

BALMORAL SURGERY

Improving Practice Questionnaire – 2018

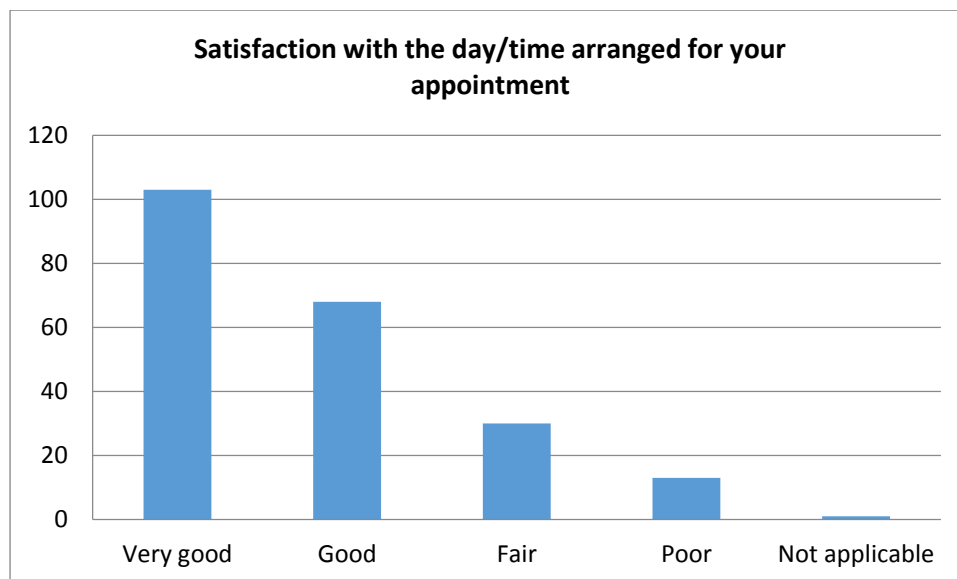
Total Patient Size = 12,780

Questionnaires returned = 216

1.7 % response rate

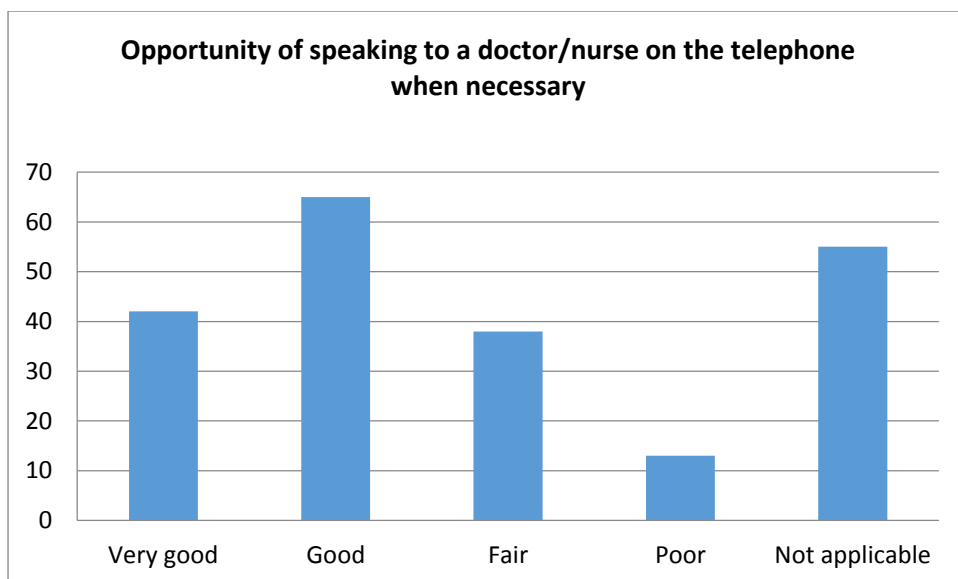
1. Satisfaction with the day/time arranged for your appointment

