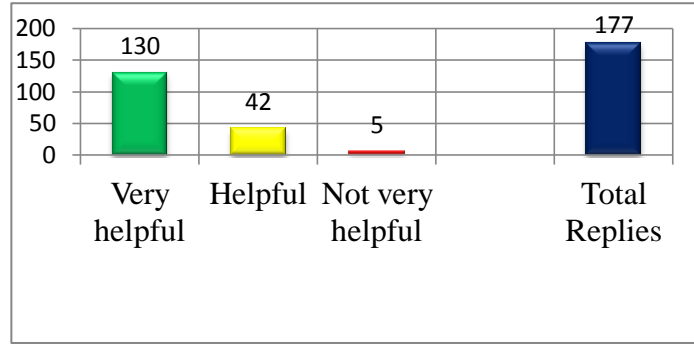


# Campingland Patient Survey ~ 2013 (PPG)

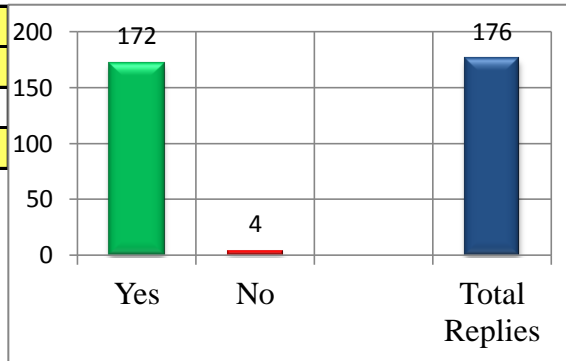
**Question 1** How helpful do you find the surgery receptionists?

Very helpful	130
Helpful	42
Not very helpful	5
<b>Total Replies</b>	<b>177</b>



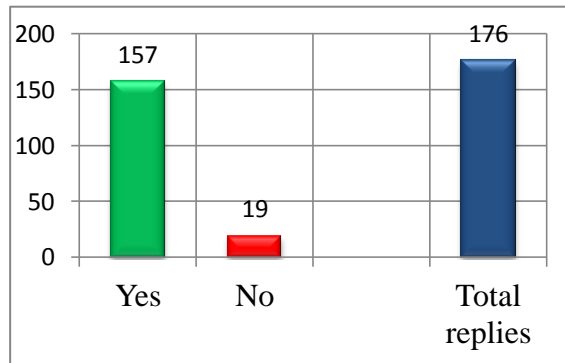
**Question 2** Has the "One patient at a time" helped with confidentiality, when talking to staff?

Yes	172
No	4
<b>Total Replies</b>	<b>176</b>



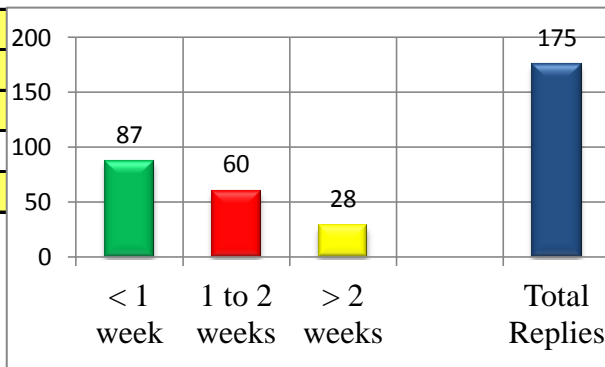
**Question 3** If you feel it is an emergency are you able to get an appointment on the day you need it?

