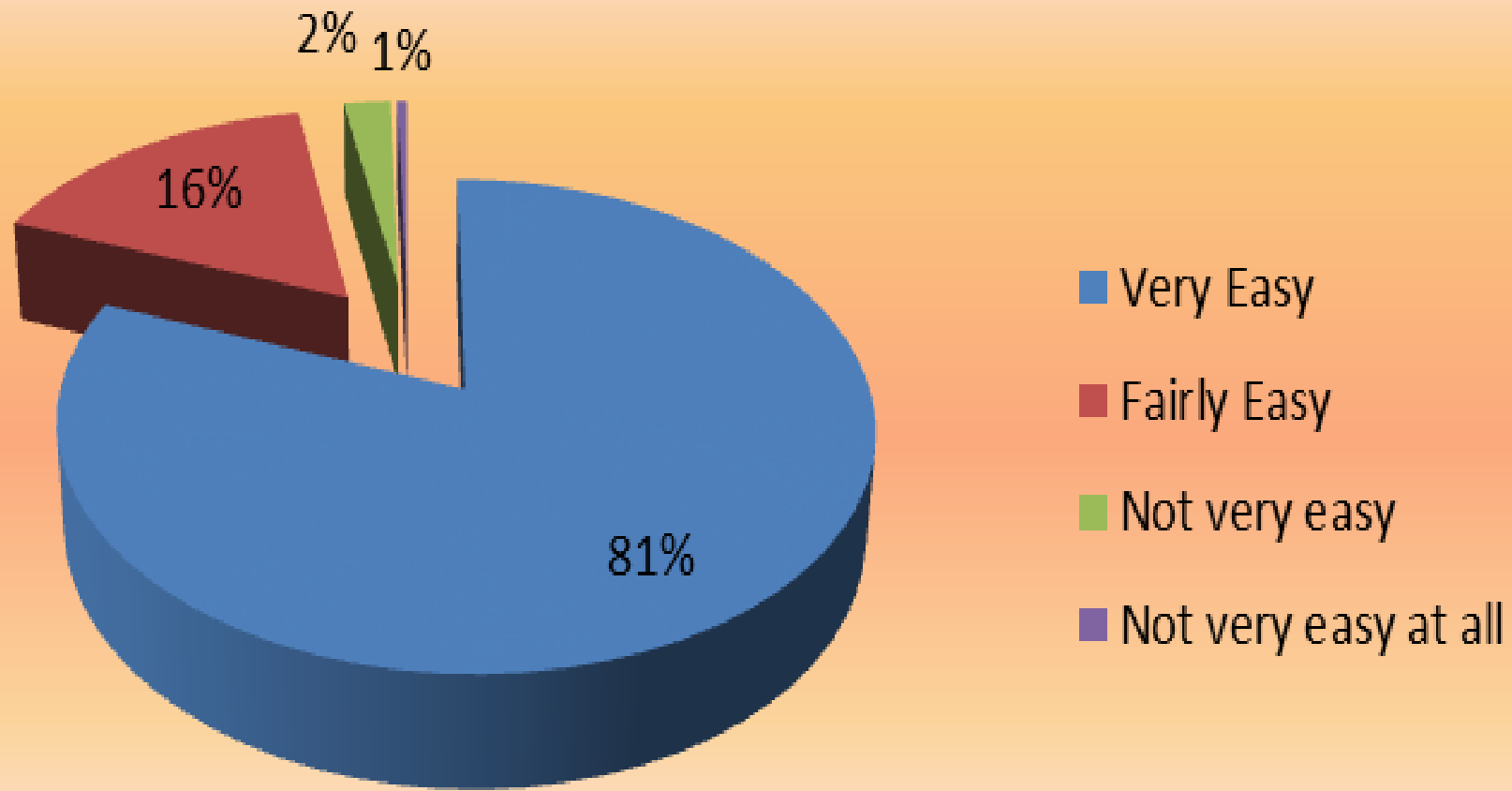


2014-15 Patient Survey Results

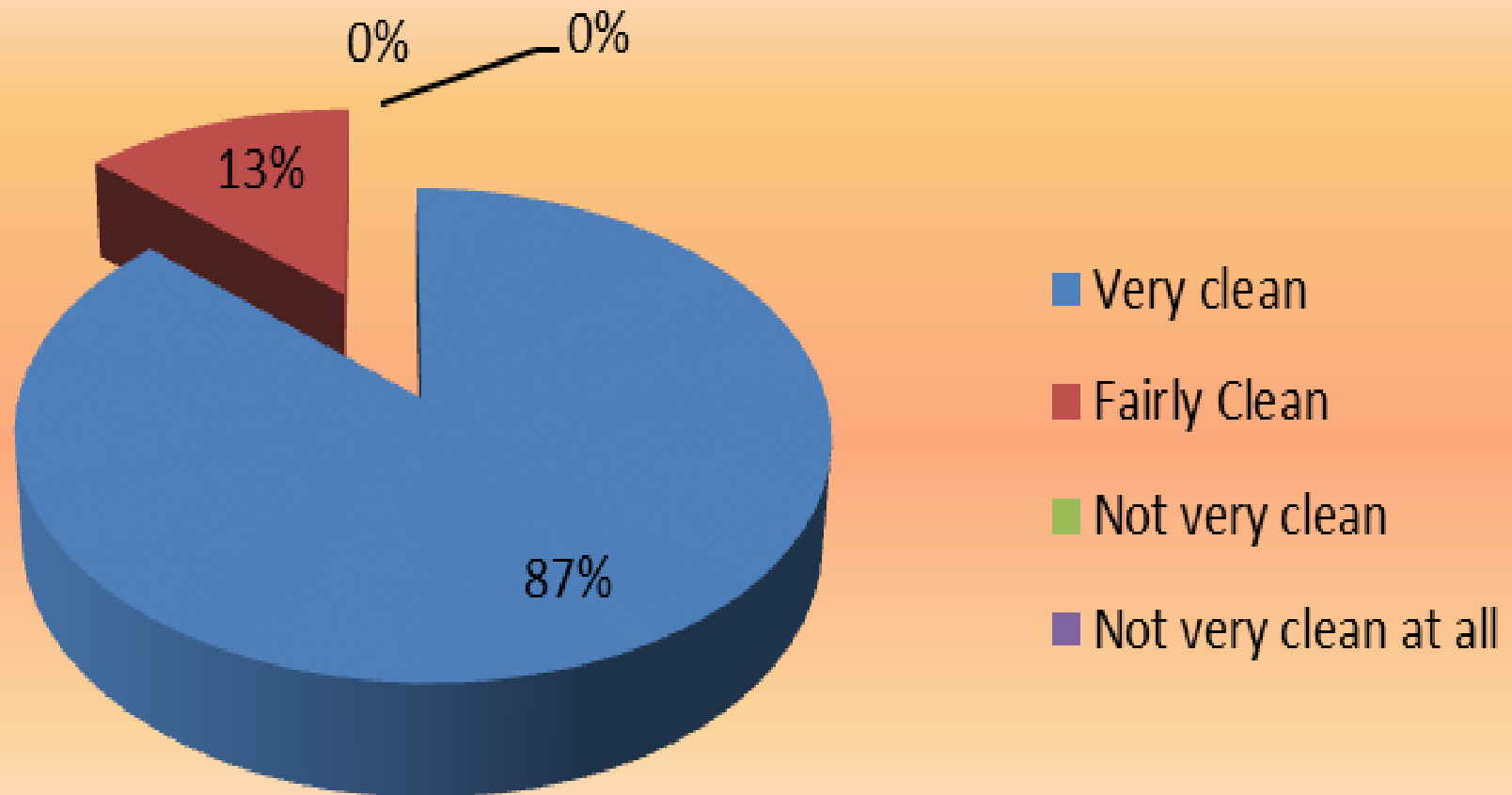
- The survey took place between September and November 2014.
- 221 people completed the survey
- The results of the survey are shown below and has been fed back to the Practice Management to allow improvements.



