



**VALLEY MEDICAL CENTRE.**  
**PATIENT PARTICIPATION SURVEY**

**RESULTS OF THE SURVEY JANUARY/FEBRUARY 2012 FROM OVER 350  
RESPONSES**

Your chance to get involved and to make a difference!

Please tick either yes or no.

**ON CONTACTING THE PRACTICE**

	% No Answer	% Yes	% No
When ringing for an appointment were you happy with the time you had to wait before the telephone was answered?	6	75	19
Were you happy with the appointment time you were given?	1	95	4
Was the person you spoke to polite and helpful?	2	96	2
Would you be happy for the receptionist to ask you some basic questions about your problems so we can direct your call to the correct person, i.e. doctor/nurse/healthcare assistant?	1	85	14
Were you aware of, or told about our online service for booking appointments and ordering repeat prescriptions?	2	79	19
Have you used our practice website?	4	27	69

**ON SEEING THE DOCTOR**

Were you happy with the amount of time you had with the GP?	0	98	2
Did you feel the GP understood and listened to you?	0	98	2
Do you feel the GP explained your problems or any treatment you need to your satisfaction?	0	98	2
Were you able to see the GP you wanted?	1	94	5

**ON SEEING THE NURSE OR HEALTH CARE ASSISTANT**

Were you happy with the amount of time you had?

%	%	%
No Answer	Yes	No
0	100	0

Did you feel the nurse understood and listened to you?

No Answer	Yes	No
4	96	0

Did you feel involved in managing your conditions?

No Answer	Yes	No
4	93	3

Did you feel the nurse explained any treatment you needed?

No Answer	Yes	No
8	91	1

**OVERALL**

In general are you satisfied with the care you receive at the practice?

No Answer	Yes	No
1	99	0

Would you recommend the surgery to someone who has just moved into the area?

No Answer	Yes	No
1	98	1

Are you satisfied with the facilities at the practice? (E.g. the waiting room/toilets etc)

No Answer	Yes	No
1	95	4

If you have answered no to the questions above we would be grateful if you could provide further details in the comment box below.

COMMENTS;

**THANK YOU FOR TAKING THE TIME TO COMPLETE OUR SURVEY!**