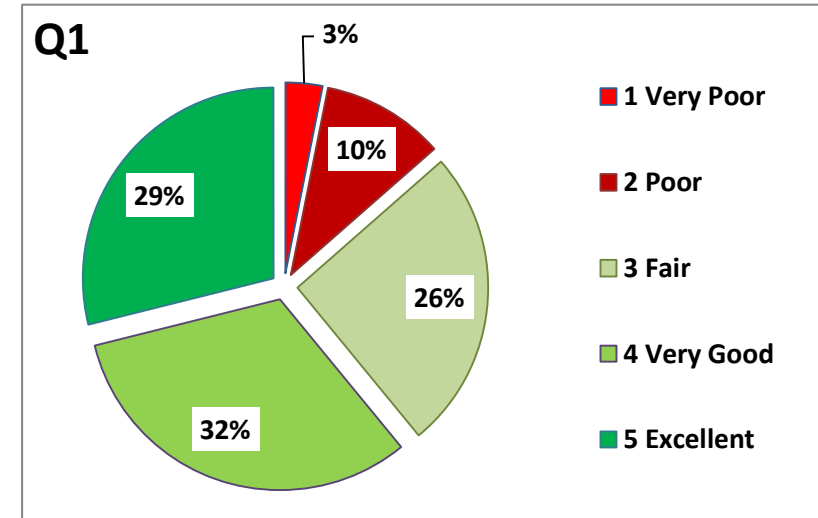


OVER WYRE MEDICAL CENTRE PATIENT FORUM - PATIENT CARE SURVEY 2016

SECTION 1 - OUR PERFORMANCE ON THE FOLLOWING

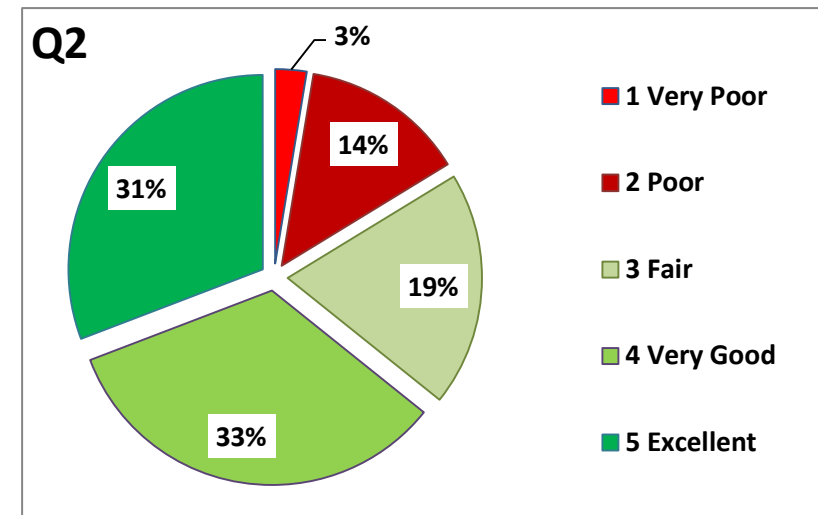
Q1 - Making a Face to Face appointment without undue delay

Rating	Description	Responses	%
1	Very Poor	12	3%
2	Poor	40	10%
3	Fair	98	26%
4	Very Good	123	32%
5	Excellent	111	29%
0	Does not apply	16	
	Blank Answer	8	
	Relevant responses	384	



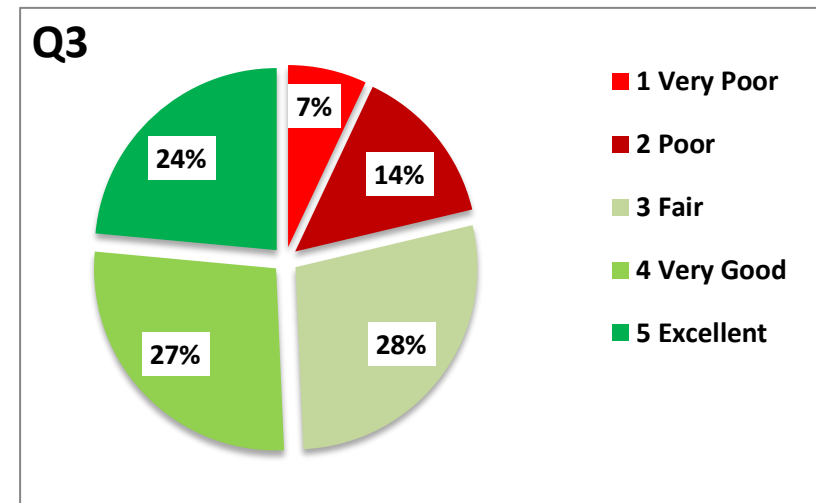
Q2 - Making an urgent (same day) appointment