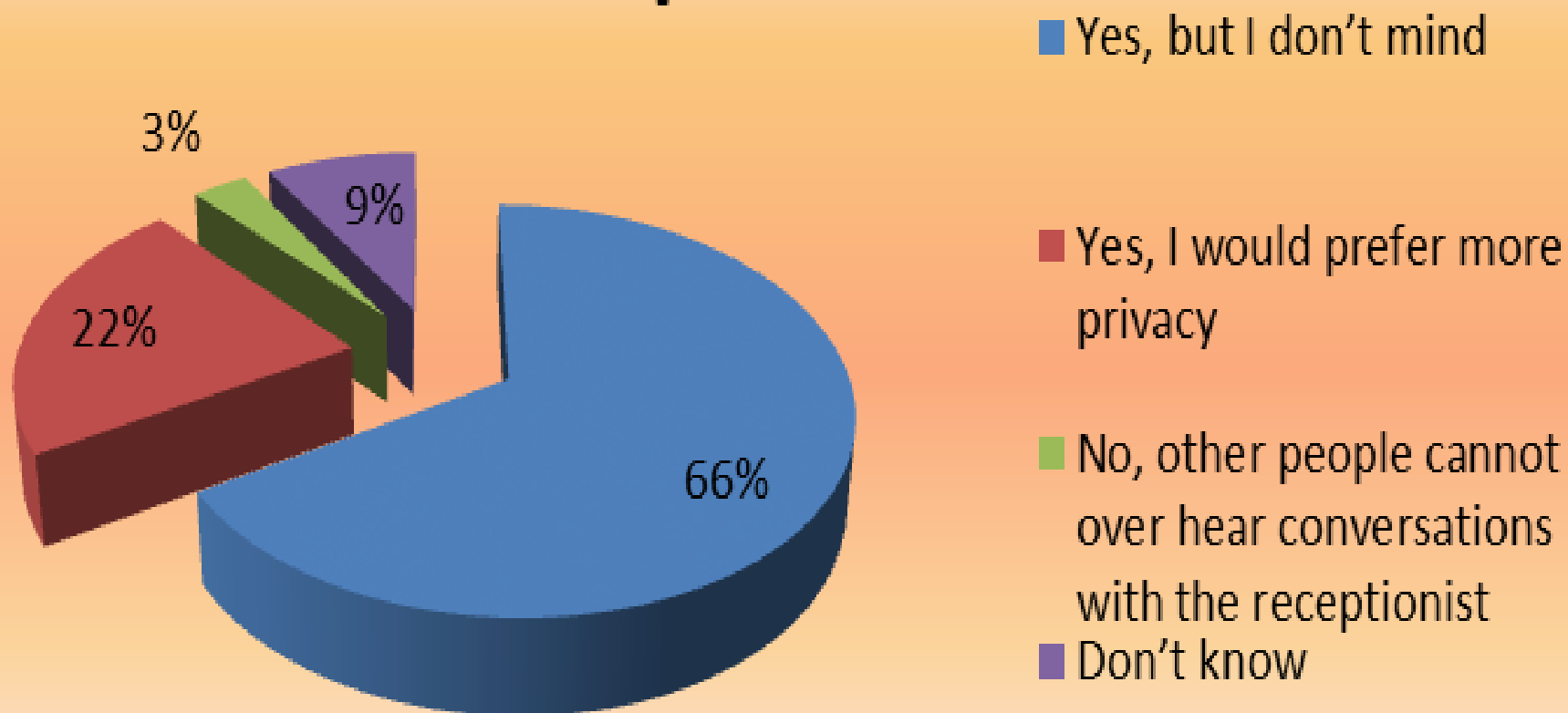
Q1. How Easy do you find it to get in to the Dunsville Medical Centre?



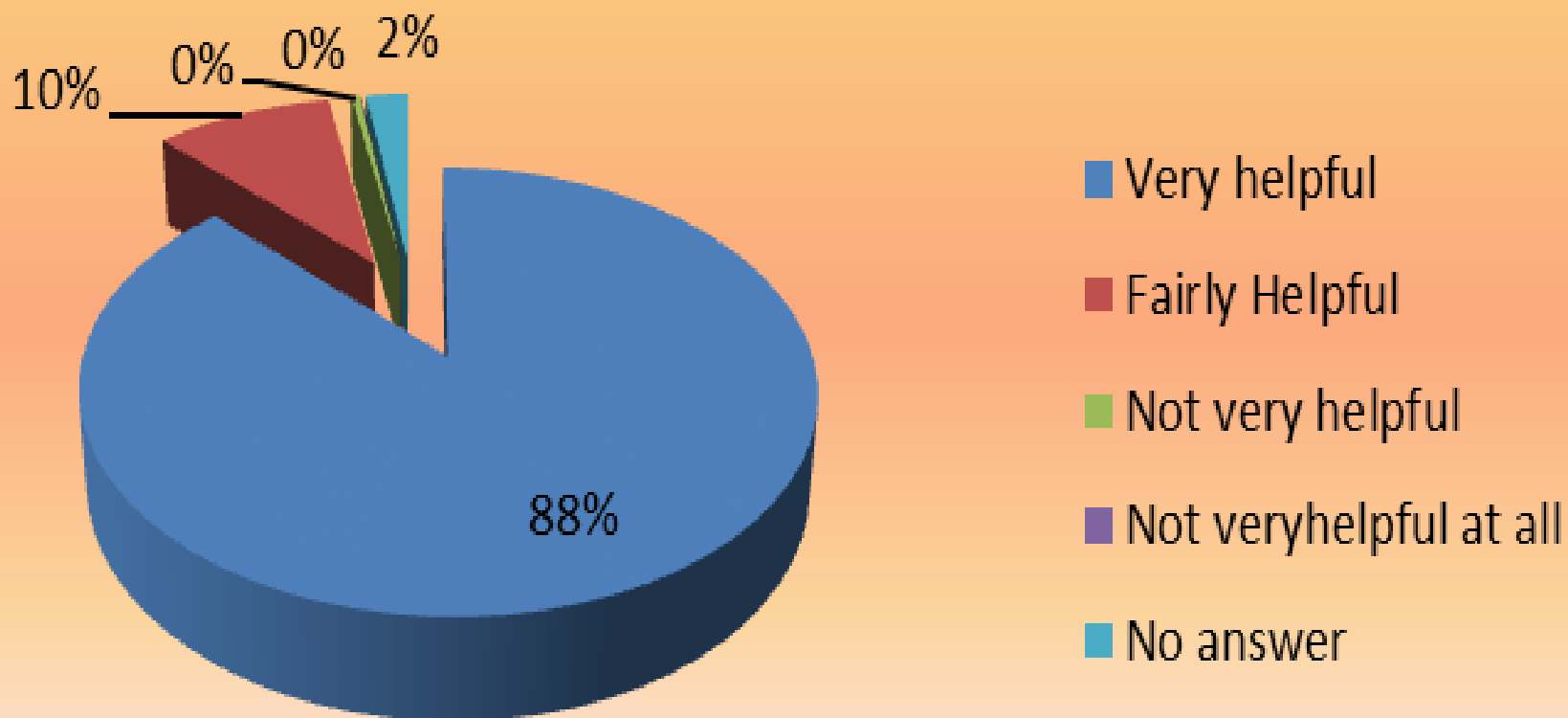
Q2. How Clean is Dunsville Medical Centre



