

GOLDEN VALLEY SURGERY PATIENT SATISFACTION SURVEY MAY 2017

Please answer the following questions:	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Did you get the appointment of your choice?	82%	14%	4%	0%	0%	0%
Was the receptionist helpful when you made your appointment?	88%	7%	2%	0%	0%	3%
Were you warmly greeted by the receptionist in a timely manner?	80%	5%	7%	0%	0%	8%
How long was your wait in the waiting room?	49%	18%	10%	1%	0%	23%
Were you offered an explanation about any delay and reasons for this?	48%	8%	10%	1%	0%	33%
Did the Doctor take time to listen, explain and reassure?	80%	10%	1%	0%	1%	10%
Did the Doctor answer all your questions?	80%	11%	3%	0%	0%	8%
Were you satisfied overall with this visit?	90%	8%	2%	0%	0%	0%

Patient Satisfaction Survey May 2017

- Very thorough about concerns
- Thank you for all your hard work
- Same day appointments – great for children
- Happy and satisfied with service and help provided
- Very good team at Peterchurch Surgery
- Doctor very nice
- Was seen at short notice
- Always helpful – great surgery
- Felt listened and re assured
- All staff are extremely helpful and go beyond what is expected of them
- I have no complaints what so ever
- Very friendly and helpful
- Excellent reception staff
- Brilliant physio and reception team
- Good service all the time
- Always receive excellent advice
- I was a visitor and became unwell on the journey to ewyas Harold, you kindly agreed to see me although I am not a patient. Excellent service and treatment. Thank you
- This surgery is GOLD
- Good rapport with doctors
- Wonderful service by all staff
- Doctor was yawning a lot!