

GOLDEN VALLEY SURGERY PATIENT SATISFACTION SURVEY (May 2015 58 responses)

Please answer the following questions:	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Did you get the appointment of your choice?	77%	22%		1%		
Was the receptionist helpful when you made your appointment?	87%	10%		3%		
Were you warmly greeted by the receptionist in a timely manner?	86%	10%				4%
How long was your wait in the waiting room?	73%	12%	10%		1%	4%
Were you offered an explanation about any delay and reasons for this?	43%	3%	4%			50%
Did the Doctor take time to listen, explain and reassure?	86%	4%				10%
Did the Doctor answer all your questions?	84%	6%				10%
Were you satisfied overall with this visit?	93%	4%	2%	1%		

COMMENTS

POSITIVES

After 10 years of coming to this Practice my Husband and I are very satisfied you cannot fault any of the Staff they are all amazing

Very sympathetic Doctor- wasn't made to feel like I had wasted there time as I have in the past

The Doctors and Staff could not have done anymore than had been done

We are so lucky to live in this area and have a such a wonderful Surgery locally

I think the service offered is of extremely high standards. The Receptionist 's are kind and helpful. The Doctors are empathic, thorough and responsive

The Nurses have cared for me over the last 10 weeks and have been exceptional fitting me in early etc..

NEGATIVES

Practice does not seem to as efficient since many changes in Doctors. I do not feel as confident as in the past everyone so busy!