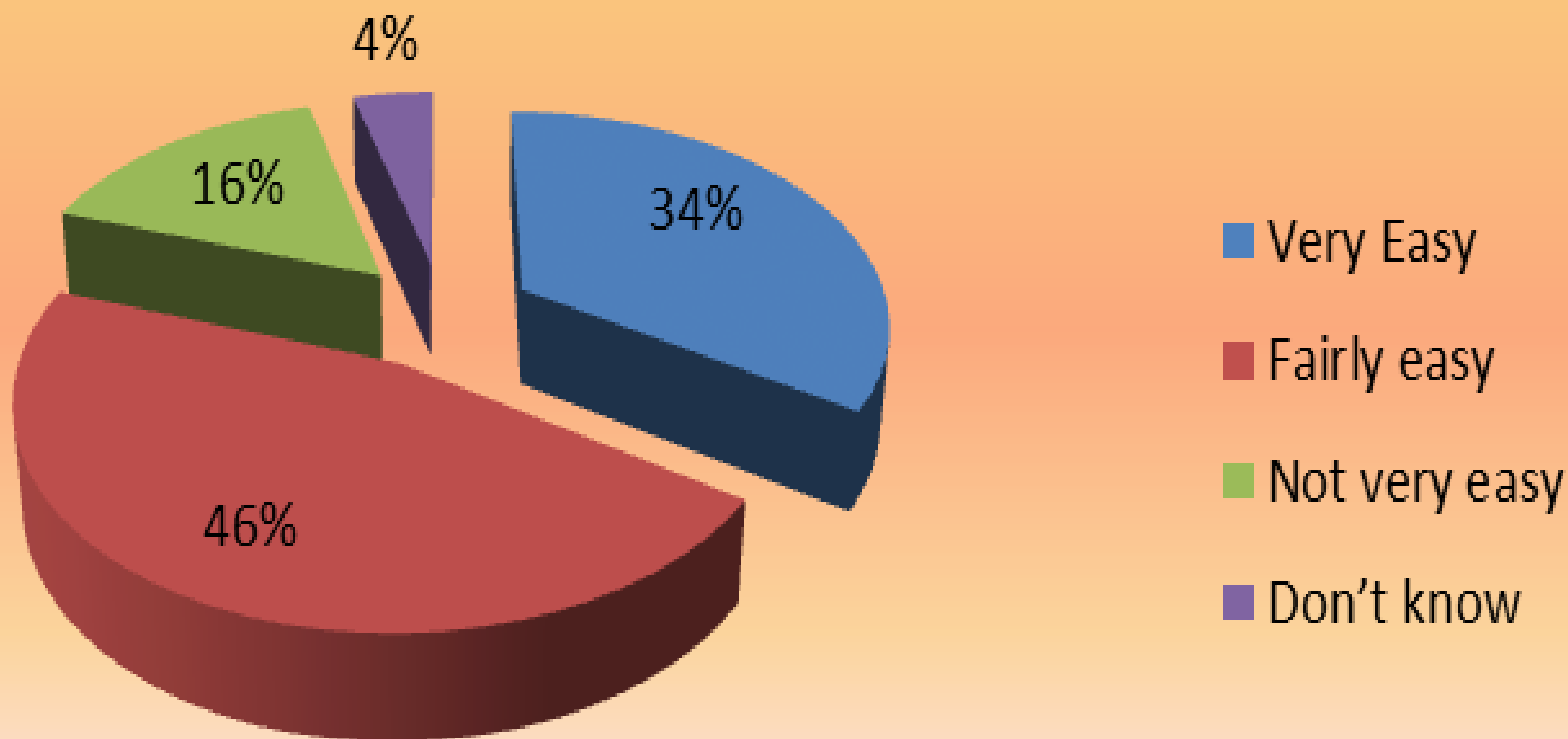
Q3. In the reception area, can other people hear what you say to the receptionist?



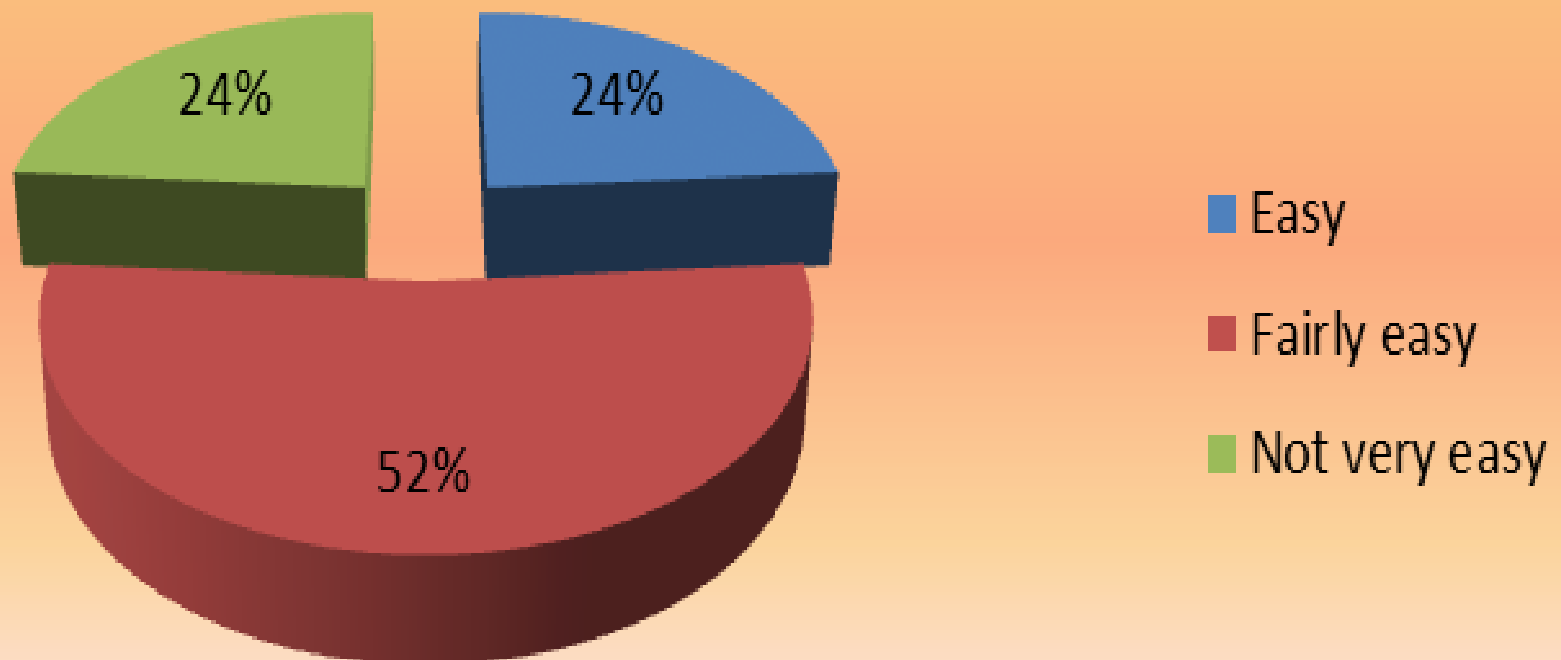
Q4. How helpful do you find the receptionists at Dunsville Medical Centre?



