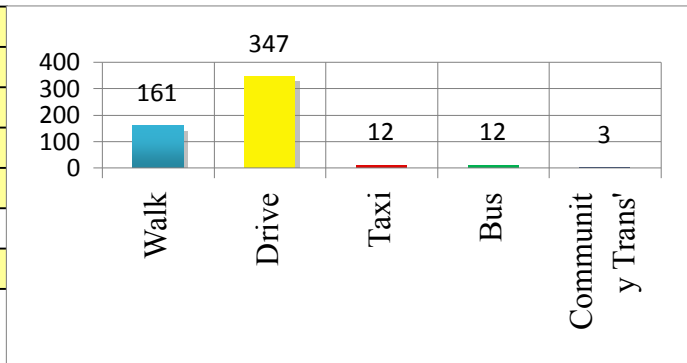


Campingland Patient Survey 2011 (PPG)

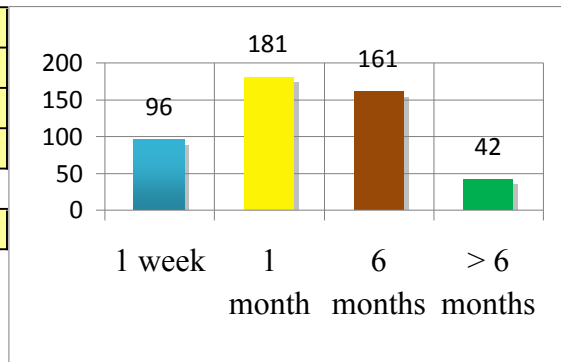
Question 1 How do you get to the surgery?

Walk	161
Drive	347
Taxi	12
Bus	12
Community Trans'	3
Total Replies	535



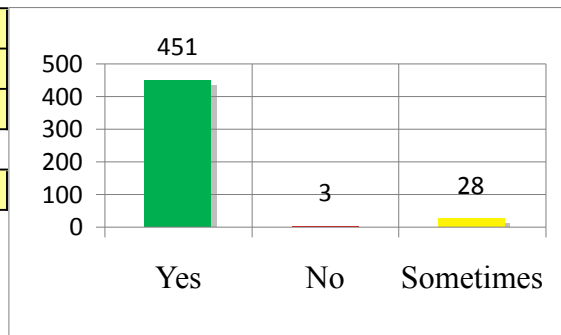
Question 2 When did you last see a doctor at the surgery?

1 week	96
1 month	181
6 months	161
> 6 months	42
Total Replies	480



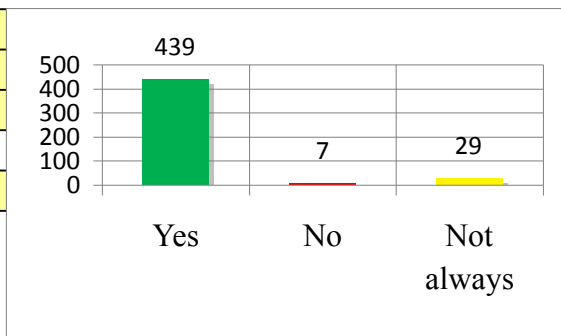
Question 3 Do you feel that the Dr (or nurse) listens to you?

Yes	451
No	3
Sometimes	28
Total Replies	482



Question 4 Do they give you the time you feel you need?

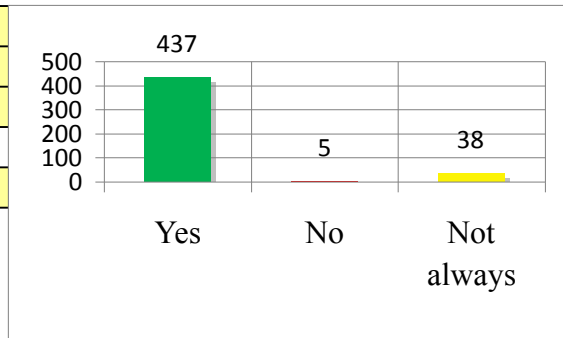
Yes	439
No	7
Not always	29
Total Replies	475



Campingland Patient Survey 2011 (PPG)

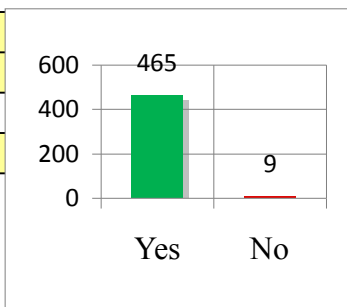
Question 5 Do you feel that things are clearly explained to you?

