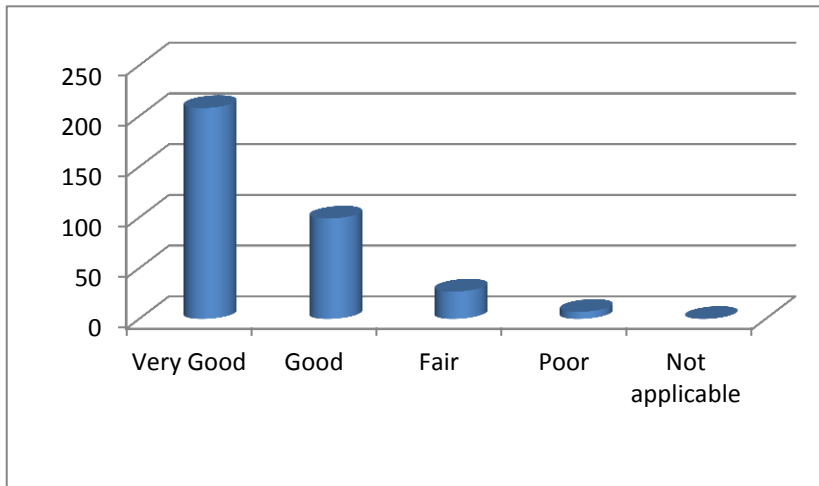


BALMORAL SURGERY
Improving Practice Questionnaire – 2016

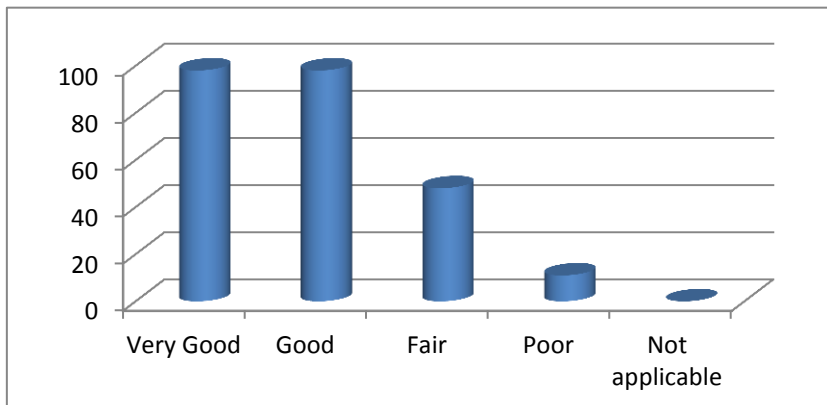
Total Patient Size = 12,808
 Questionnaires returned = 347
2.7 % response rate

Question 1) Satisfaction with the day and time of your appointment



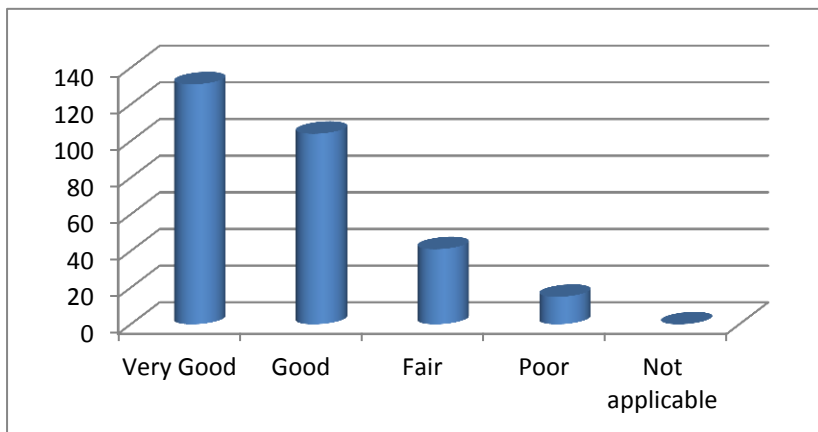
Very Good	208
Good	99
Fair	27
Poor	7
Not applicable	0

Question 2) Opportunity of speaking to a Doctor/Nurse on the telephone when necessary



