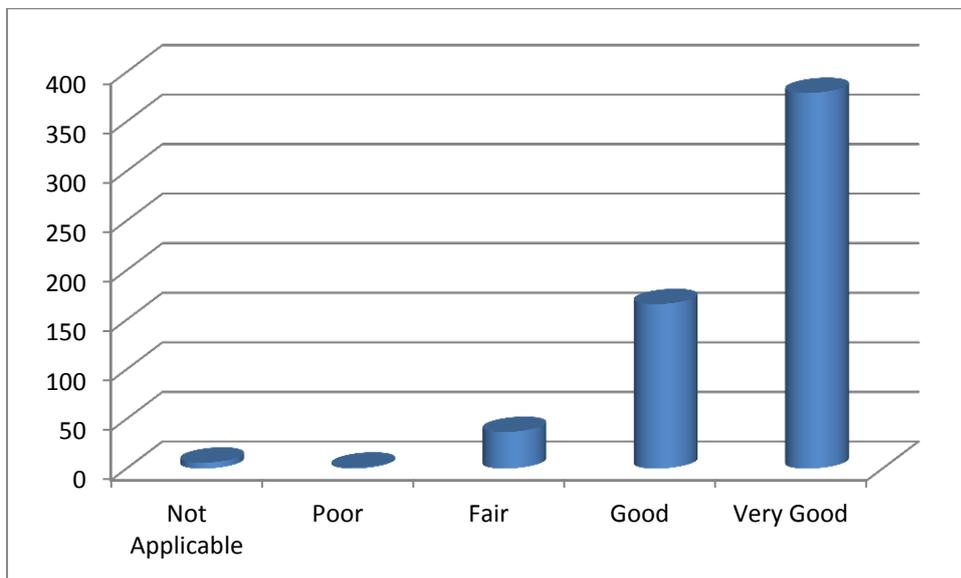


BALMORAL SURGERY
Improving Practice Questionnaire – 2015

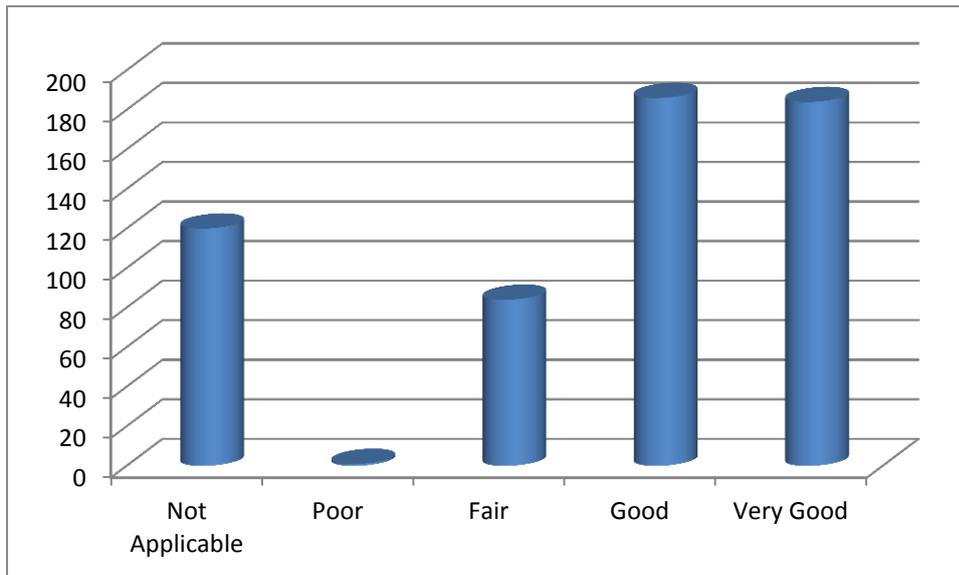
Total Patient Size = 12,536
Questionnaires returned = 601
4.8% response rate