Very good	103	47.7%
Good	68	31.4%
Fair	30	13.9%
Poor	13	6%
Not applicable	1	0.5%



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

Very good	42	19.4%
Good	65	30.1%
Fair	38	17.6%
Poor	13	6%
Not applicable	55	25.5%



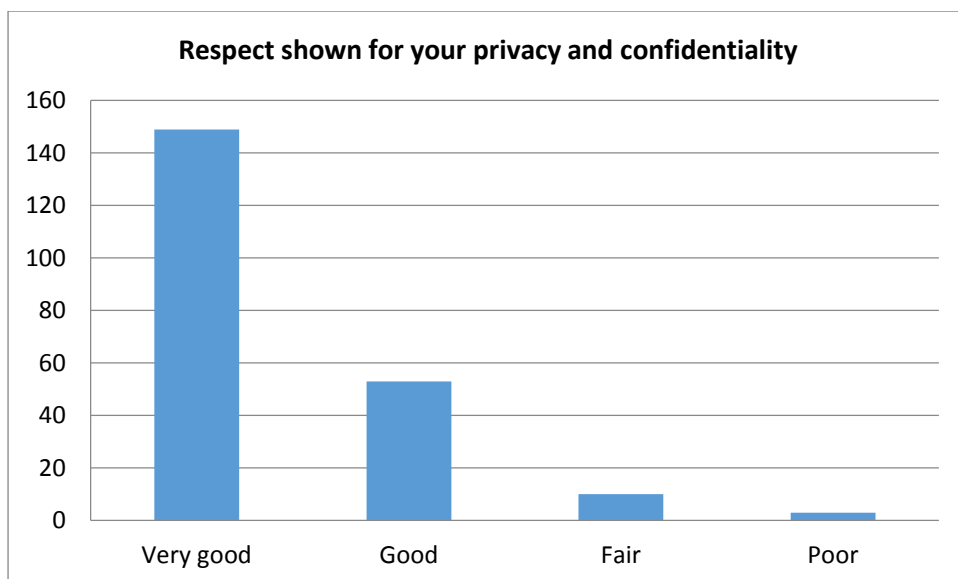
3. The opportunity to be seen urgently when clinically necessary

Very good	57	26.4%
Good	61	28.2%
Fair	43	19.9%
Poor	17	7.9%
Not applicable	34	15.7%



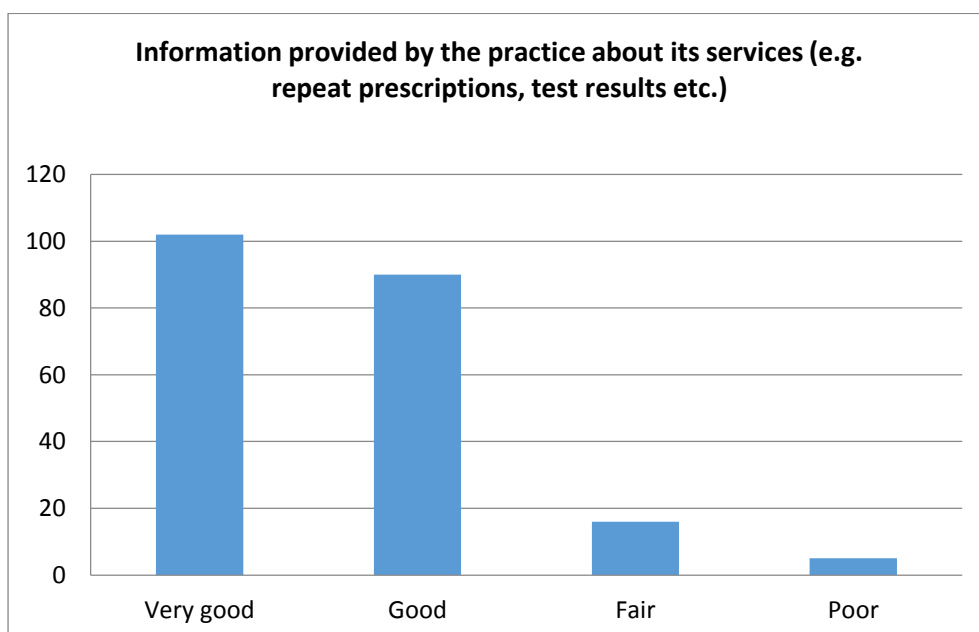
4. Respect shown for your privacy and confidentiality