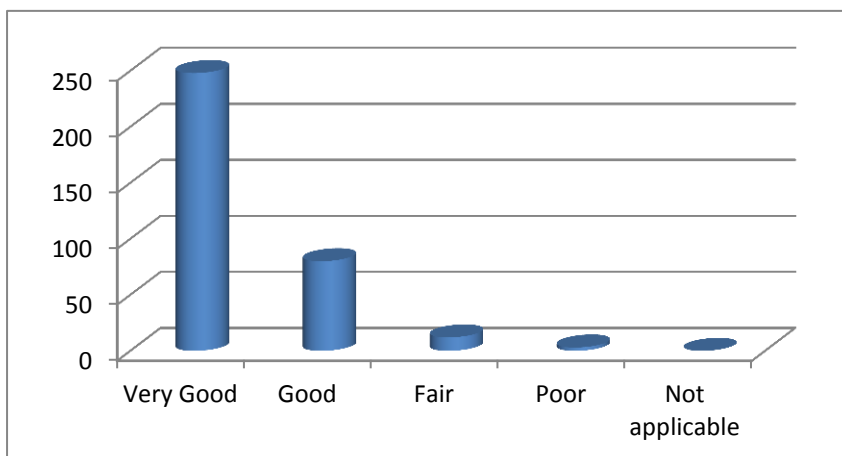
Very Good	98
Good	98
Fair	48
Poor	11
Not applicable	0

Question 3) Opportunity to be seen urgently when clinically necessary



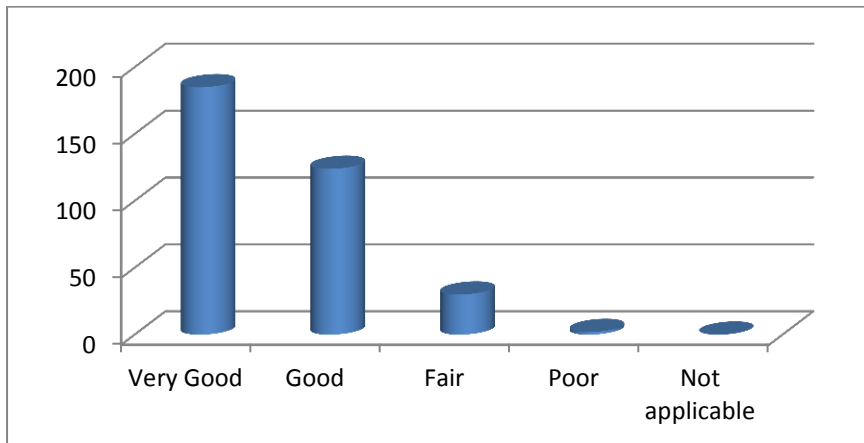
Very Good	131
Good	104
Fair	41
Poor	15
Not applicable	0

Question 4) Respect shown for your privacy and confidentiality



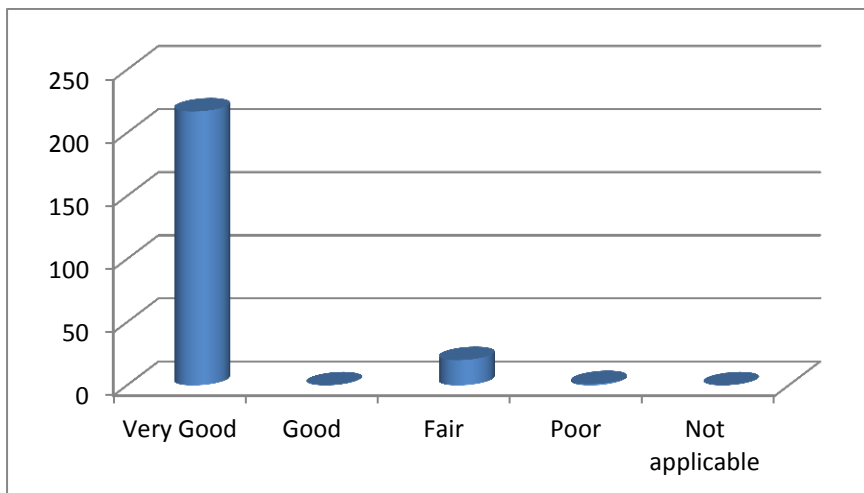
Very Good	248
Good	80
Fair	12
Poor	3
Not applicable	0

Question 5) Information provided by the practice about its services (e.g. repeat prescriptions, test results etc.)