1. Satisfaction with the day/time arranged for your appointment



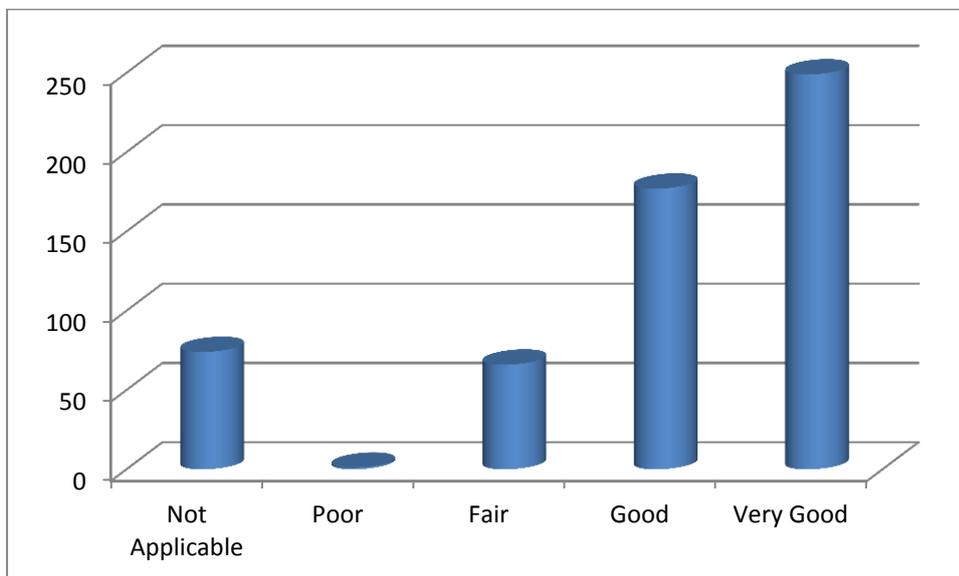
Not Applicable	6
Poor	1
Fair	37
Good	166
Very Good	379
Not answered	12

2. Opportunity of speaking to a doctor on the telephone when necessary



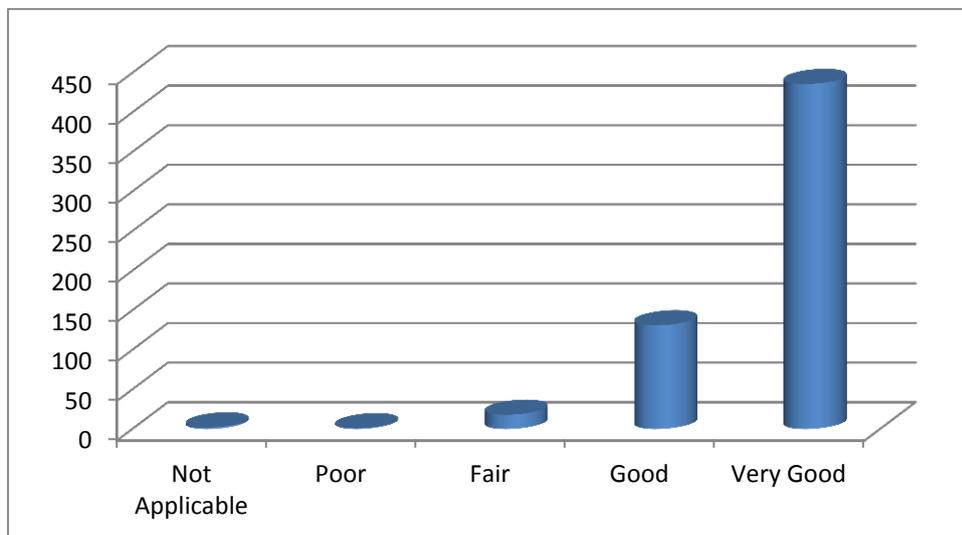
Not Applicable	120
Poor	1
Fair	84
Good	186
Very Good	184
Not answered	26