Yes	437
No	5
Not always	38
Total Replies	480



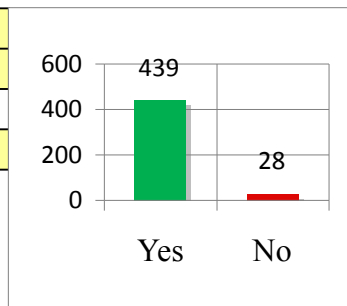
Question 6 If you do not understand their explanation, do you feel you are able to ask for clarification?

Yes	465
No	9
Total Replies	474



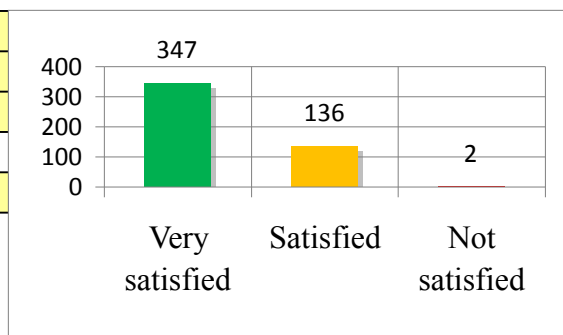
Question 7 If referral suggested are you confident it will be done promptly?

Yes	439
No	28
Total Replies	467



Question 8 Generally how satisfied are you with the surgery?

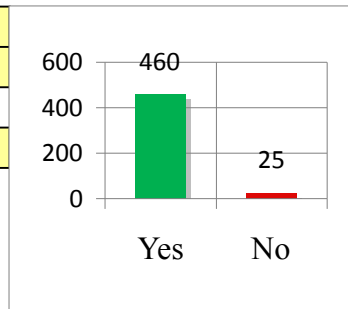
Very satisfied	347
Satisfied	136
Not satisfied	2
Total Replies	485



Campingland Patient Survey 2011 (PPG)

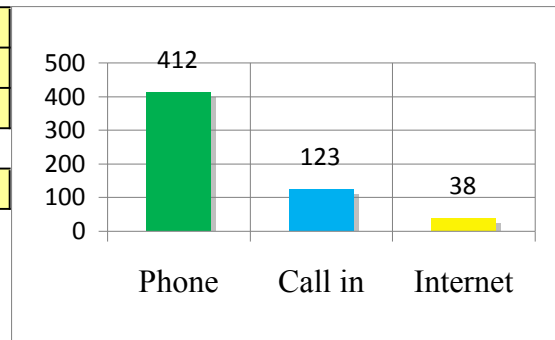
Question 9 Do you book your appointment yourself?

Yes	460
No	25
Total Replies	485



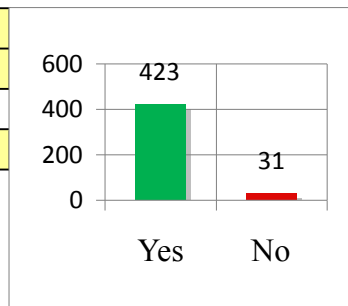
Question 10 What booking method do you use?

Phone	412
Call in	123
Internet	38
Total Replies	573



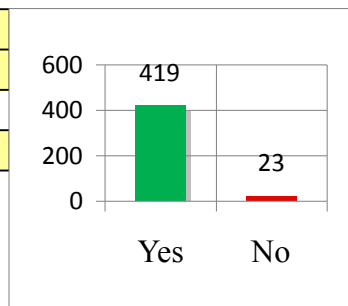
Question 11 If you consider it is an emergency, do you get an appointment on the day you need it?

Yes	423
No	31
Total Replies	454



Question 12 If you cannot get the day and time you request are you offered an acceptable alternative?