Very good	149	70%
Good	53	24.5%
Fair	10	4.6%
Poor	3	1.4%



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

Very good	102	47.2%
Good	90	41.7%
Fair	16	7.4%
Poor	5	2.3%



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

Very Good	100	46.3
Good	82	40%
Fair	32	14.8%
Poor	1	0.5%
Not applicable	0	0%



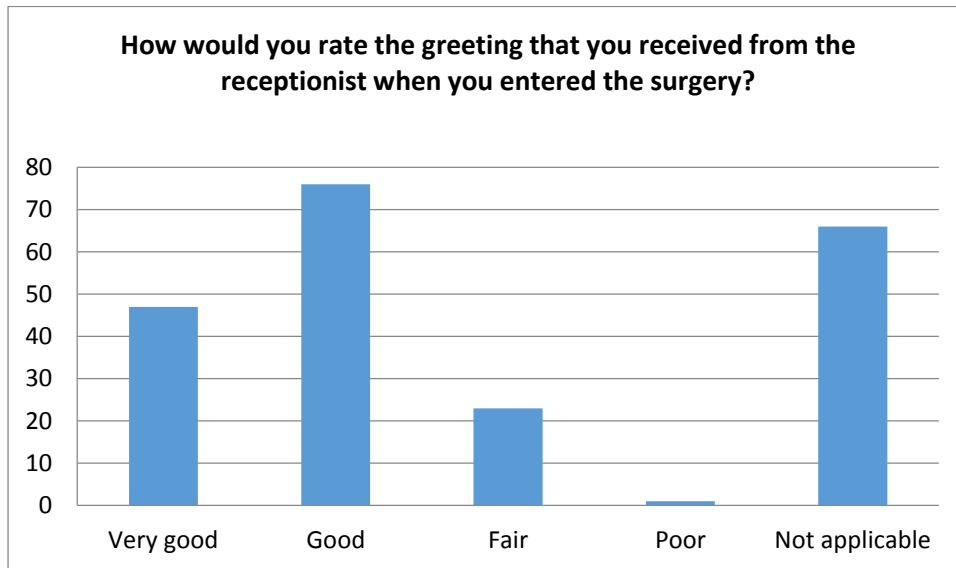
7. The opportunity for making compliments or complaints to this Practice about its service and quality of care

Very good	100	46.3%
Good	82	40%
Fair	32	14.8%
Poor	1	0.5%



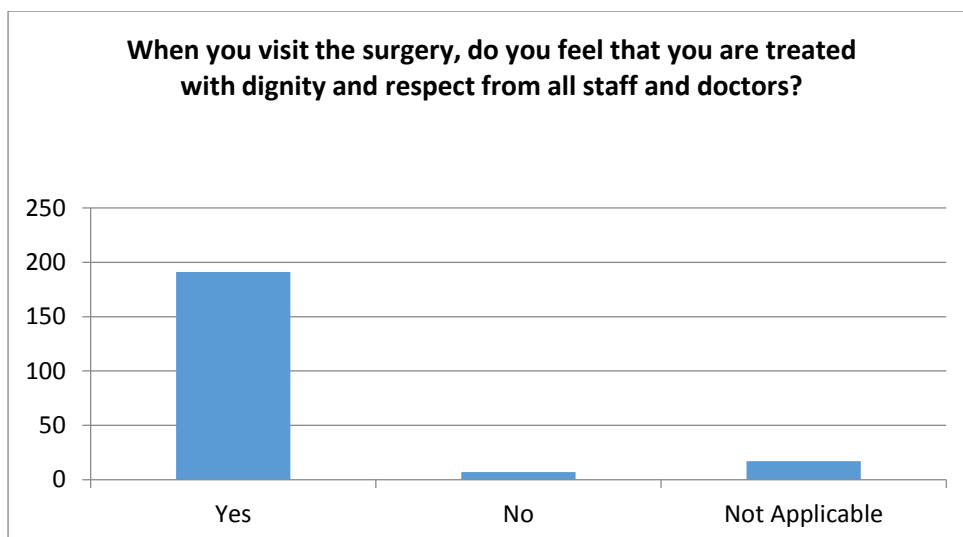
8. How would you rate the greeting that you received from the receptionist when you entered the surgery?