3. The opportunity to be seen urgently when clinically necessary



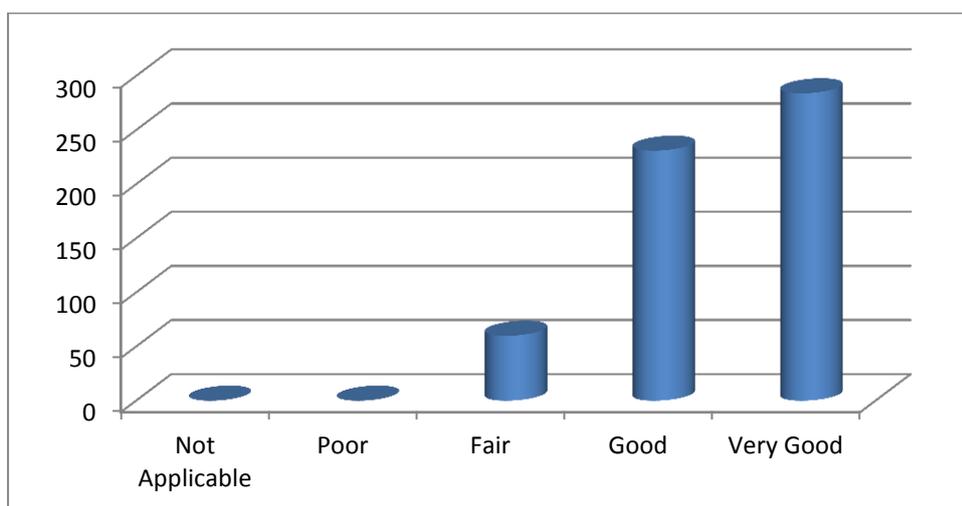
Not Applicable	74
Poor	1
Fair	66
Good	177
Very Good	249
Not answered	34

4. Respect shown for your privacy and confidentiality



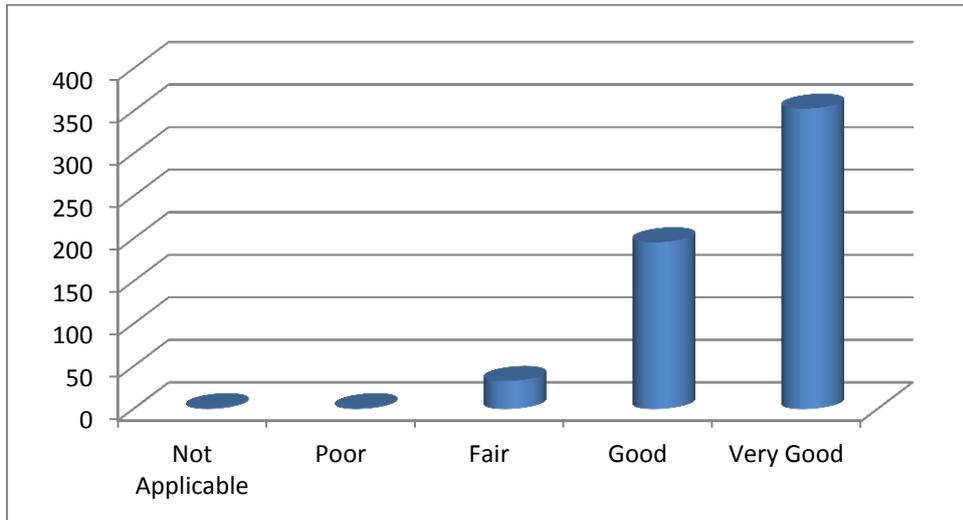
Not Applicable	2
Poor	1
Fair	18
Good	131
Very Good	436
Not answered	13