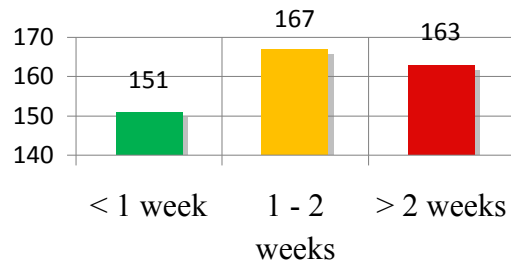
Yes	419
No	23
Total Replies	442



Campingland Patient Survey 2011 (PPG)

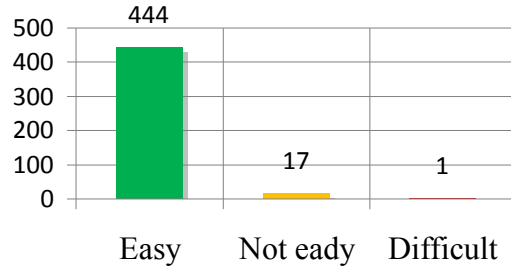
Question 13 In your experience how long do you have to wait to see a particular doctor?

< 1 week	151
1 - 2 weeks	167
> 2 weeks	163
Total Replies	481



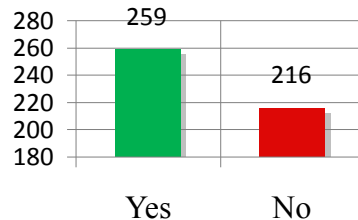
Question 14 How easy is it to make an appointment to see a nurse?

Easy	444
Not eady	17
Difficult	1
Total Replies	462



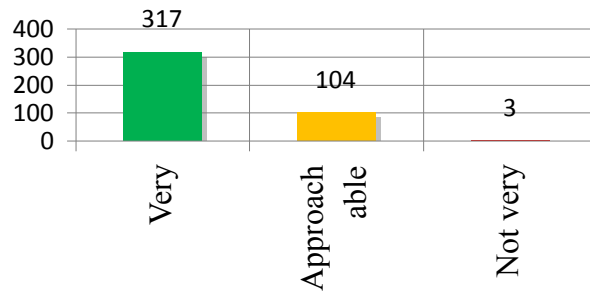
Question 15 Do you use the "on site" dispensary?

Yes	259
No	216
Total Replies	475



Question 16 How helpful do you find the on-site dispensary staff?

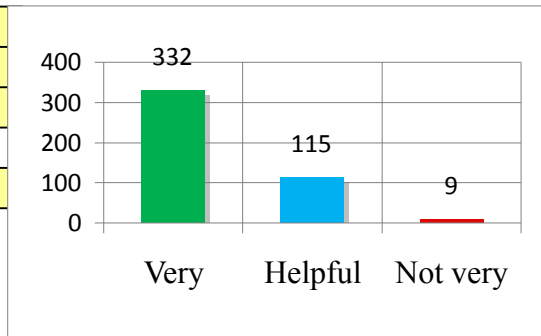
Very	317
Approachable	104
Not very	3
Total Replies	424



Campingland Patient Survey 2011 (PPG)

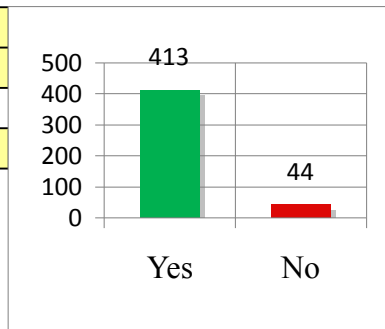
Question 17 How helpful do you find the surgery receptionists?

Very	332
Helpful	115
Not very	9
Total Replies	456



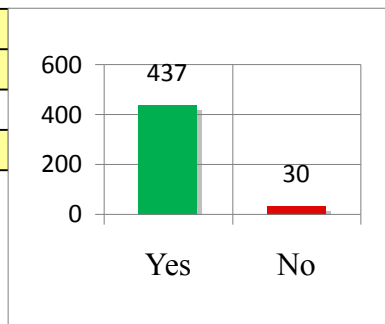
Question 18 Has "one patient at a time" helped with confidentiality?