Rating	Description	Responses	%
1	Very Poor	9	3%
2	Poor	47	14%
3	Fair	67	19%
4	Very Good	115	33%
5	Excellent	106	31%
0	Does not apply	50	
	Blank Answer	14	
	Relevant responses	344	



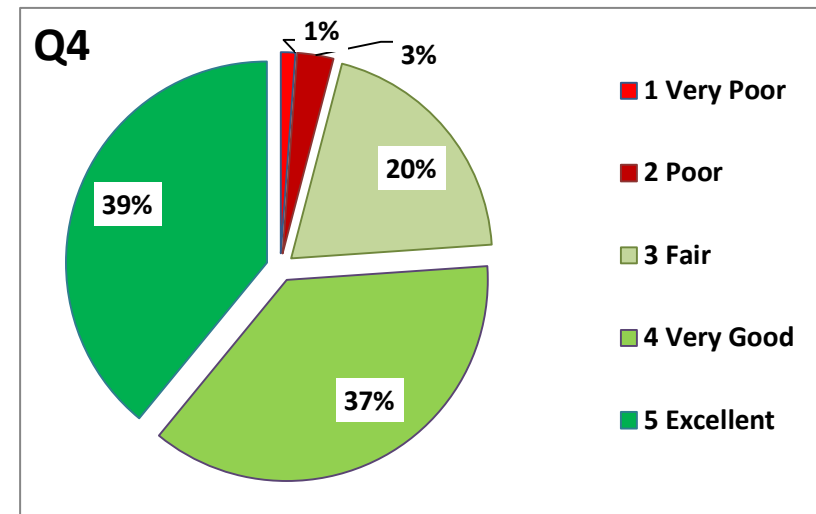
Q3 - Being able to see or speak to your preferred GP

Rating	Description	Responses	%
1	Very Poor	25	7%
2	Poor	51	14%
3	Fair	100	28%
4	Very Good	97	27%
5	Excellent	84	24%
0	<i>Does not apply</i>	41	
	<i>Blank Answer</i>	10	
	Relevant responses	357	



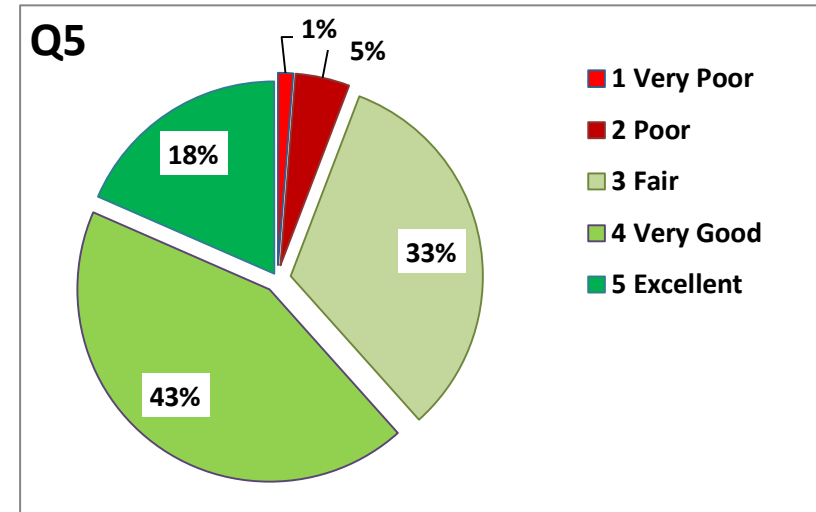
Q4 - Making a routine practice nurse appointment

Rating	Description	Responses	%
1	Very Poor	4	1%
2	Poor	10	3%
3	Fair	68	20%
4	Very Good	127	37%
5	Excellent	134	39%
0	<i>Does not apply</i>	55	
	<i>Blank Answer</i>	10	
	Relevant responses	343	