5. Information provided by the practice about its services (e.g. repeat prescriptions, test results etc.)



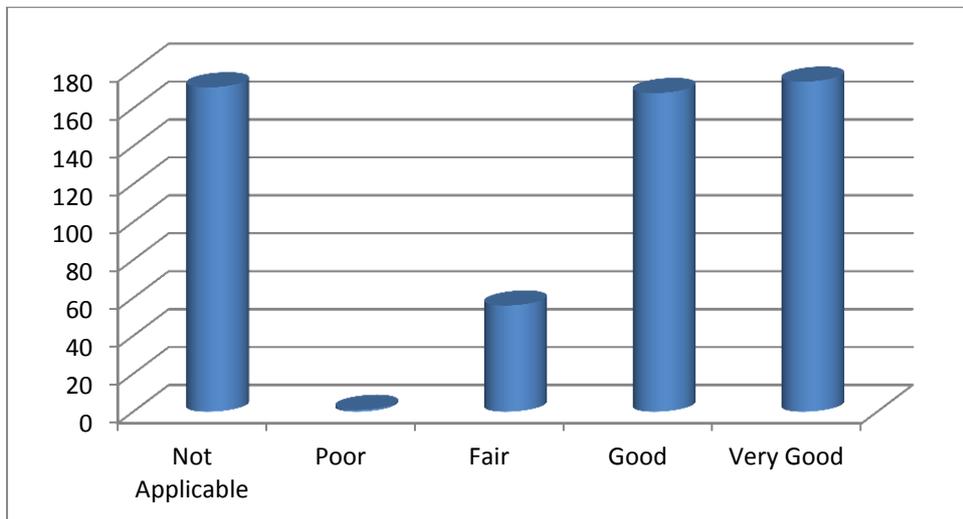
Not Applicable	0
Poor	0
Fair	60
Good	231
Very Good	284
Not answered	26

6. The recommendation I would give to my friends about this Practice



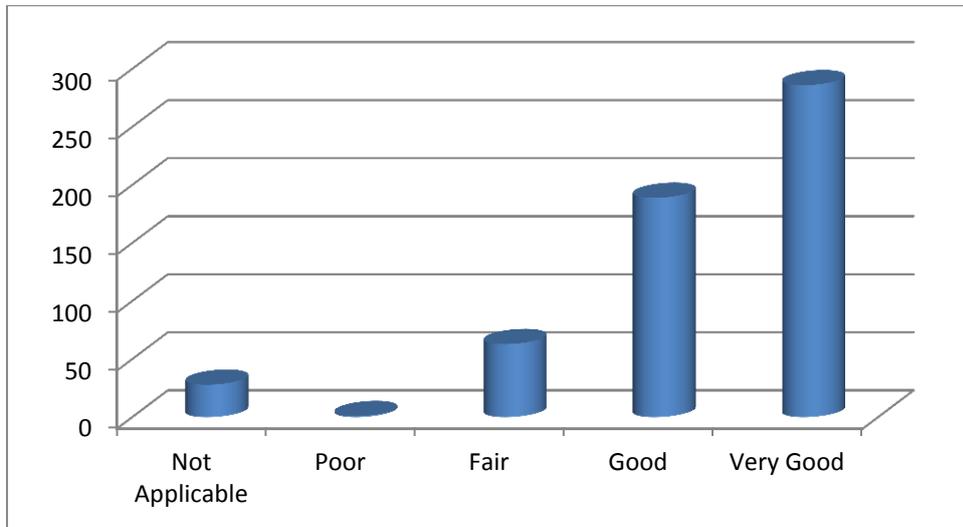
Not Applicable	1
Poor	1
Fair	33
Good	196
Very Good	353
Not answered	17