Yes	413
No	44
Total Replies	457



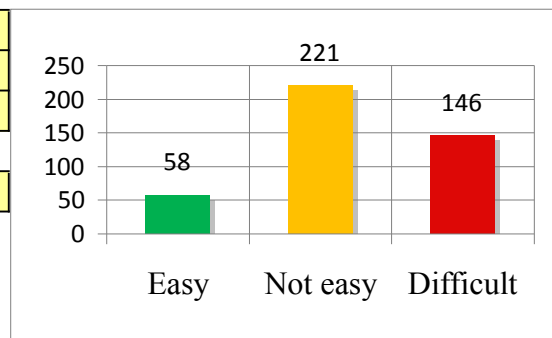
Question 19 Are the current surgery opening times convenient for you?

Yes	437
No	30
Total Replies	467



Question 20 If you drive to the surgery, how easy is it to park?

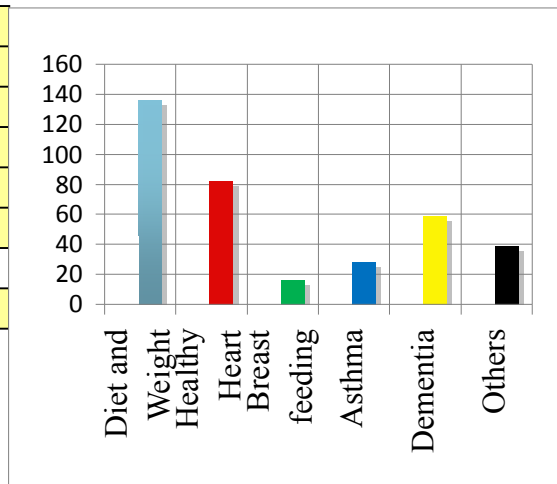
Easy	58
Not easy	221
Difficult	146
Total Replies	425



Campingland Patient Survey 2011 (PPG)

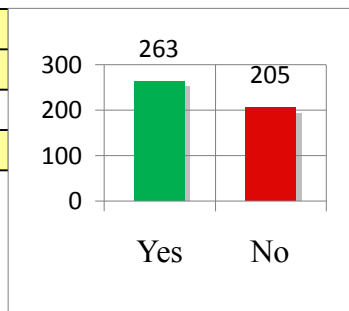
Question 21 What other support would you like to see at the surgery?

Diet and Weight Control	136
Healthy Heart	82
Breast feeding	16
Asthma	28
Dementia	59
Others	39
Total replies	360



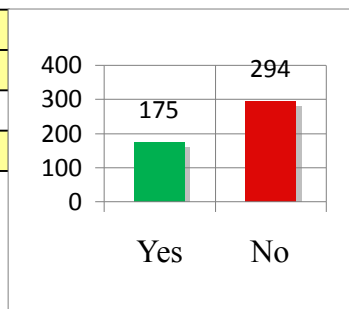
Question 22 Are you aware of the Patient Participation Group (PPG)?

Yes	263
No	205
Total Replies	468



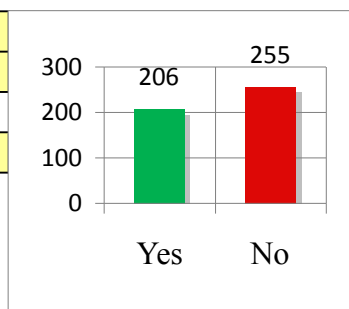
Question 23 Do you know the aims and objectives of the PPG?

Yes	175
No	294
Total Replies	469



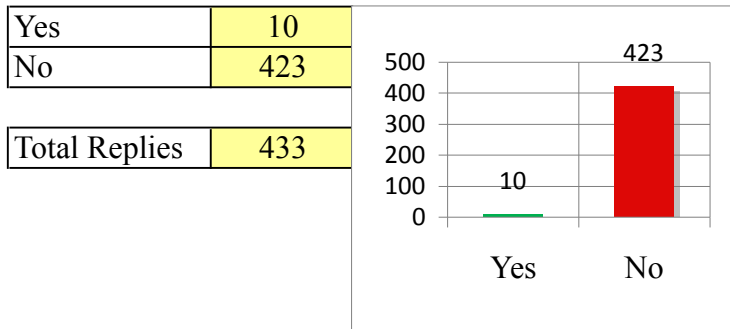
Question 24 Have you seen the activities of this group advertised?