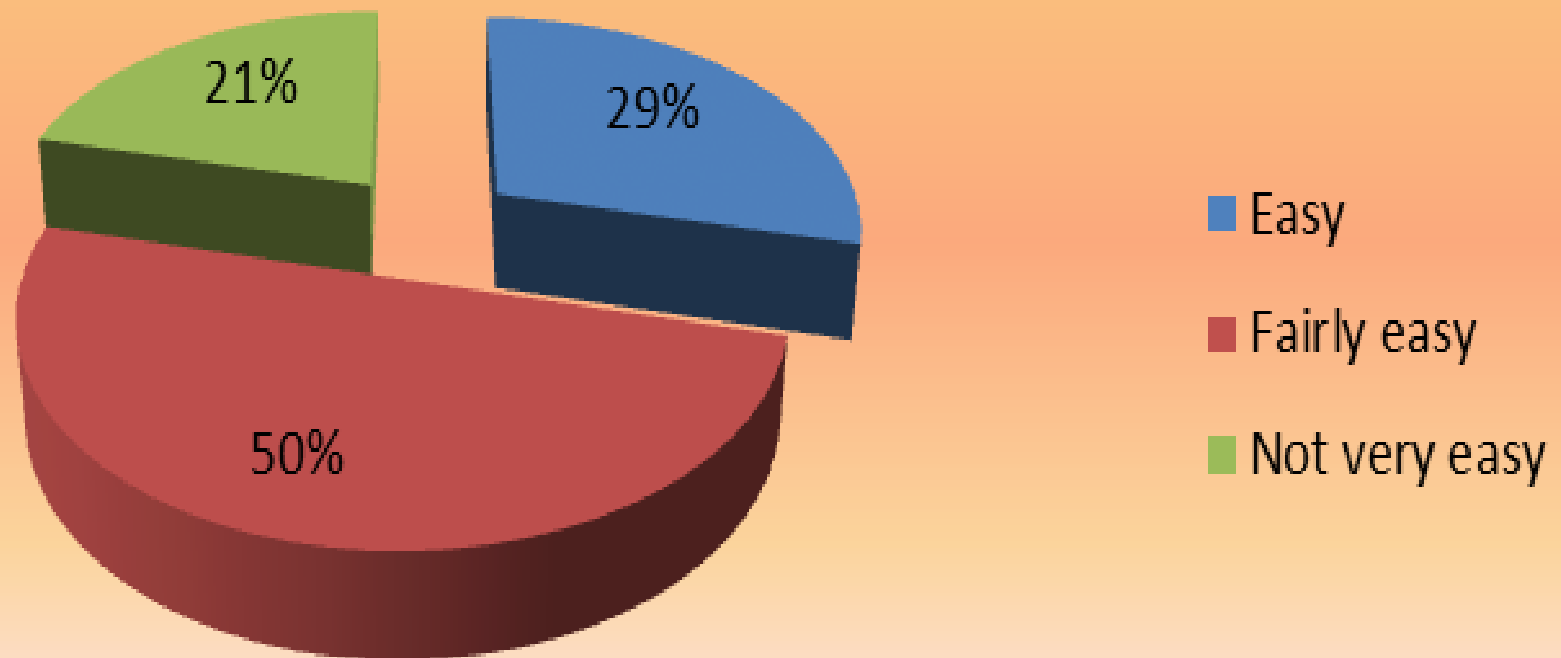
Q5a. In the past 12 months how easy have you found getting through on the phone?



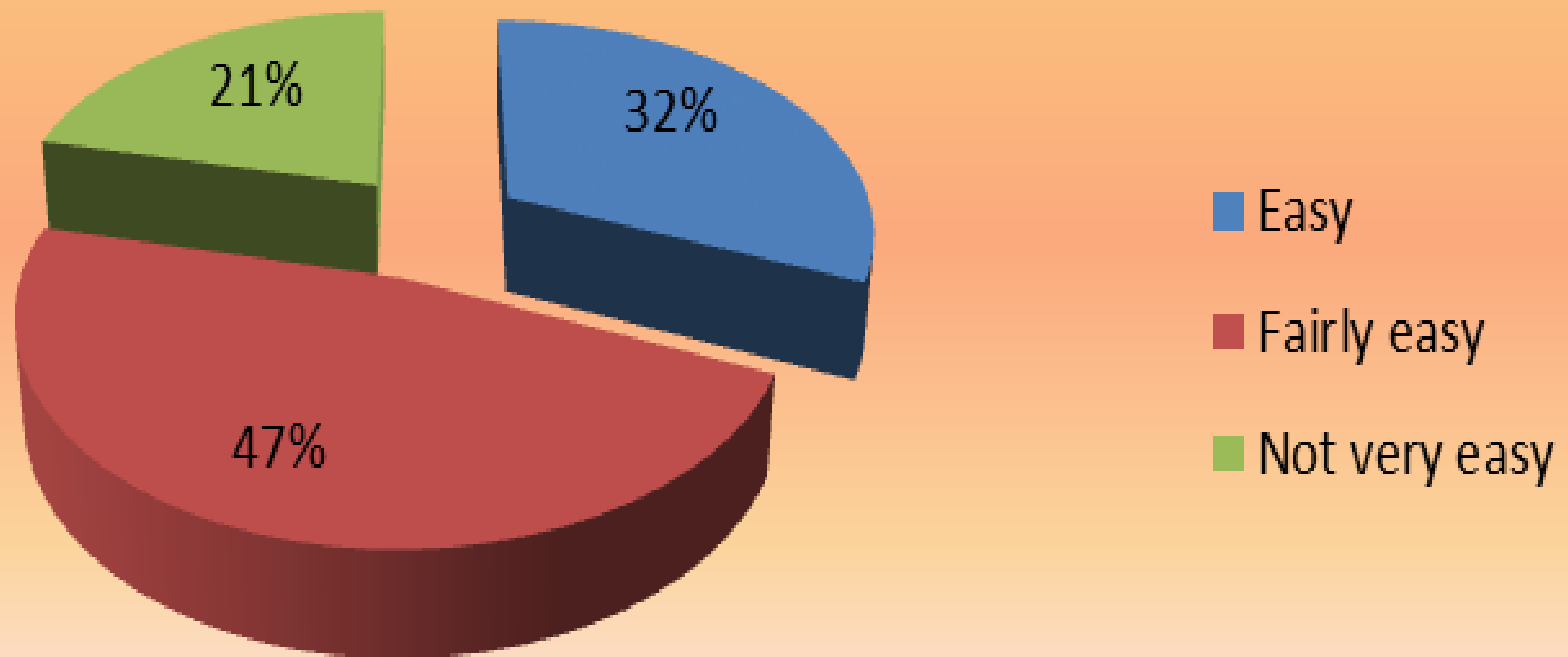
Q5b. In the past 12 months, how easy have you found speaking to a Doctor on the phone?