7. The opportunity for making complaints to this Practice about its service and quality of care



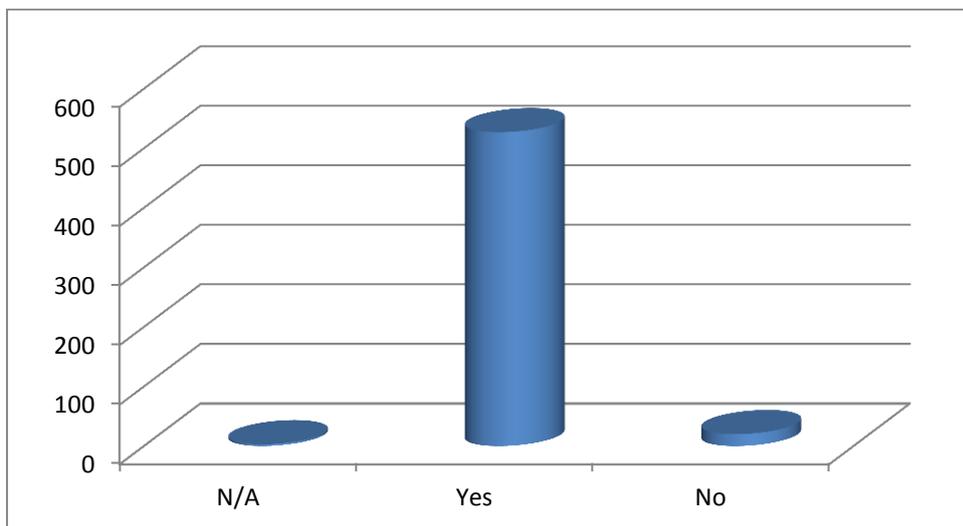
Not Applicable	171
Poor	1
Fair	56
Good	168
Very Good	174
Not answered	31

8. How would you rate the greeting that you received from the receptionist when you entered the surgery?



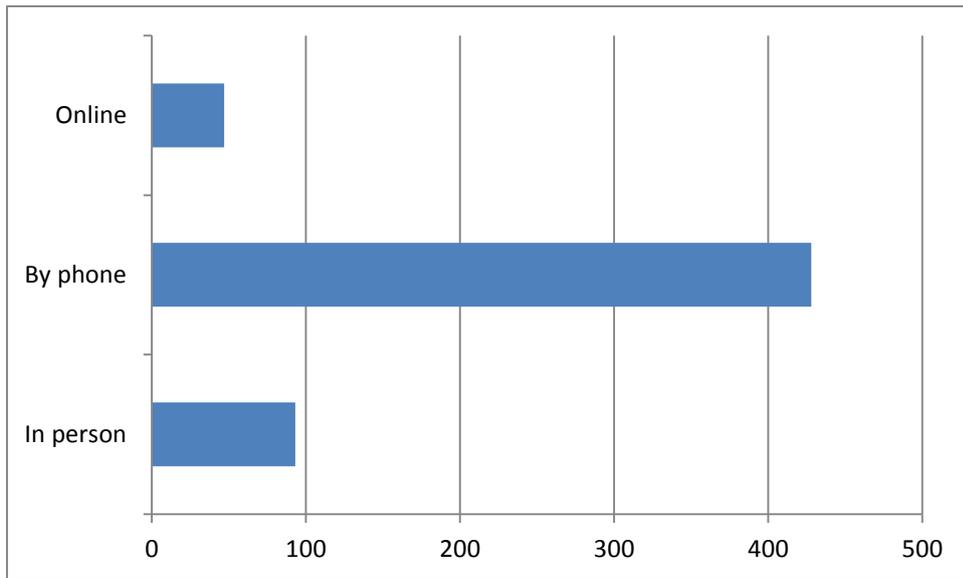
Not Applicable	28
Poor	1
Fair	63
Good	189
Very Good	286
Not answered	34

