

Bildeston Health Centre - Local Patient Survey Results - January 2019

	Excellent	Very Good	Good	Fair	Poor	TOTAL
How do you rate telephone access to Surgery?	43	15	1			59
Ability to access a suitable clinician or GP?	40	15	2	1	1	59
Surgery environmnet?	38	18	5			61
Quality of your consultation?	43	14	3			60
Did you feel listened to during your consultation?	42	11	5	1		59
The overall quality of care provided?	43	14	2			59
How helpful we non clinical staff?	43	14	1		1	59
Overall Satisfaction	43	15	1			59

Comments:

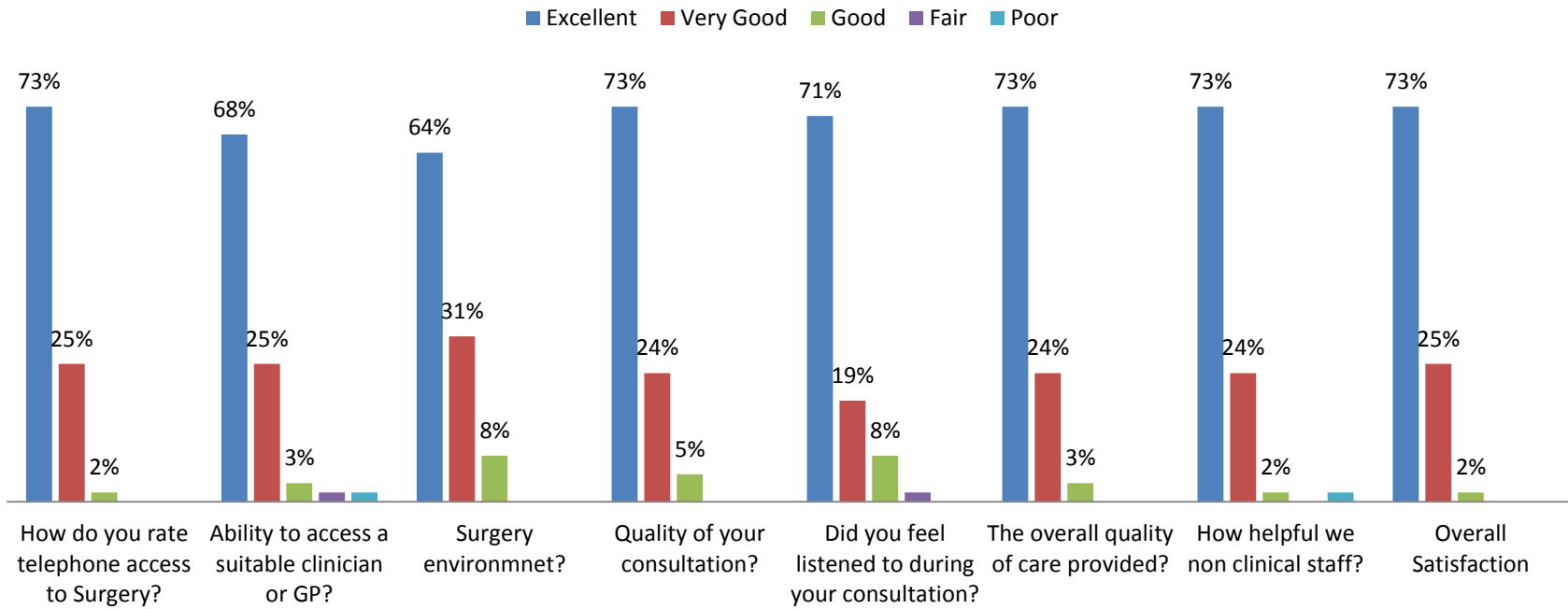
"a wonderful Surgery, offering super care. The "open surgery" is a fantastic benefit. Thank you"
 "please maintain the early morning open surgery system - it is an excellent facility"

Summary

A total of 60 patients completed the Survey.

	Excellent	Very Good	Good	Fair	Poor
How do you rate telephone access to Surgery?	73%	25%	2%	0%	0%
Ability to access a suitable clinician or GP?	68%	25%	3%	2%	2%
Surgery environmnet?	64%	31%	8%	0%	0%
Quality of your consultation?	73%	24%	5%	0%	0%
Did you feel listened to during your consultation?	71%	19%	8%	2%	0%
The overall quality of care provided?	73%	24%	3%	0%	0%
How helpful we non clinical staff?	73%	24%	2%	0%	2%
Overall Satisfaction	73%	25%	2%	0%	0%

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Excellent	Very Good	Good	Fair	Poor	TOTAL
73%	25%	2%	0%	0%	100%
68%	25%	3%	2%	2%	100%
64%	31%	8%	0%	0%	103%
73%	24%	5%	0%	0%	102%
71%	19%	8%	2%	0%	100%
73%	24%	3%	0%	0%	100%
73%	24%	2%	0%	2%	100%
73%	25%	2%	0%	0%	100%