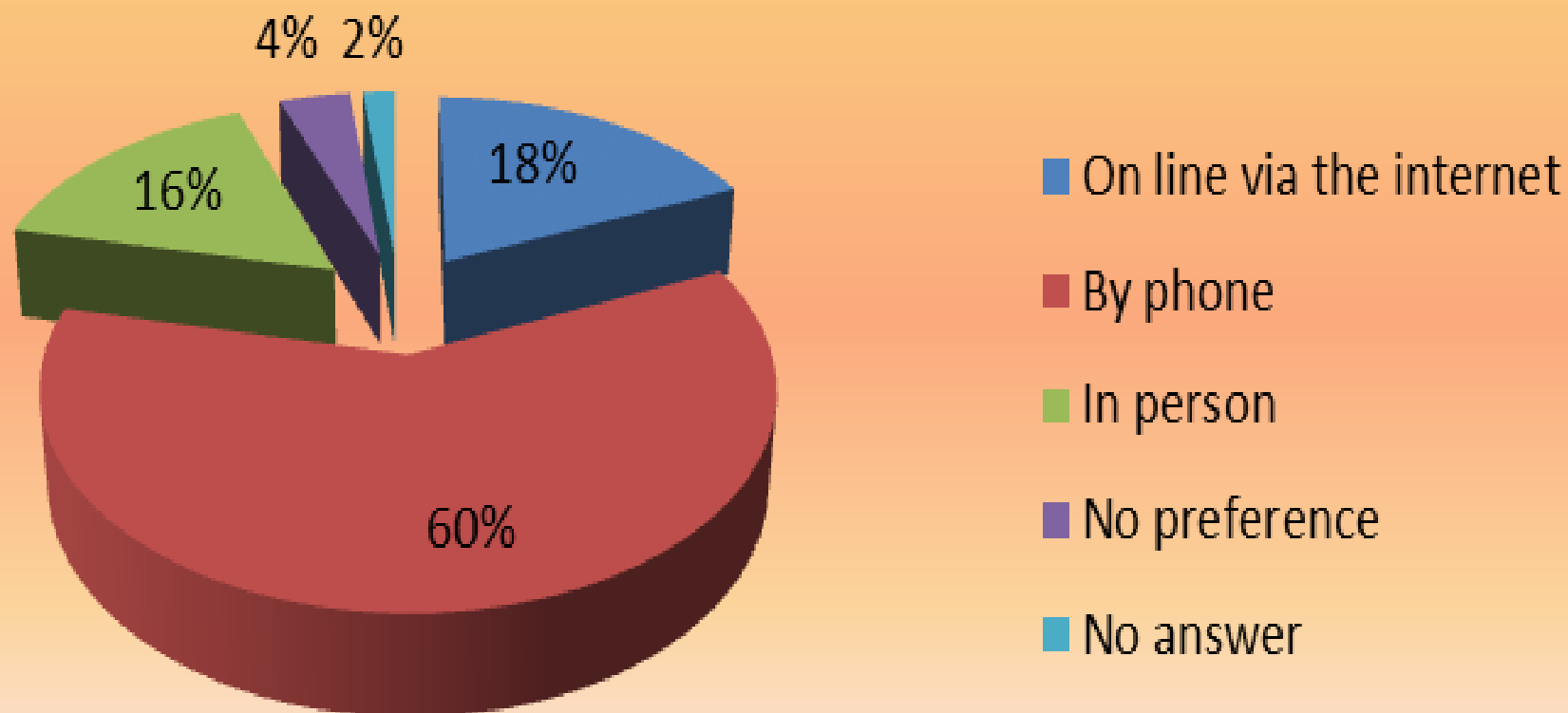
Q5c. In the past 12 months, how easy have you found speaking to a nurse on the phone?



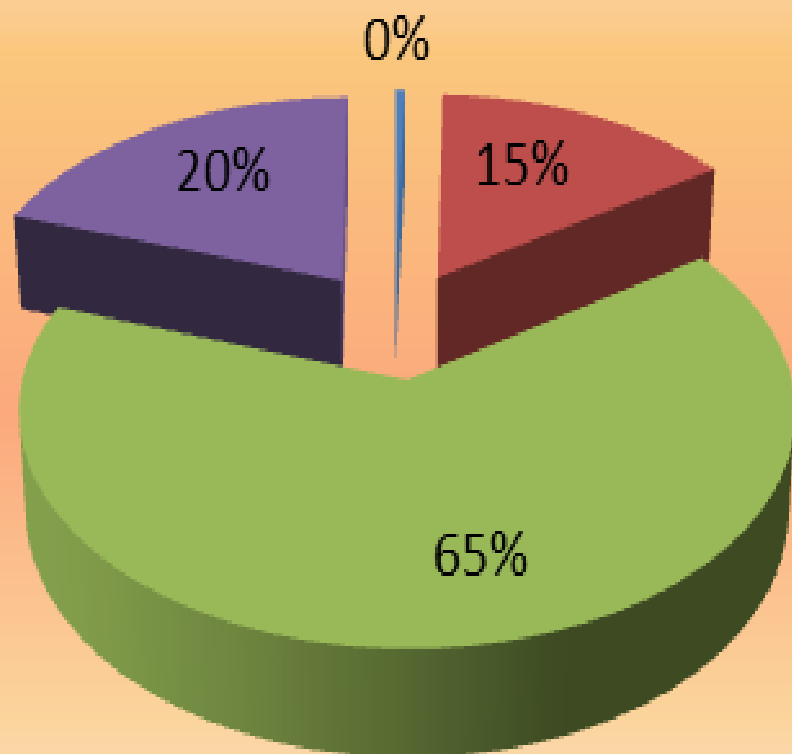
Q5d. In the past 12 months, how easy have you found getting test results over the phone?



Q6. Which of the following methods would you prefer to use to book an appointment?

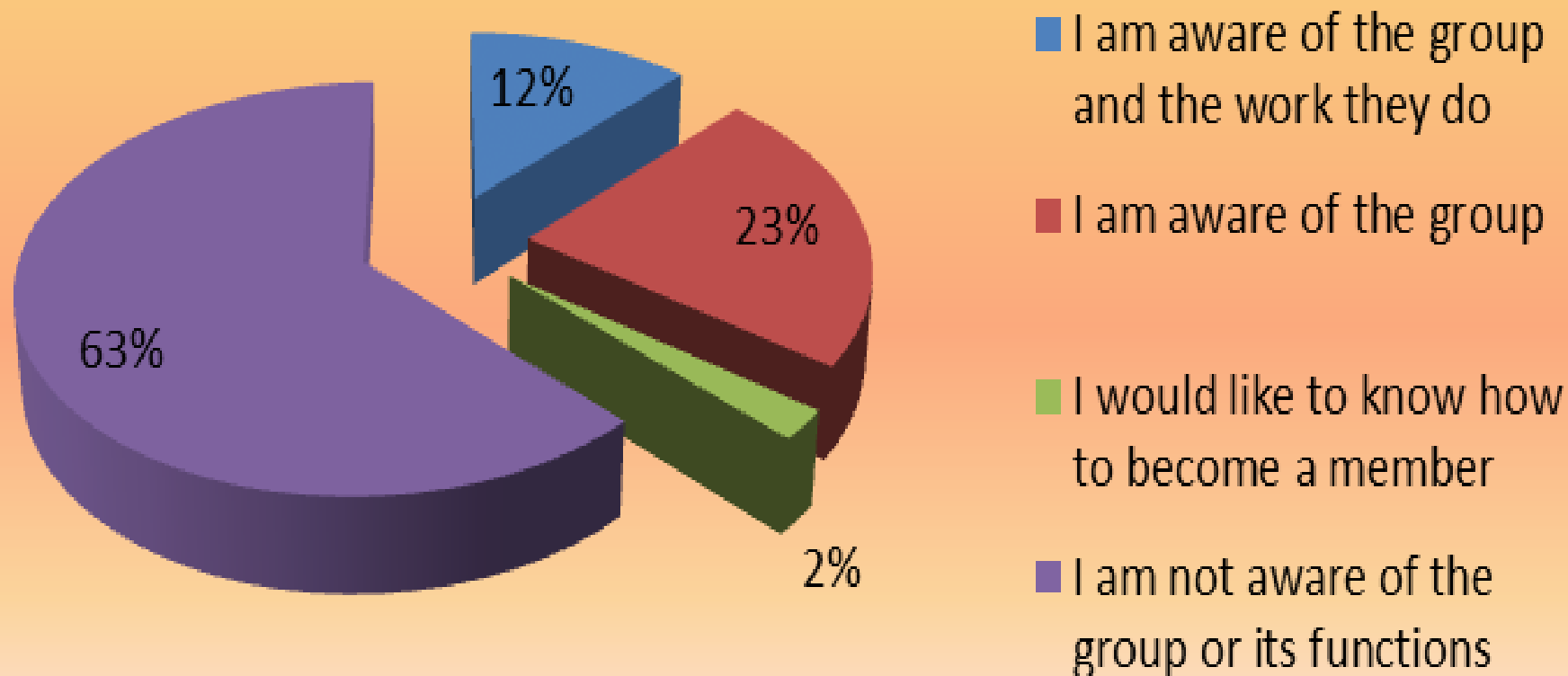


Q7. Over the past 12 months have you visited the Surgeries web site?