9. When you visit the surgery, do you feel that you are treated with dignity and respect from all staff and doctors?



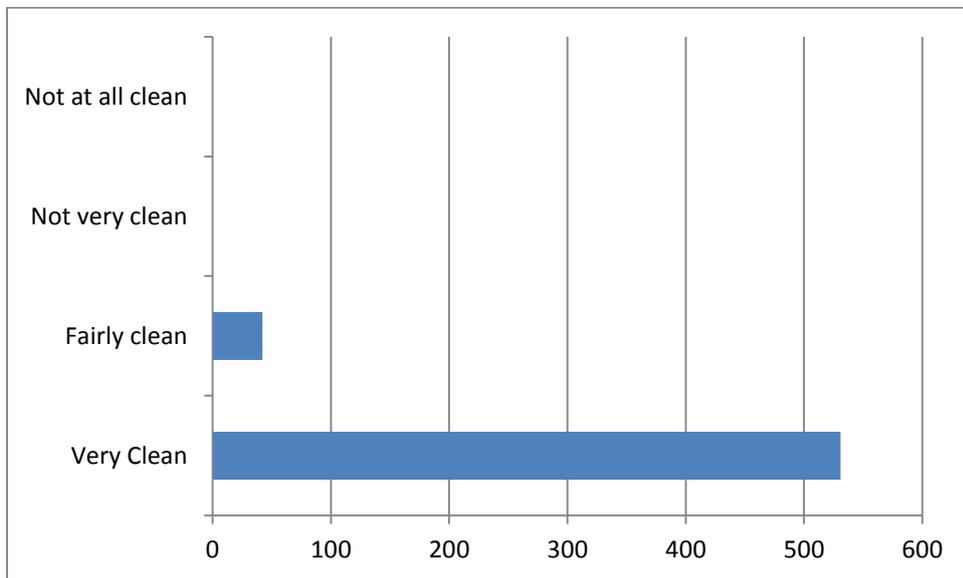
N/A	3
Yes	527
No	20
Not Answered	51

10. How do you normally book your appointments to see a doctor or a nurse at the practice?



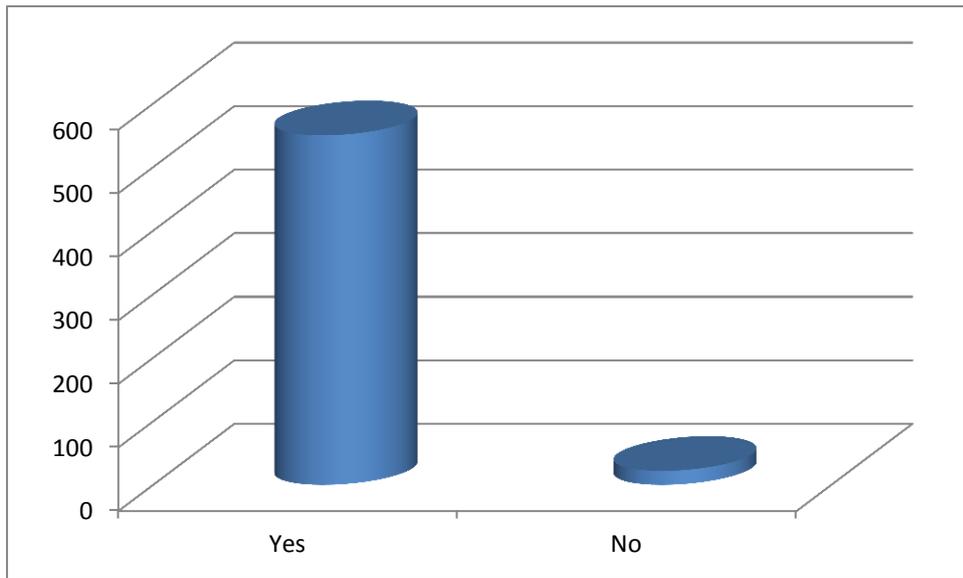
In person	93
By phone	428
Online	47
Not answered	33