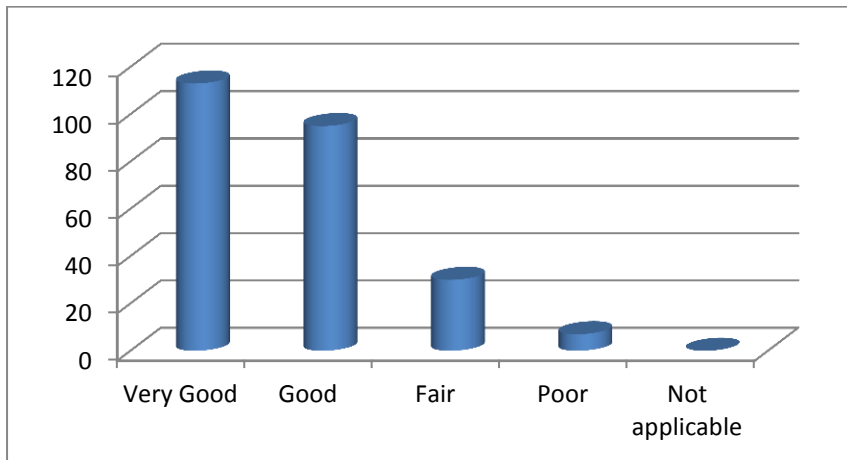
Very Good	185
Good	124
Fair	30
Poor	2
Not applicable	0

Question 6) the recommendation that I would give to my friends about this practice



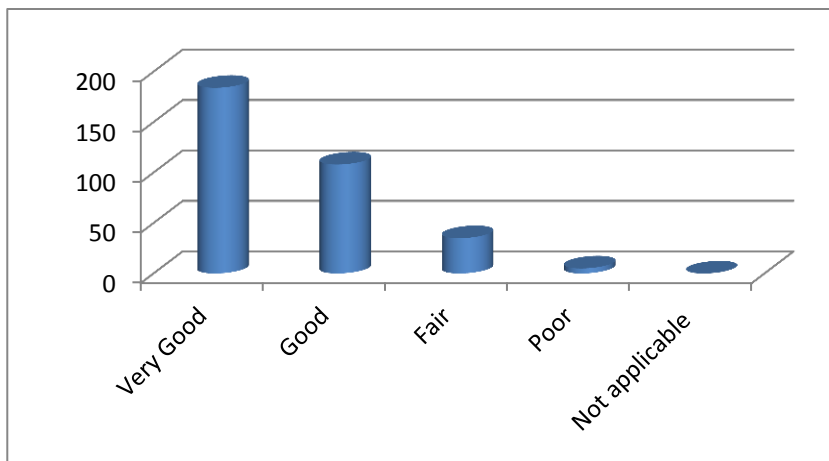
Very Good	217
Good	0
Fair	20
Poor	1
Not applicable	0

Question 7) Opportunity for making compliments or complaints to this practice about its service and quality of care



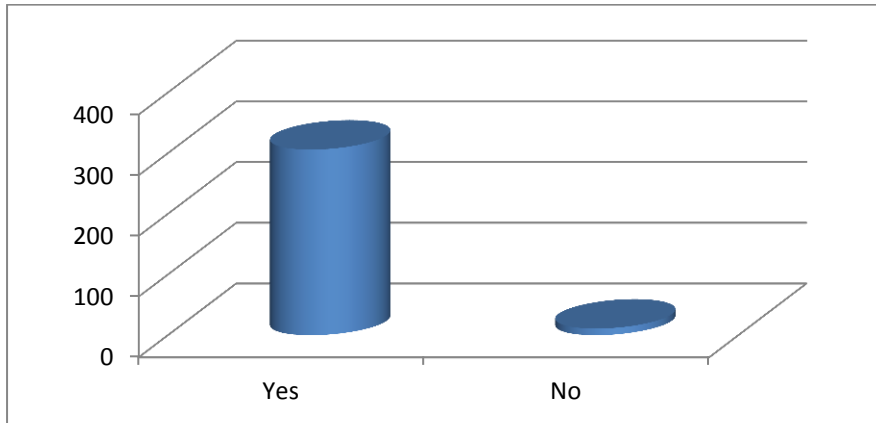
Very Good	113
Good	95
Fair	30
Poor	7
Not applicable	0