Yes	206
No	255
Total Replies	461

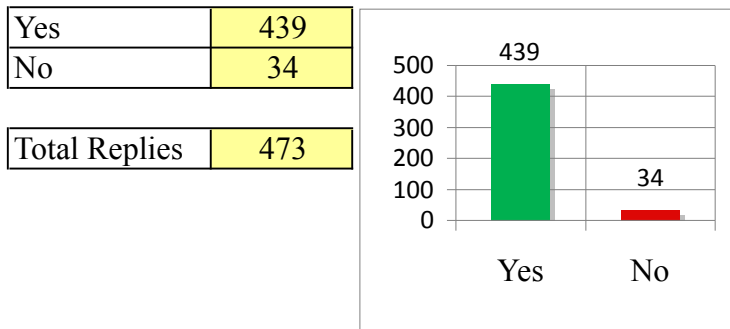


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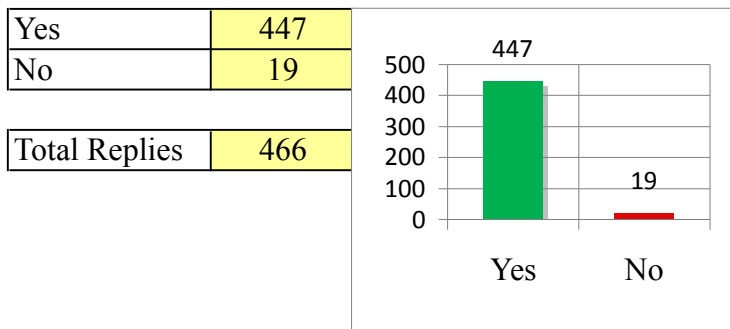
Question 25 Are you be interested in becoming aactive in the PPG?



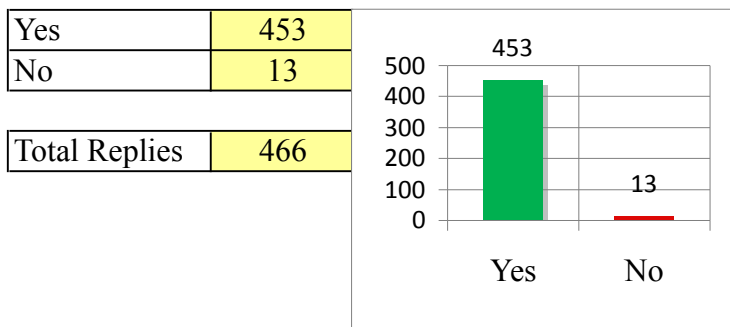
Question 26 Is there adequate seating in the patient waiting areas?



Question 27 Is the seating comfortable?

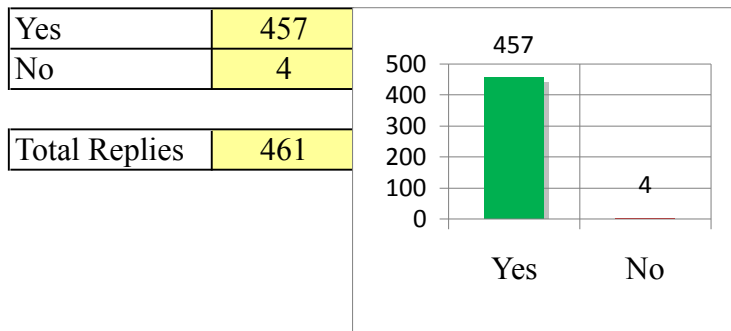


Question 28 Is information in waiting areas is clearly displayed?



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Question 29 Would you recommend this surgery to somebody who has just moved here?



Campingland Surgery
Patient Survey 2011

19th January 2012