11. How clean is the practice?



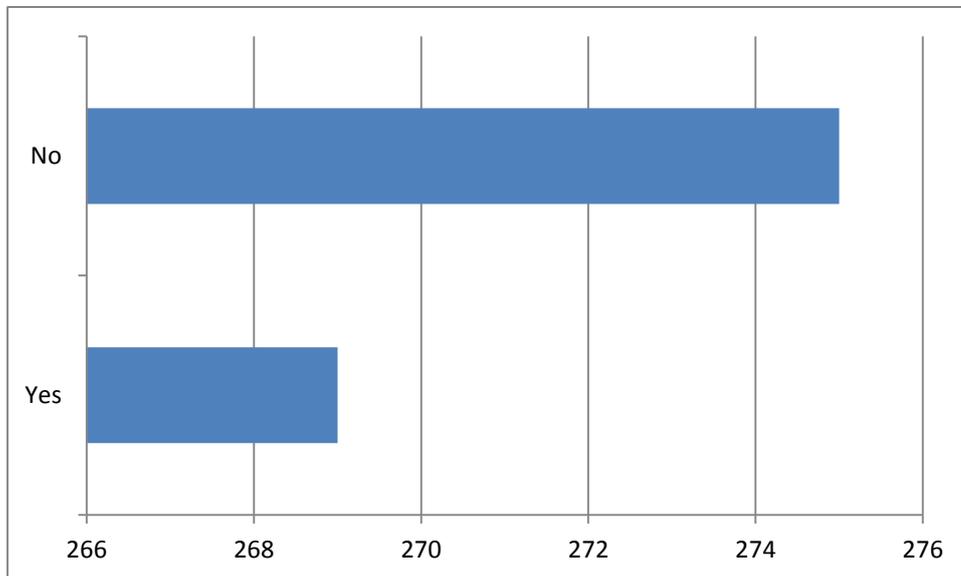
Very Clean	531
Fairly clean	42
Not very clean	0
Not at all clean	0
Not answered	28