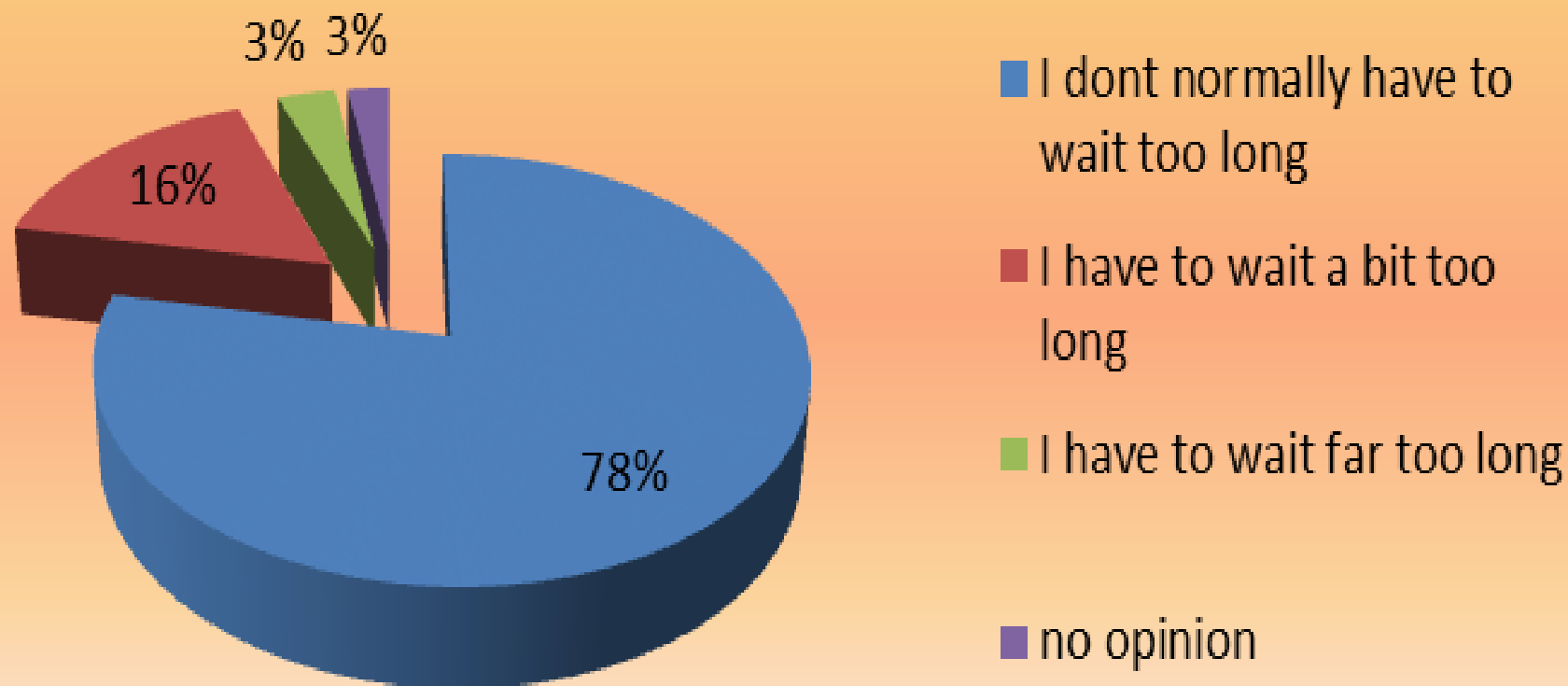


- I visit the web site often
- I have visited the web site
- I have never visited the web site
- I am not aware that the surgery has a web site

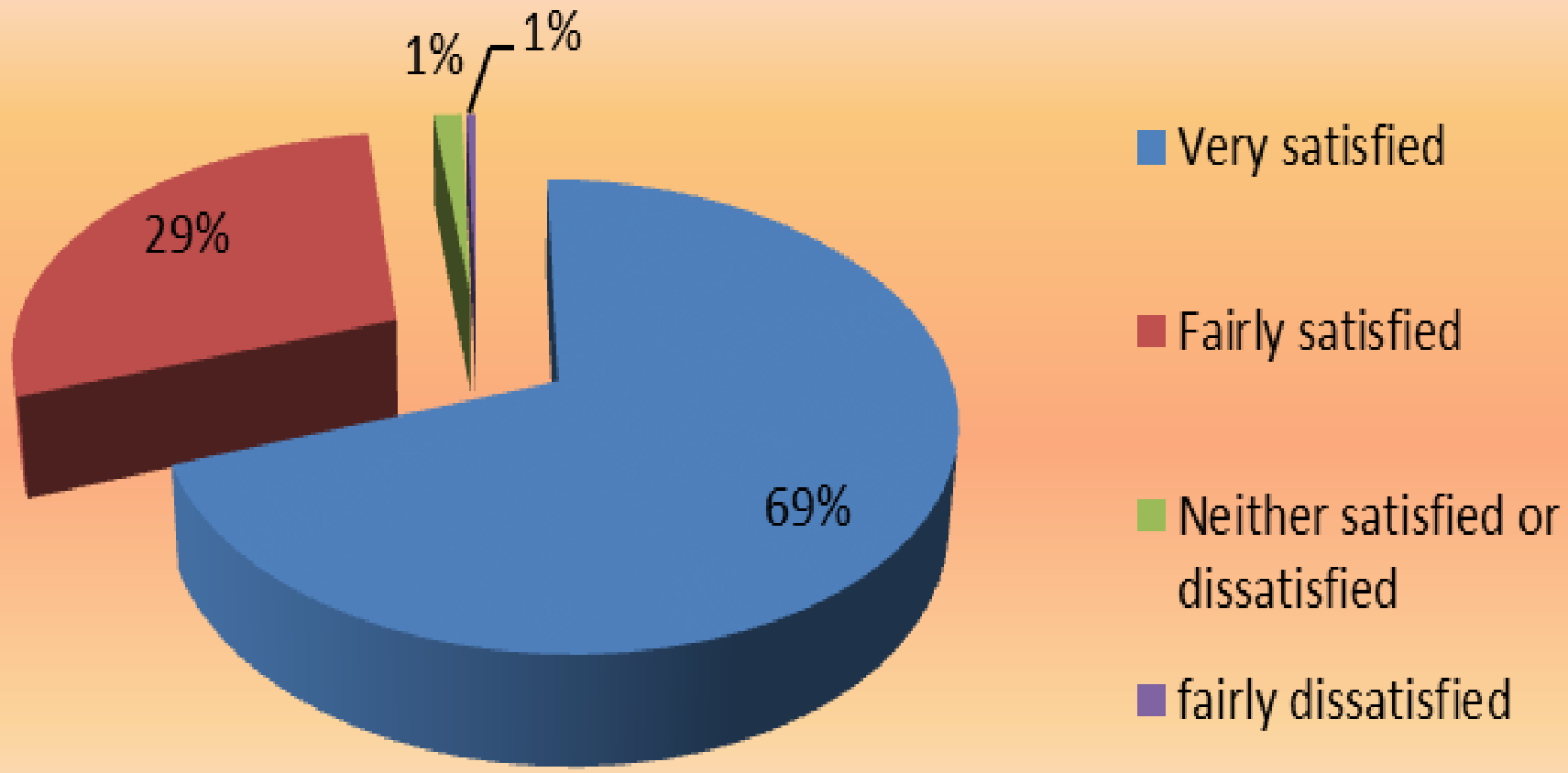
Q8. Are you aware of the Surgeries Patient Reference Group?