Yes	157
No	19
<b>Total replies</b>	<b>176</b>



**Question 4** How long do you normally have to wait to get an appointment?

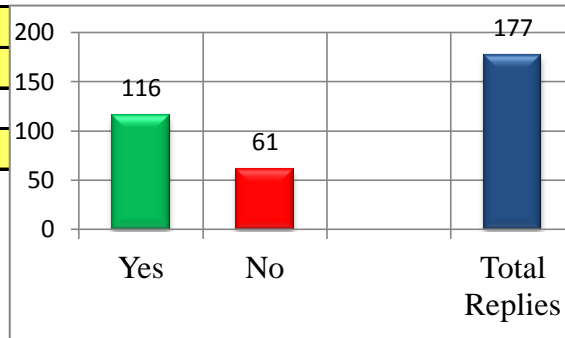
< 1 week	87
1 to 2 weeks	60
> 2 weeks	28
<b>Total Replies</b>	<b>175</b>



## Campingland Patient Survey ~ 2013 (PPG)

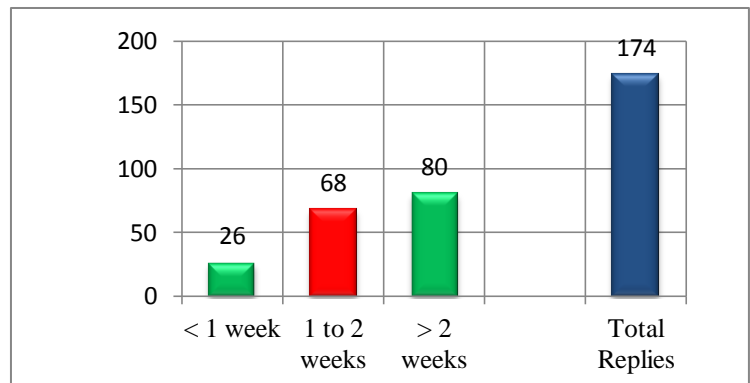
**Question 5** Are you aware that you may book an appointment using the surgeries Internet site?

Yes	116
No	61
<b>Total Replies</b>	<b>177</b>



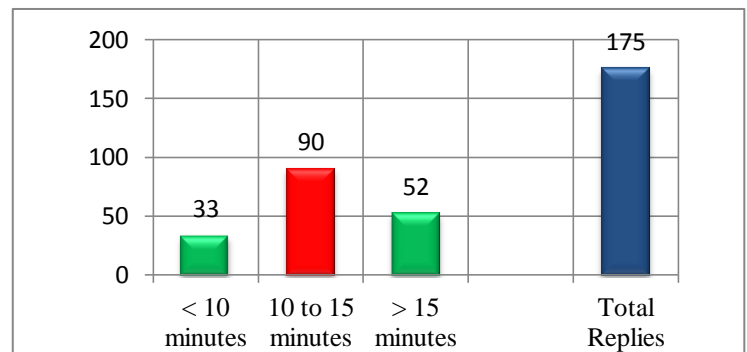
**Question 6** If you do want to see a particular Doctor, how long do you normally have to wait?

< 1 week	26
1 to 2 weeks	68
> 2 weeks	80
<b>Total Replies</b>	<b>174</b>



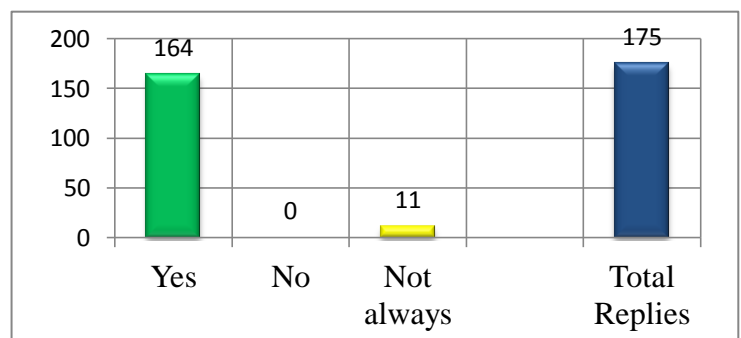
**Question 7** At the surgery how long do you have to wait beyond your appointment time?