12. Are you happy with the surgery environment?



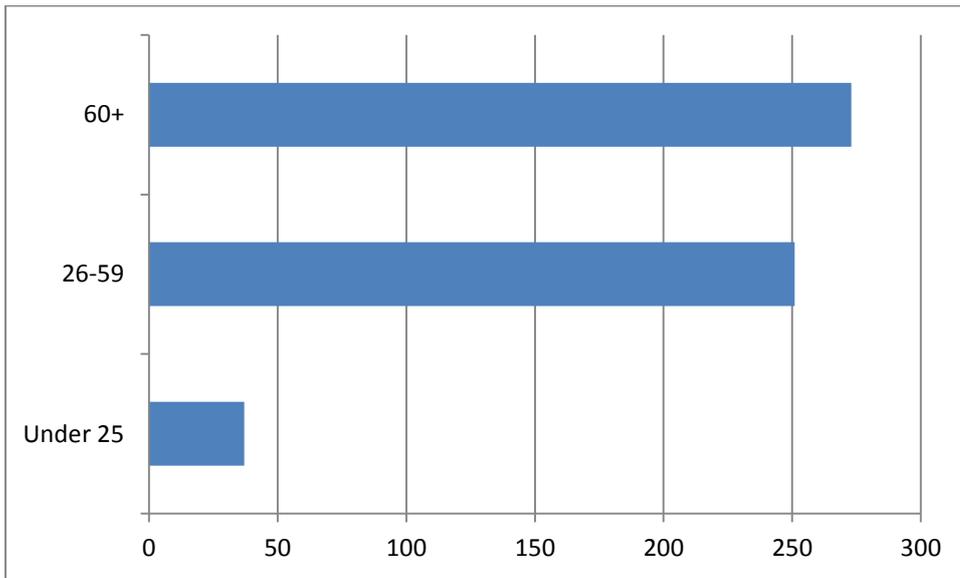
Yes	550
No	22
Not answered	29

13. If the practice were to hold seminars on particular diseases/conditions would you attend?



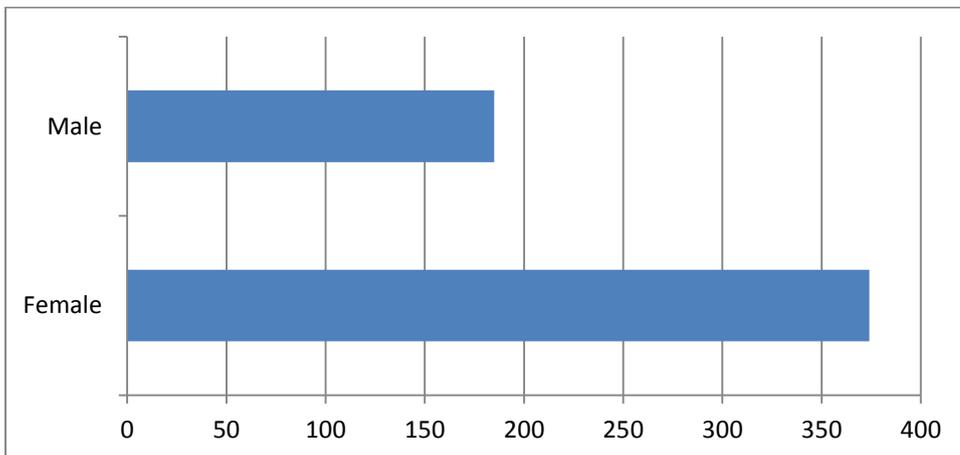
Yes	269
No	275
Not answered	57

How old are you in years?



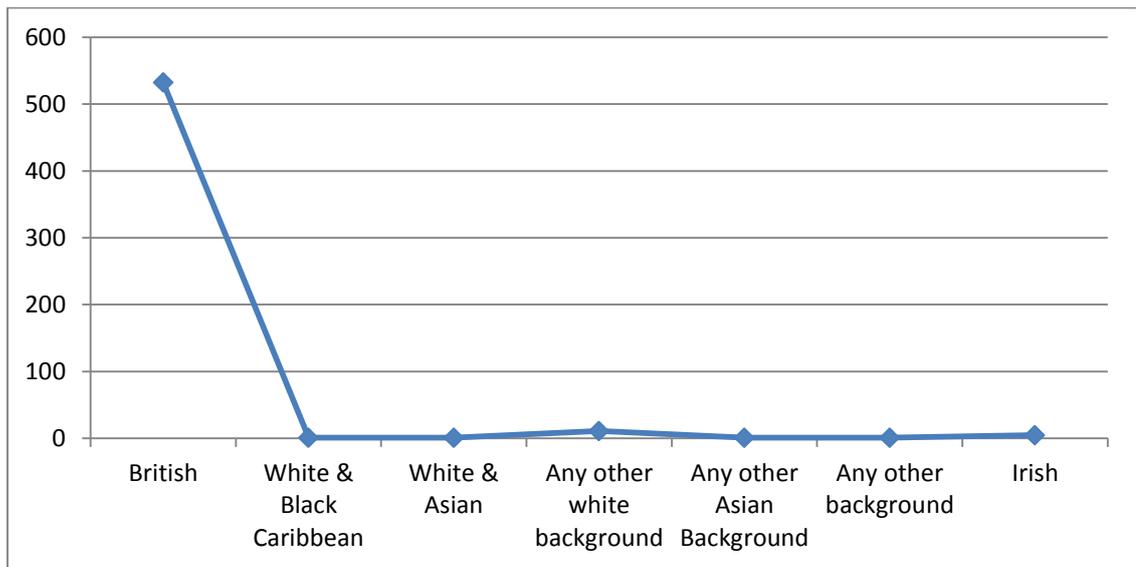
Under 25	37
26-59	251
60+	273
Not answered	40

Are you male/female?



Female	374
Male	185
Not answered	42

What is your ethnic group?



British	532
White & Black Caribbean	1
White & Asian	1
Any other white background	11
Any other Asian Background	1
Any other background	1
Irish	5
Not answered	49