Question 8) How would you rate the greeting that you received from the receptionist when you entered the surgery



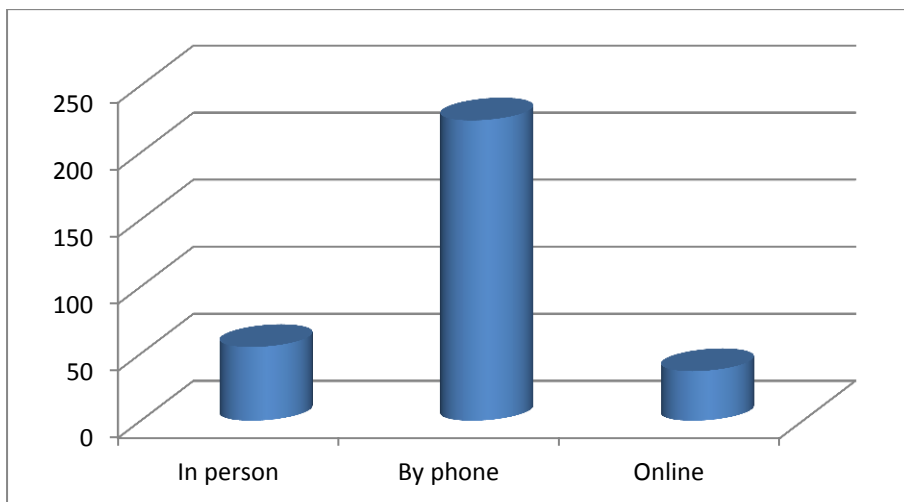
Very Good	184
Good	108
Fair	35
Poor	5
Not applicable	0

Question 9) when you visit the surgery, do you feel that you are treated with dignity and respect from all the staff and doctors



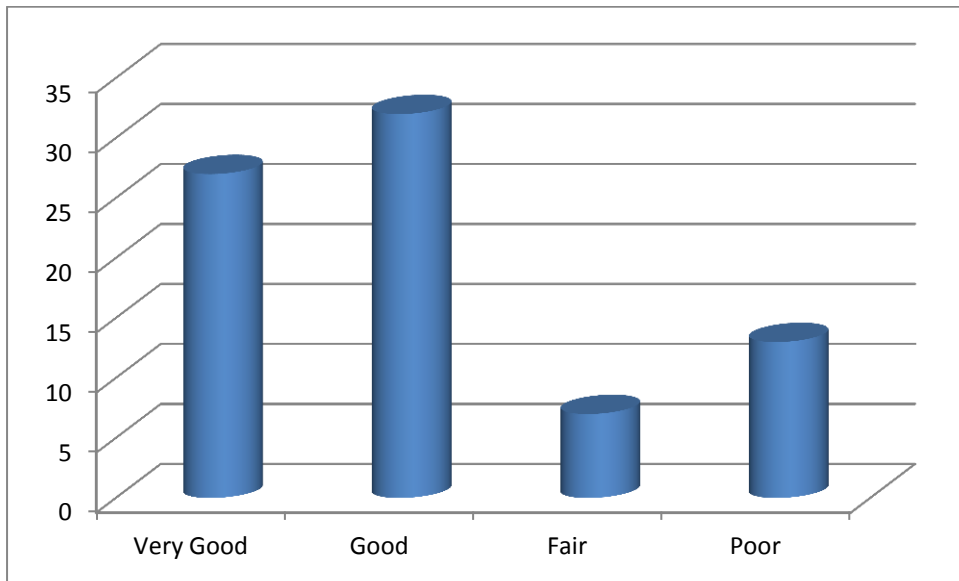
Yes	306
No	11

Question 10) How do you usually book your appointments to see a doctor or nurse at the practice? Please select only one option