< 10 minutes	33
10 to 15 minutes	90
> 15 minutes	52
<b>Total Replies</b>	<b>175</b>



**Question 8** Do you feel the Doctor / Nurse give you enough time?

Yes	164
No	0
Not always	11
<b>Total Replies</b>	<b>175</b>

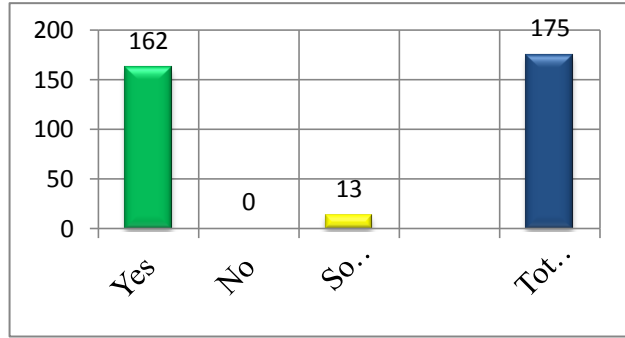


## Campingland Patient Survey ~ 2013 (PPG)

**Question 9** Do you think the Doctor / Nurse listens to you?

Yes	162
No	0
Sometimes	13

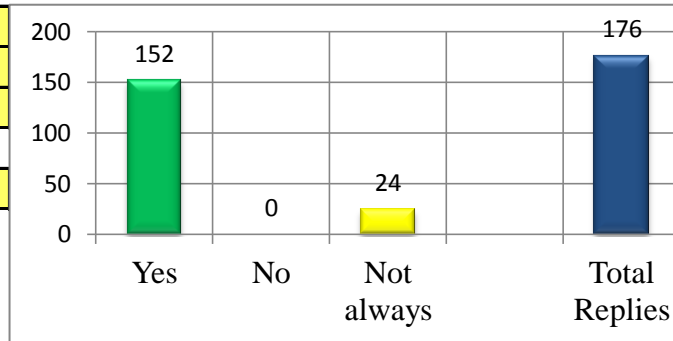
Total Replies	175
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**Question 10** Do you feel that the diagnosis and treatment is clearly explained to you?

Yes	152
No	0
Not always	24

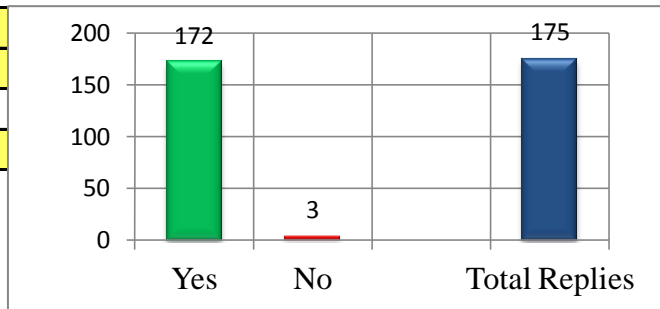
Total Replies	176
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**Question 11** If you do not understand, do you feel you are able to ask for clarification?

Yes	172
No	3

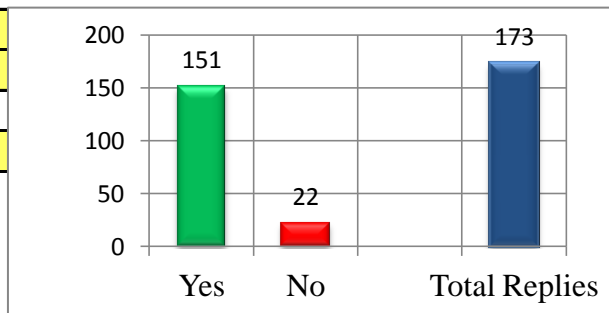
Total Replies	175
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**Question 12** If a referral is suggested, do you feel this will be carried out promptly?

Yes	151
No	22

Total Replies	173
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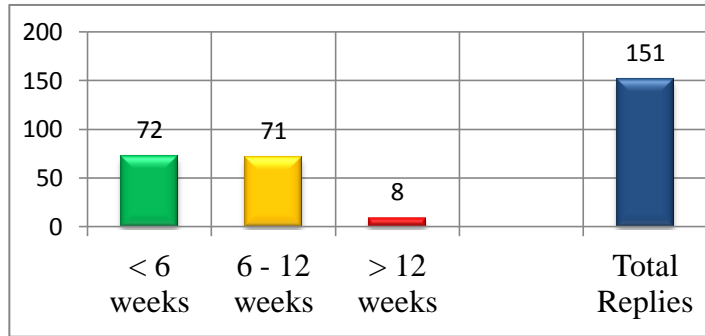


