|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Question | Patient Survey Result’s | Yes | No | SomeTime | Not Relevant |
| **1** | Are you Satisfied with the Practice Opening Times? | **94** | **1** | **3** | **2** |
| **2** | Do you find it Easy to Book Appointments? | **75** | **7** | **18** | **0** |
| **3** | Do you find the Reception Staff Helpful at your GP Practice? | **88** | **0** | **12** | **0** |
| **4** | Can you Book an Appointment on the Same Day or the Next Day (24hrs)? | **69** | **5** | **22** | **4** |
| **5** | If you need to see a Doctor Urgently, can you Normally get Seen on the Same Day? | **61** | **12** | **15** | **12** |
| **6** | Have you Been Able to Book more than 4 weeks in Advance? | **33** | **26** | **18** | **23** |
| **7** | Can you Book an Extended Appointment Time if Needed with the Doctor? | **35** | **13** | **9** | **43** |
| **8** | Can you book an extended appointment time if needed with the Practice Nurse? | **36** | **11** | **14** | **39** |
| **9** | Can you Book a Telephone Appointment that is Convenient to you? | **67** | **7** | **15** | **11** |
| **10** | Does the Dr Book your Hospital Referral during Consultation? | **34** | **27** | **19** | **20** |
| **11** | Do you Experience Delays while waiting to be seen? | **21** | **24** | **47** | **8** |
| **12** | Are you Diabetic, Asthmatic, or suffer from COPD?  | **38** | **55** | **0** | **7** |
| **13** | Do you see a Specialist Nurse for your Diabetes, Asthma or COPD? | **37** | **54** | **0** | **9** |
| **14** | Are you able to see the Doctor of your choice? | **74** | **11** | **8** | **7** |
| **15** | Does your Doctor give you Enough Time and Listening to your Problems? | **64** | **15** | **19** | **2** |
| **16** | Does your Doctor Explain the Tests and Treatments and involve you in Decisions? | **67** | **11** | **17** | **5** |
| **17** | Do you have Confidence and Trust in the Doctor you saw or spoke to? | **67** | **6** | **25** | **2** |
| **18** | Does the Practice Nurse’s Understand your Health Problems? | **78** | **1** | **11** | **10** |
| **19** | Does the Nurse’s give you Advice on your Health and Keeping Healthy? | **79** | **4** | **5** | **12** |
| **20** | Are you Satisfied with your Doctor?  | Dr. F Ogunbiyi  | Dr. F Hlordzi | **73** | **6** | **19** | **2** |
| **21** | Are you satisfied with the Practice Nurse’s or HCA’s? | **83** | **3** | **7** | **7** |