

GOLDEN VALLEY SURGERY PATIENT SATISFACTION SURVEY (November 2015 84 responses)

Please answer the following questions:	Very satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
Did you get the appointment of your choice?	78%	19%	2%	0%	1%	
Was the receptionist helpful when you made your appointment?	80%	17%		2%	1%	
Were you warmly greeted by the receptionist in a timely manner?	72%	17%	1%	1%	1%	8%
How long was your wait in the waiting room?	56%	17%	2%	2%	1%	12%
Were you offered an explanation about any delay and reasons for this?	21%	12%	6%	1%	1%	41%
Did the Doctor take time to listen, explain and reassure?	70%	16%		1%	1%	12%
Did the Doctor answer all your questions?	70%	15%			2%	13%
Were you satisfied overall with this visit?	74%	24%			2%	

COMMENTS

POSITIVES

The Drs I see are very professional, kind & understanding as are the nurses. Receptionists always very helpful

As a visitor to the surgery I was very impressed by the way I was treated and my injury

My appointment was followed up with several trips to the surgery I was treated with respect and genuine interest /concern

Excellent practice always helpful

Arrived 10 mins late for appt receptionist sorted out seen by nurse no probs, fab service today

NEGATIVES