## Campingland Patient Survey ~ 2013 (PPG)

**Question 13** If a referral is made how long do you normally wait for your appointment?

< 6 weeks	72
6 - 12 weeks	71
> 12 weeks	8

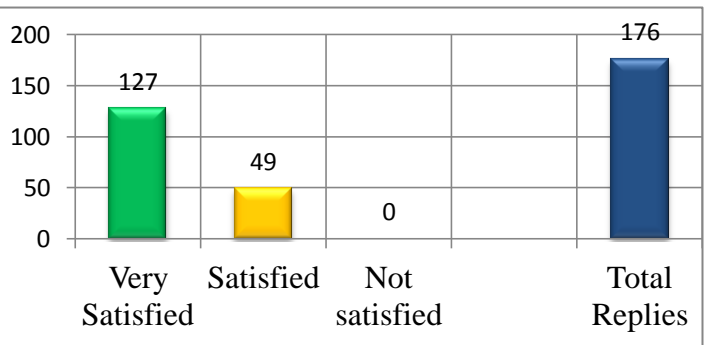
Total Replies	151
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**Question 14** How satisfied are you with the care you receive at the surgery?

Very Satisfied	127
Satisfied	49
Not satisfied	0

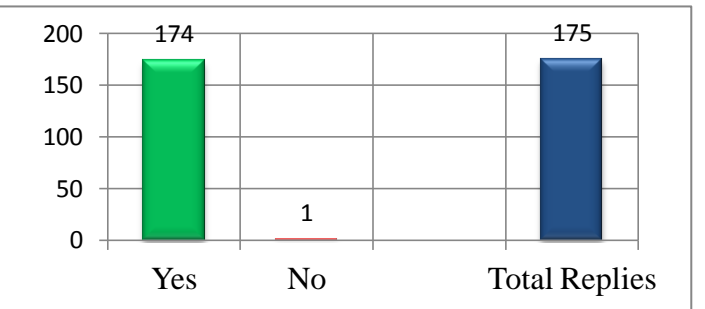
Total Replies	176
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**Question 15** Would you recommend this surgery to somebody who has just moved here?

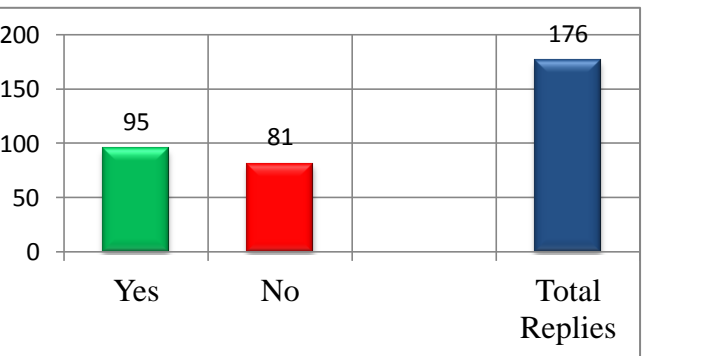
Yes	174
No	1

Total Replies	175
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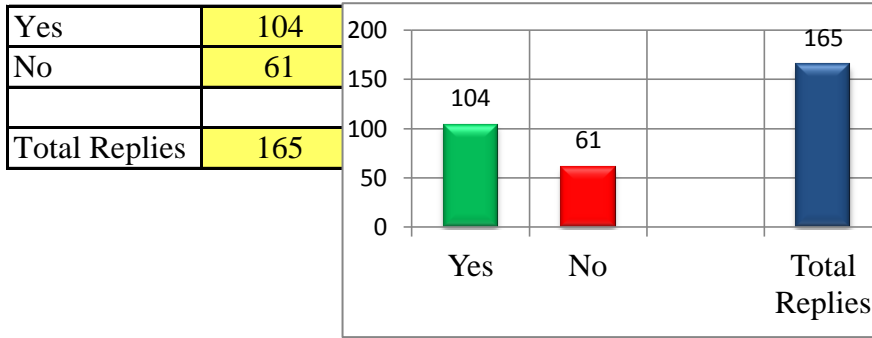
**Question 16** Are you aware of the Patients Participation Group (PPG) and what it does?