In person	55
By phone	224
Online	37

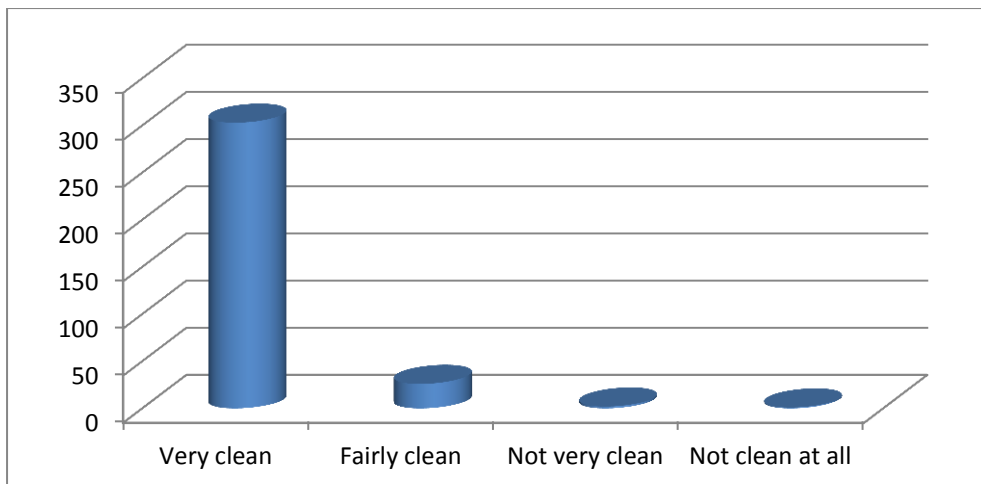
Question 11) if you book online, how would you rate Vision Online Services?



Very Good	27
Good	32
Fair	7
Poor	13

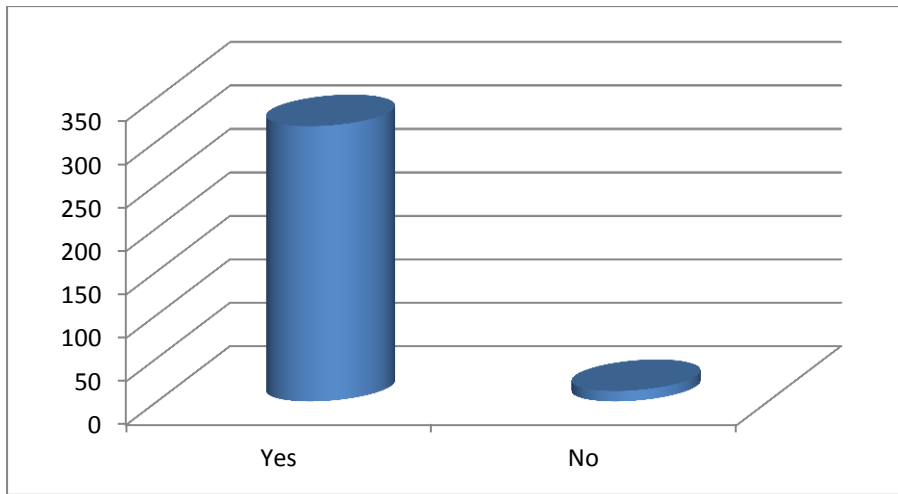
Question 12) If you do not use Vision Online Services, what prevents you from using it?

Question 13) How clean is the practice?



Very clean	303
Fairly clean	26
Not very clean	2
Not clean at all	1

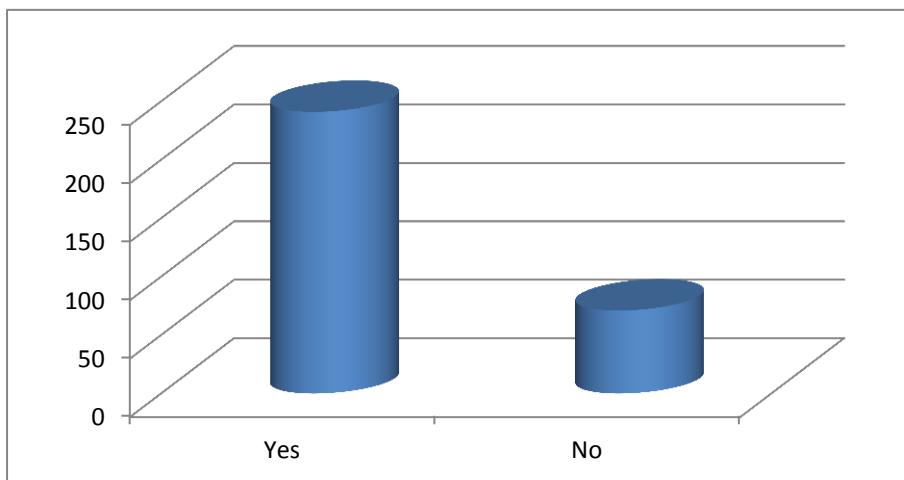
Question 14) Are you happy with your surgery environment? (E.g. temperature of the waiting rooms, comfort of chairs etc.)