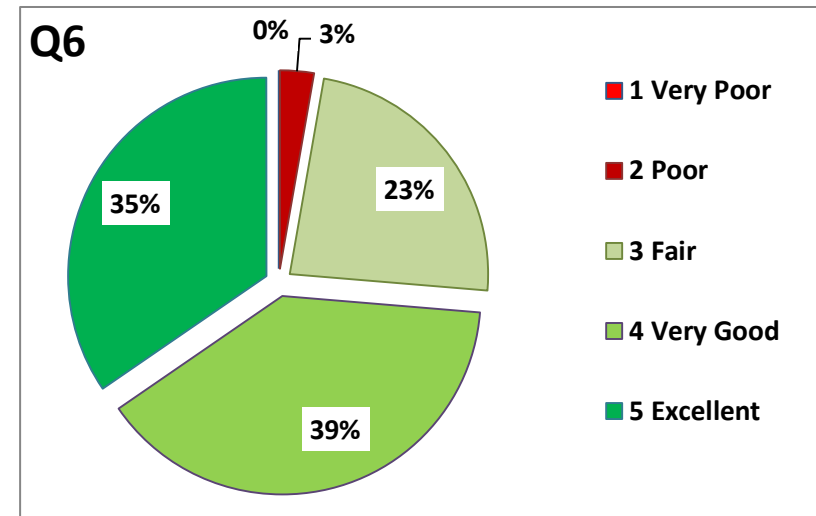
Q5 - The length of time you spend in the waiting room

Rating	Description	Responses	%
1	Very Poor	5	1%
2	Poor	18	5%
3	Fair	129	33%
4	Very Good	171	43%
5	Excellent	73	18%
0	<i>Does not apply</i>	4	
	<i>Blank Answer</i>	8	
	Relevant responses	396	



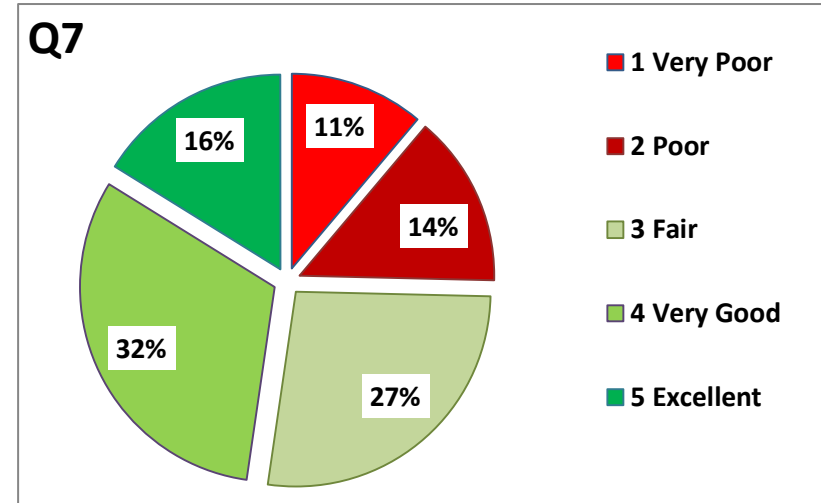
Q6 - The length of time spent with GP or nurse practitioner

Rating	Description	Responses	%
1	Very Poor	0	0%
2	Poor	11	3%
3	Fair	94	23%
4	Very Good	156	39%
5	Excellent	138	35%
0	<i>Does not apply</i>	1	
	<i>Blank Answer</i>	8	
	Relevant responses	399	



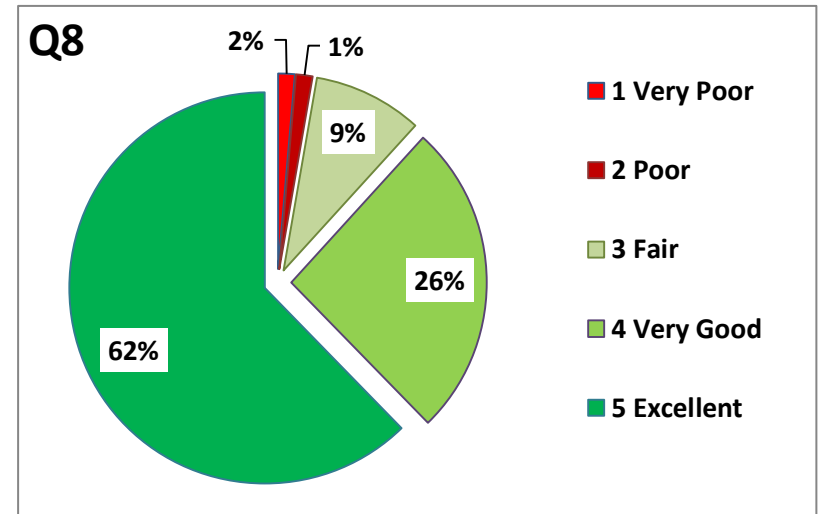
Q7 - Ease of reaching assistance when OWMC is closed