Yes	95
No	81
Total Replies	176

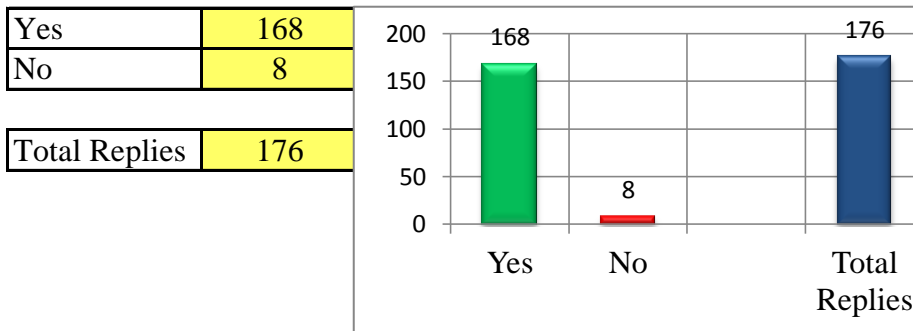


## Campingland Patient Survey ~ 2013 (PPG)

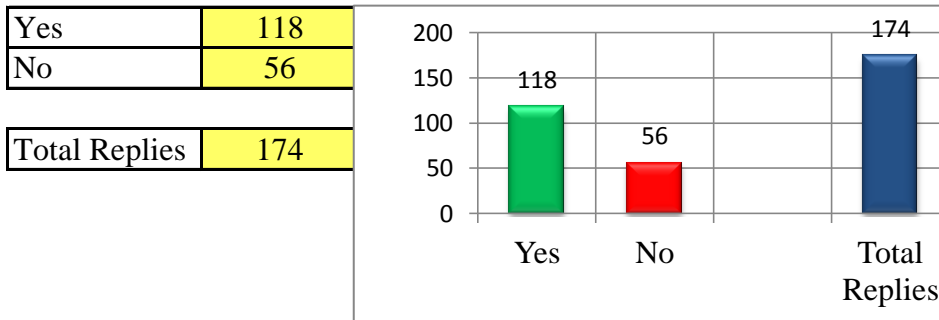
**Question 17** Have you seen the PPG activities advertised?



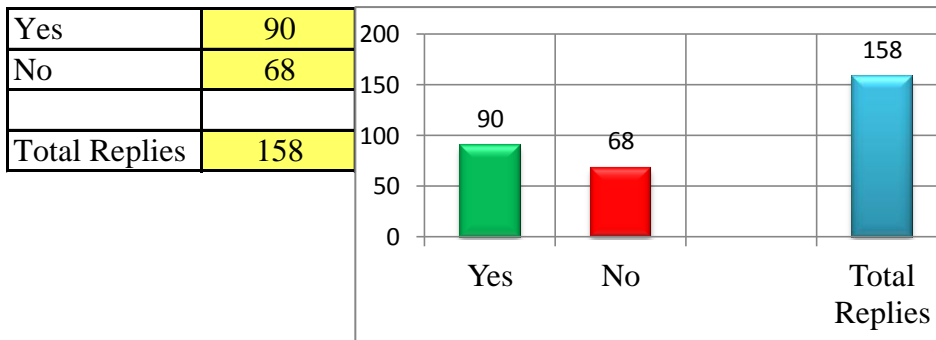
**Question 18** Do you find information within waiting areas is clearly displayed?



**Question 19** Are you aware medicines received every 28 days can be ordered automatically?



**Question 20** Are you aware that your medicines can be ordered over the Internet?



# Camplingland Patient Survey ~ 2013 (PPG)

**Question 21** How helpful do you find the dispensary staff?

Very Helpful	132
Helpful	41
Not very	1
Total Replies	174