Very good	47	21.8%
Good	76	35.2%
Fair	23	10.6%
Poor	1	0.5%
Not applicable	66	30.6%



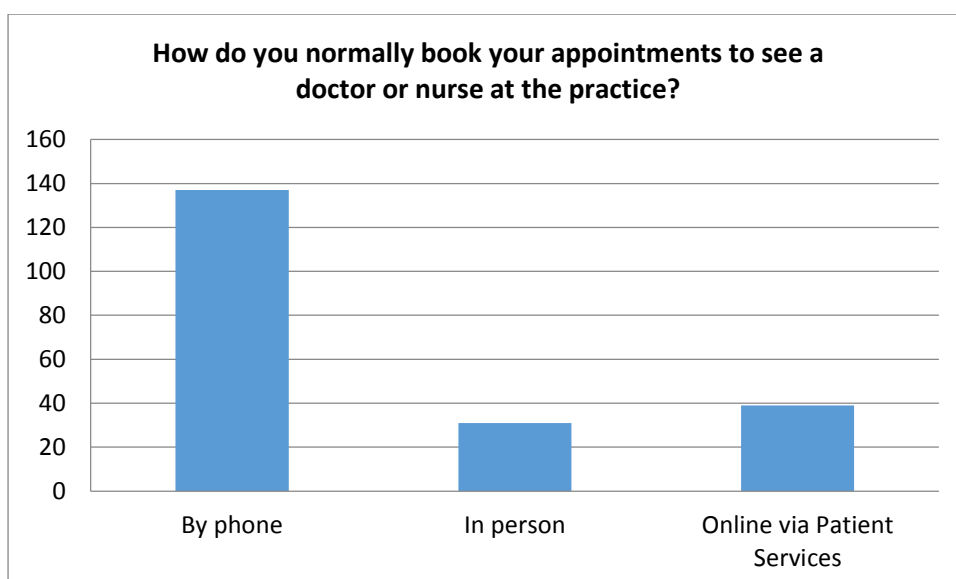
9. When you visit the surgery, do you feel that you are treated with dignity and respect from all staff and doctors?

Yes	191	88.4%
No	7	3.2%
Not Applicable	17	7.9%



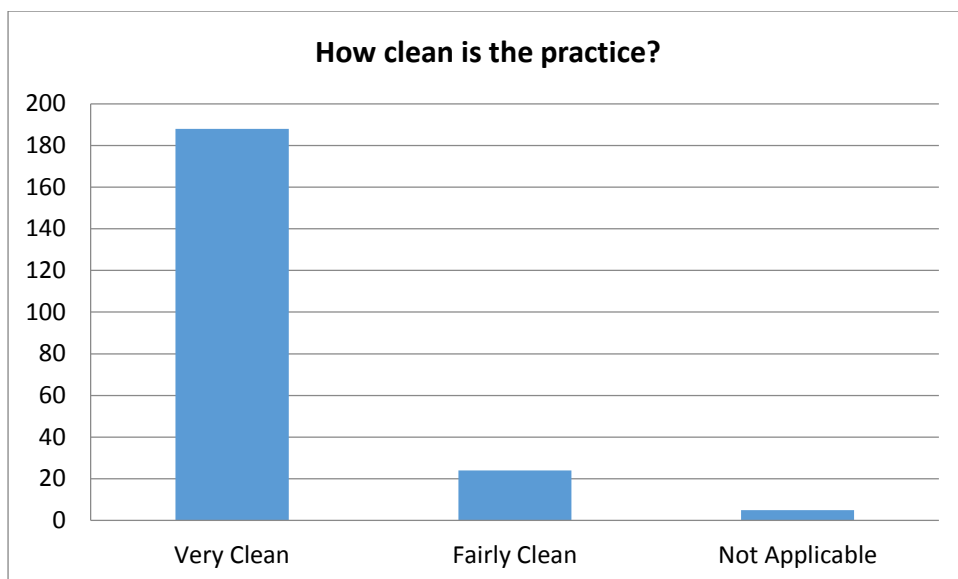
10.How do you normally book your appointments to see a doctor or nurse at the practice?

