

*Dalblair Medical Practice*

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*Dr Suellen Hills*

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### **Patient Survey on Services at Dalblair Medical Practice 2019**

The GP Partners decided to undertake a Patient Satisfaction Survey here at the Practice in May 2019 here is the feedback from the patients who completed the survey.

Question	Response																				
1. Overall how would you describe your experience here at the Practice?	Very Good 72% Good 26% Fair 0% Poor 2%																				
2. How friendly were the staff at the Practice?	Extremely friendly 58%, Very friendly 36% Somewhat friendly 6, Not so friendly 0%, Not at all friendly 0%																				
3. How easy or difficult was it to schedule your consultation at a time convenient to you?	Very easy 56%, Easy 31%, Neither easy or difficult 6%, Difficult 5%, very difficult 2%																				
4. Were you able to arrange a consultation with the clinician of your choice?	Yes 87% No 13%																				
5. Which member of the clinical team did you ask to see?	Dr McCulloch 26%, Dr Hills 26%, Dr Kean 6%,Practice Nurse 3% Pharmacist 2%, Health Care Assistant 2% Any 25%																				
6. Which one did you actually see?	Dr McCulloch 11%, Dr Hills 26%, Dr Kean 25%,Practice Nurse 5% Pharmacist 2%, Health Care Assistant 2% Any 29%																				
7. How well do you feel the clinician addressed your needs?	Very well 74%, Well 20%, Satisfactory 2% No comment 4% Poor 0%, Not at all 0%																				
8. How satisfied or dissatisfied were you with the amount of time your clinician spent with you addressing your needs?	Very satisfied 38%, Satisfied 26%, No comment 23% No comment 12% Dissatisfied 1%																				
9. Compared to other Practices in the area do you feel the services are better, worse or much the same?	Much better 30%, Somewhat better 10%, About the same 10%, Somewhat worse 0%, Much Worse 0% Don't know 50%																				
10. How likely is it that you would recommend you GP surgery to family or friends?	<table><tr><td>1 0%</td><td>2 0%</td><td>3 0%</td><td>4 0%</td><td>5 0%</td><td>6 4%</td><td>7 4%</td><td>8 17%</td><td>9 15%</td><td>10 60%</td></tr><tr><td colspan="5">Not at all likely</td><td colspan="5">Extremely Likely</td></tr></table>	1 0%	2 0%	3 0%	4 0%	5 0%	6 4%	7 4%	8 17%	9 15%	10 60%	Not at all likely					Extremely Likely				
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