

GOLDEN VALLEY SURGERY PATIENT SATISFACTION SURVEY JULY 2018 (130 RESPONSES)

Please answer the following question:	Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't know
How likely are you to recommend our GP Practice to friends and family if they needed similar care or treatment?	111	19	-	-	-	-

Please answer the following questions:	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N?A
Did you get the appointment of your choice?	79%	21%	0%	0%	0%	0%
Was the receptionist helpful when you made your appointment?	77%	22%	1%	0%	0%	0%
Were you warmly greeted by the receptionist in a timely manner?	73%	25%	2%	0%	0%	0%
How long was your wait in the waiting room?	40%	12%	0%	0%	0%	48%
Were you offered an explanation about any delay and reasons for this?	22%	6%	4%	0%	0%	68%
Did the Clinician take time to listen, explain and reassure?	77%	23%	0%	0%	0%	0%
Did the Clinician answer all your questions?	75%	25%	0%	0%	0%	0%
Were you satisfied overall with this visit?	90%	10%	0%	0%	0%	0%

Patient Satisfaction Survey; July/August 2018

Comments;

- **Lovely Nurse, very helpful**
- **Very friendly and efficient**
- **Excellent service again, I cannot fault this surgery**
- **Thanks to all, most pleasant staff and surgery**
- **Perfect!**
- **Doctor always takes time to listen and makes you feel that what your concerned about is most important**
- **Receptionist staff are always extremely helpful**
- **Good**
- **Very helpful with children and understanding (Dr Scotland)**
- **Nicest Practice ive ever been with**
- **Great friendly surgery and team. Keep it up.**
- **I have used this practice since 1994 and never have I had a problem**
- **Dr is superb. (Dr Das)**
- **Fab surgery, people don't know how lucky they are**
- **I am very happy with Dr Scotland and the whole practice. Feel very fortunate**
- **I am on holiday and needed a dressing change. Very impressed by the surgery here, the nurse and Peterchurch surgery where I was seen**
- **Excellent service and very helpful**
- **Both appointments were organised and slick!**
- **Never feel rushed**
- **We are so wonderful to have such a wonderful team at our Doctors surgery**
- **The nurse was helpful and delightful**
- **Dr Das has been wonderful**
- **Kind to fit me in at short notice**
- **Very pleased and quick**
- **Very thorough**

- No problem in making this appointment but on other occasions I found it confusing, either today or 2 weeks ... nothing in-between! Should not have to wait 10/14 days
- Waiting for pill too long after seeing the Doctor, did speak to Receptionist about it but had to wait 20 minutes!
- The message on the telephone!!
I hold the phone away from ear for 42 seconds then press 3. It is not a welcoming message