By phone	137	63.4%
In person	31	14.4%
Online via Patient Services	39	18.1%



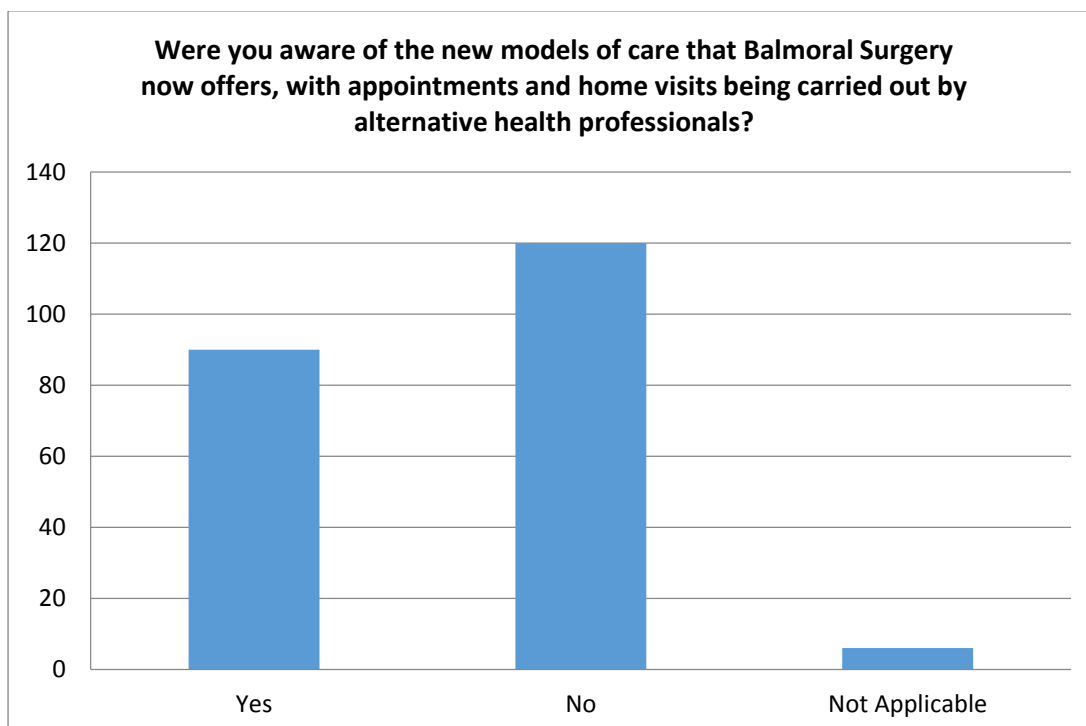
11.How clean is the practice?