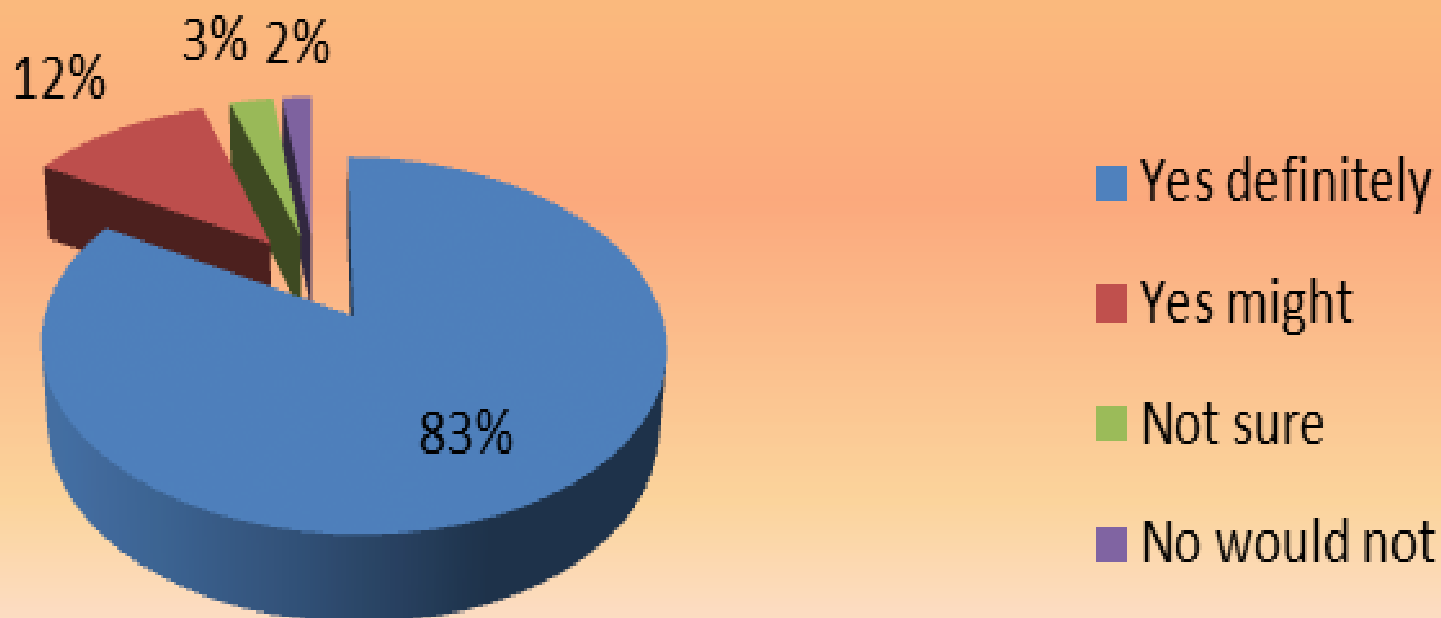
Q9. How do you feel about how long you normally have to wait to be seen after your appointment time?



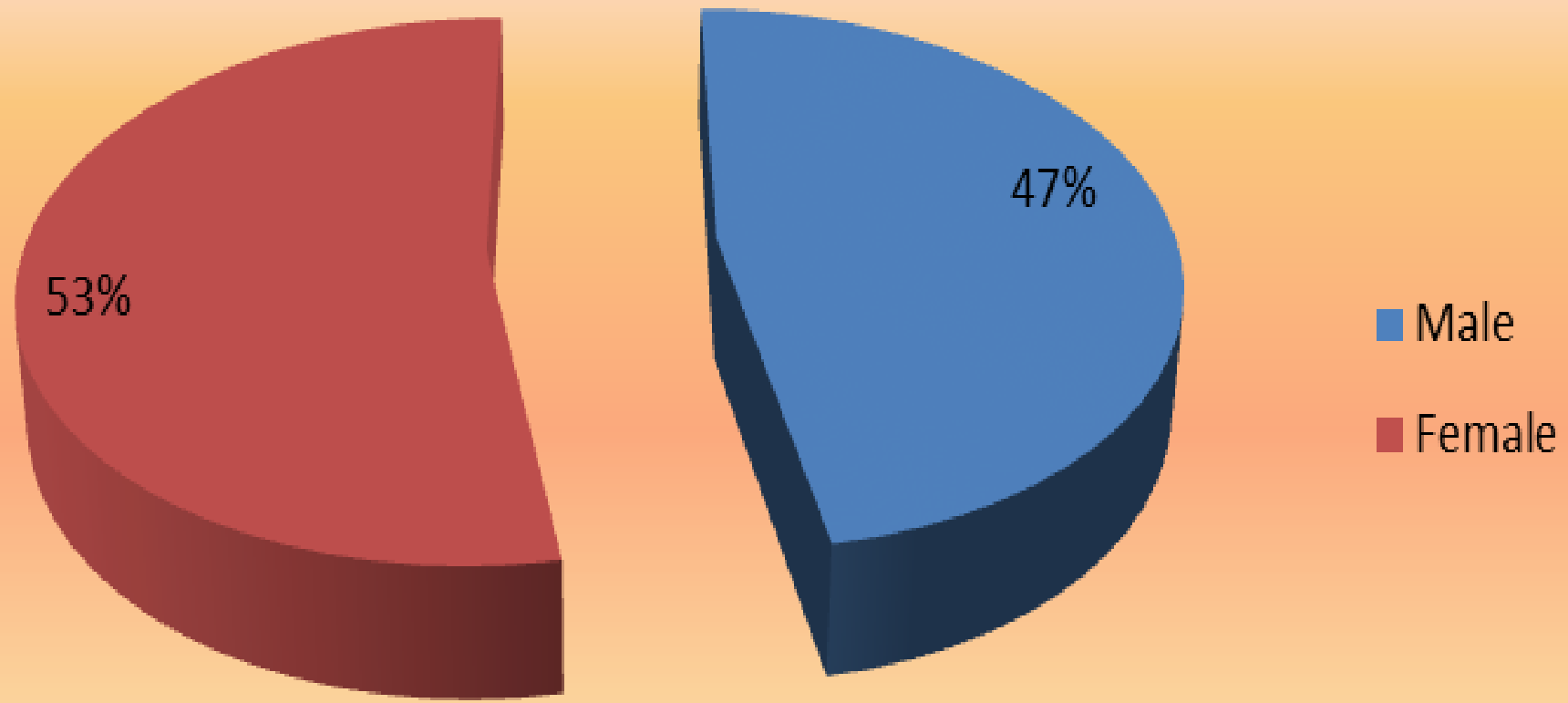
Q10. In general, how satisfied are you with Dunsville Medical Centre?