Yes	317
No	12

Question 14a) If no, please could you state what in particular you are not happy with ?

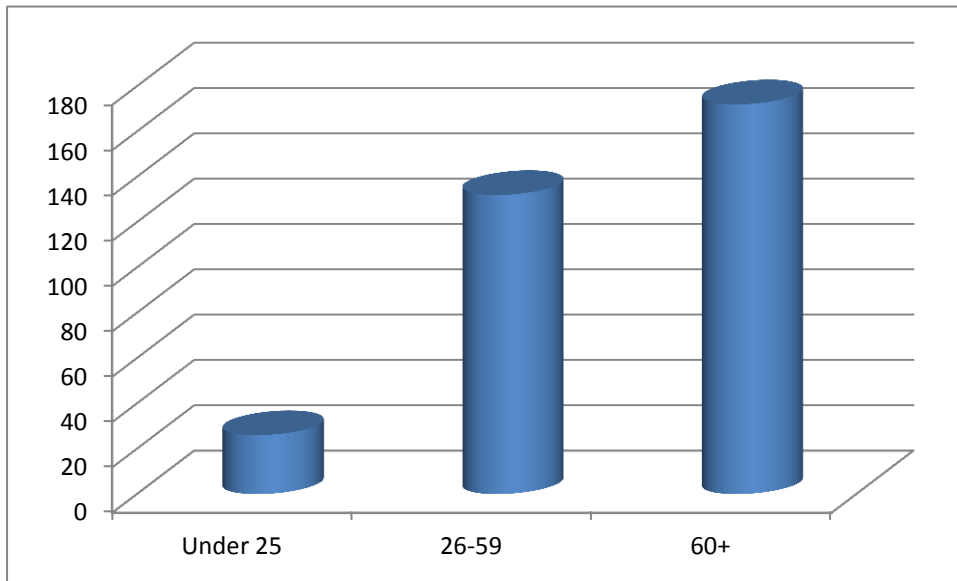
Question 15) do you feel informed about the use of personal information with the NHS?



Yes	241
No	71

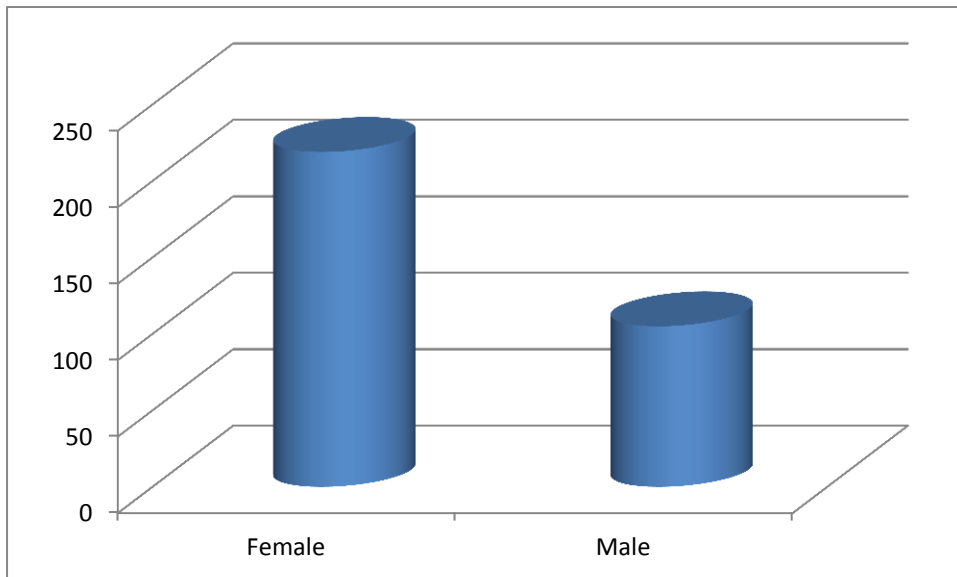
16) Any comments about how this practice could improve its services?

How old are you?



Under 25	26
26-59	132
60+	172

Are you male or female?



Female	219
Male	105