Very Clean	188	87%
Fairly Clean	24	11.1%
Not Applicable	5	2.3%



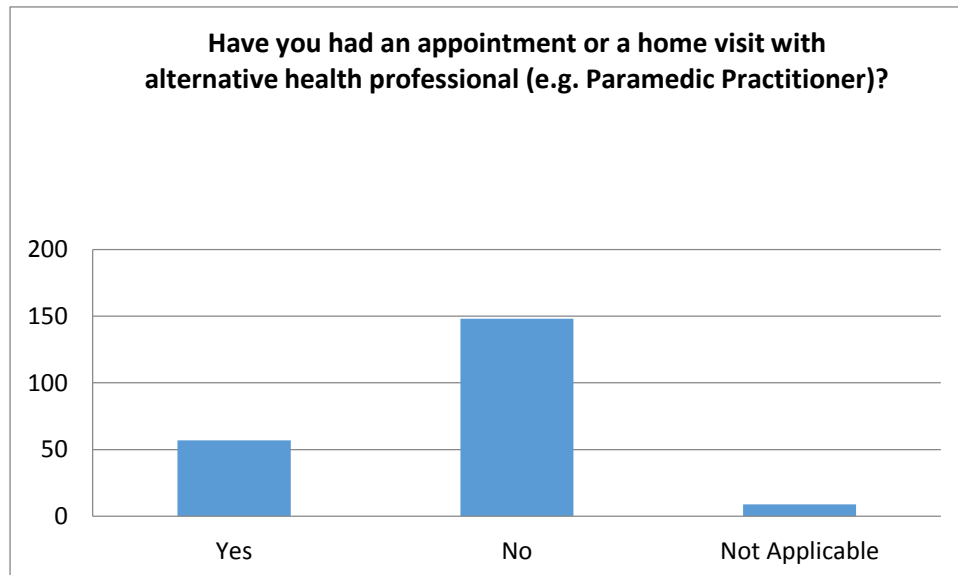
12. Were you aware of the new models of care that Balmoral Surgery now offers, with appointments and home visits being carried out by alternative health professionals?

Yes	90	41.7%
No	120	55.6%
Not Applicable	6	2.8%



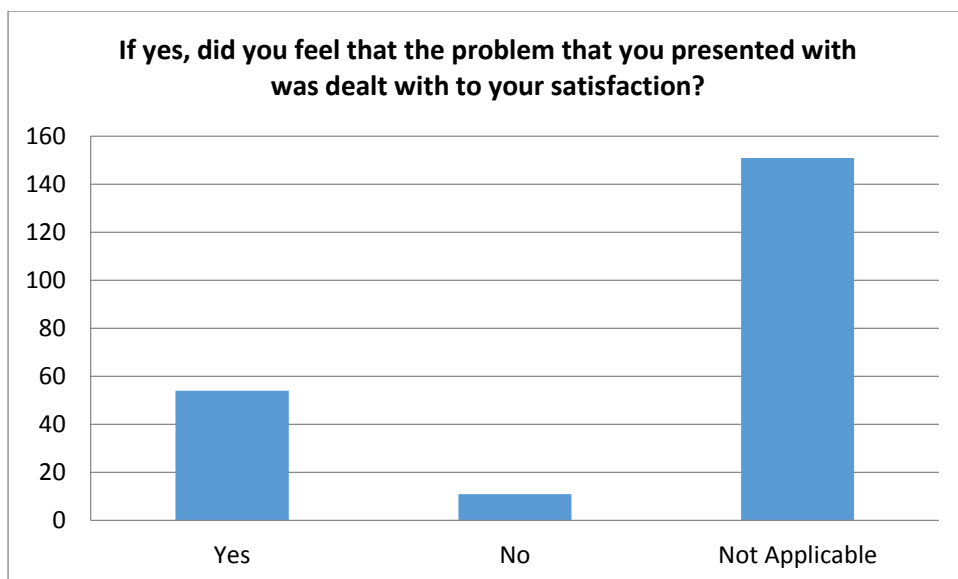
13. Have you had an appointment or a home visit with alternative health professional (e.g. Paramedic Practitioner)?

Yes	57	26.4%
No	148	68.5%
Not Applicable	9	4.2%



14. If yes, did you feel that the problem that you presented with was dealt with to your satisfaction?

Yes	54	25%
No	11	5.1%
Not Applicable	151	69.9%



15.How old are you in years?

Under 25	17	7.9%
26-59	81	37.5%
60+	109	50.5%
No response	9	4.2%

16.Are you:

Female	144	66.7%
Male	64	29.6%
No response	8	3.7%