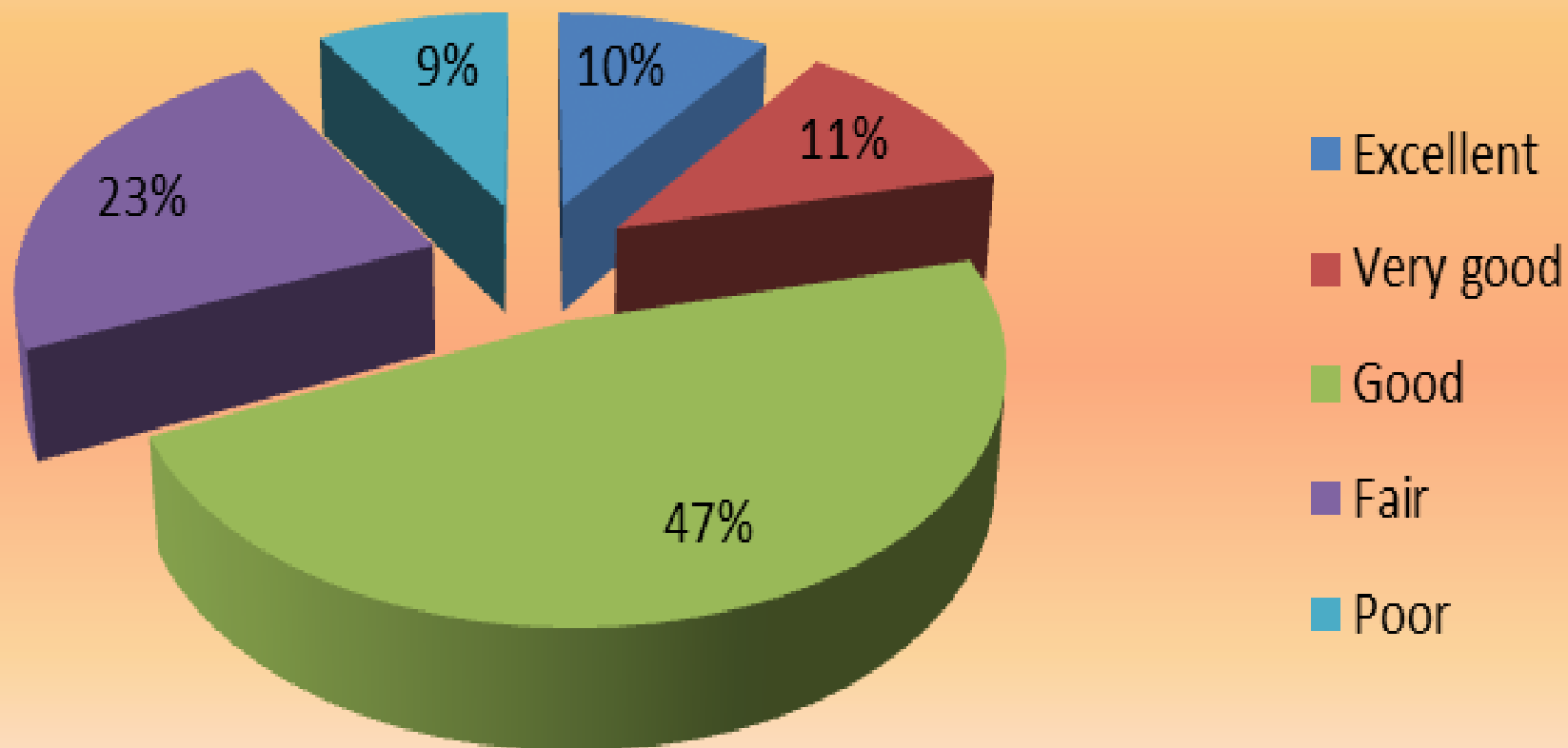
Q11. Would you recommend Dunsville Medical Centre to someone who has just moved in to the local area?



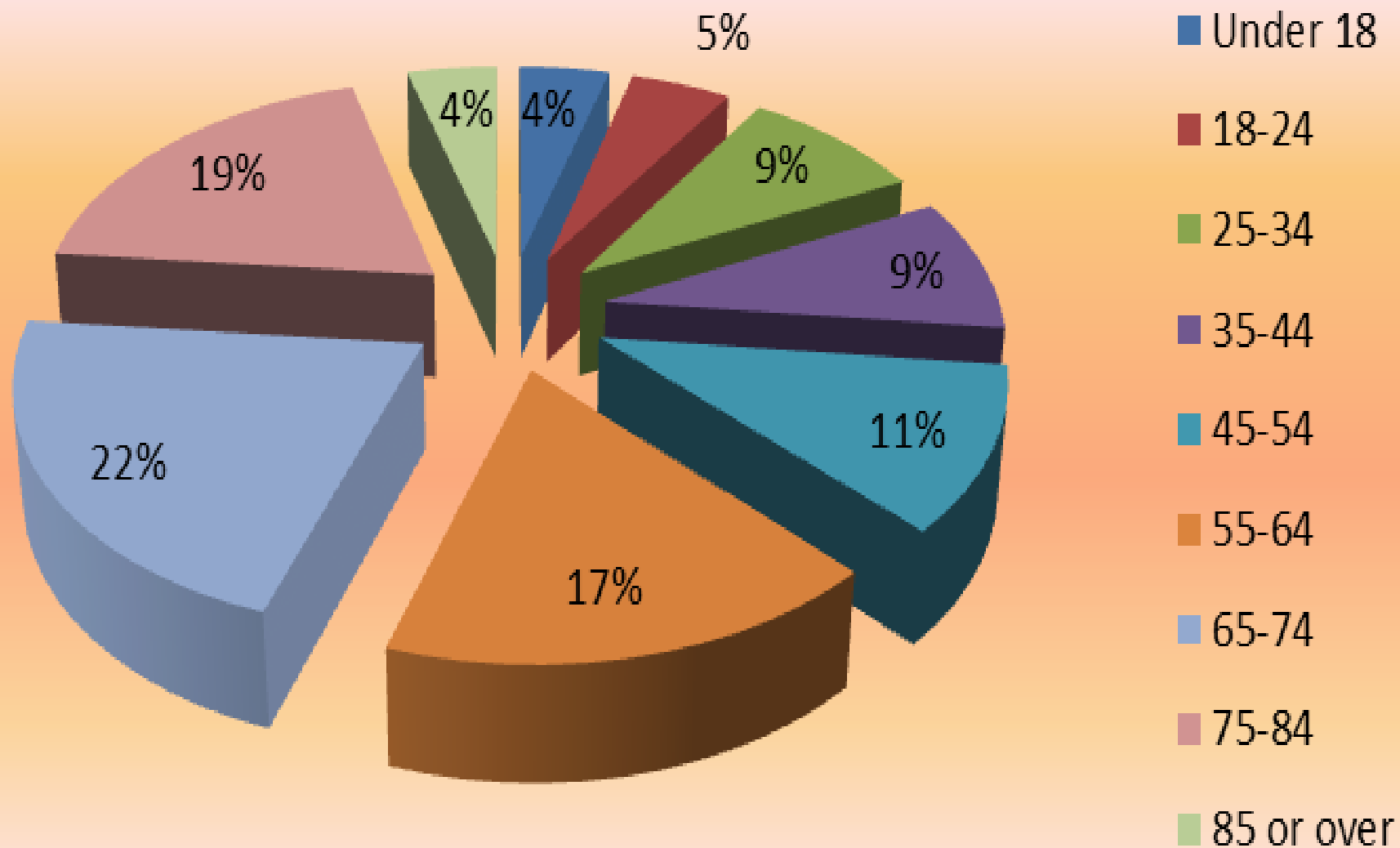
Q12 Are you male or female?



Q13. In general how would you describe your health?



Q14. How old are you?



Patient survey – Sept to Nov 2014