Rating	Description	Responses	%
1	Very Poor	29	11%
2	Poor	37	14%
3	Fair	70	27%
4	Very Good	82	32%
5	Excellent	42	16%
0	<i>Does not apply</i>	124	
	<i>Blank Answer</i>	24	
	Relevant responses	260	



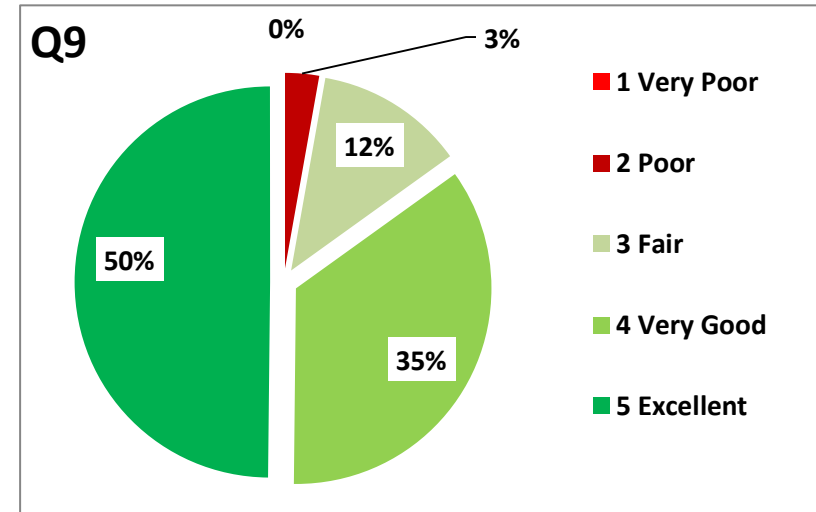
Q8 - Ease of ordering a repeat prescription

Rating	Description	Responses	%
1	Very Poor	5	1%
2	Poor	5	1%
3	Fair	33	9%
4	Very Good	95	26%
5	Excellent	228	62%
0	<i>Does not apply</i>	35	
	<i>Blank Answer</i>	7	
	Relevant responses	366	



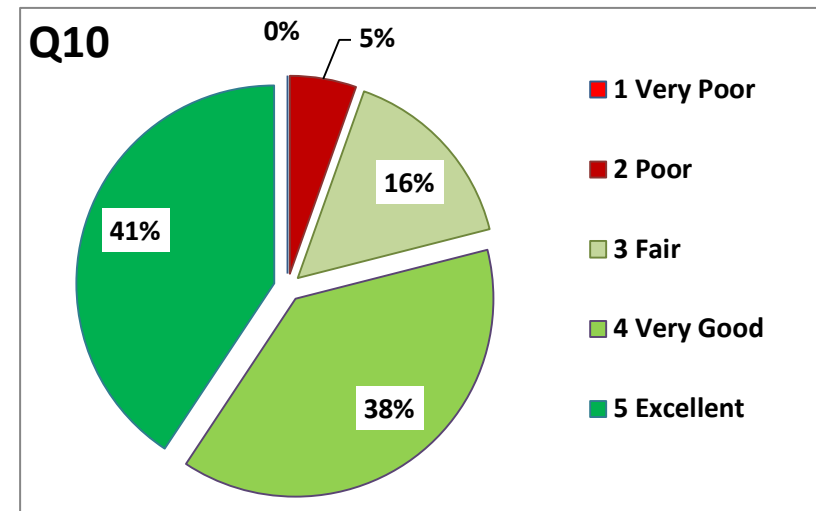
Q9 - Time until prescription available from dispensary

Rating	Description	Responses	%
1	Very Poor	0	0%
2	Poor	8	3%
3	Fair	35	12%
4	Very Good	100	35%
5	Excellent	142	50%
0	<i>Does not apply</i>	106	
	<i>Blank Answer</i>	17	
	Relevant responses	285	



Q10 - Time until prescription available from chemist

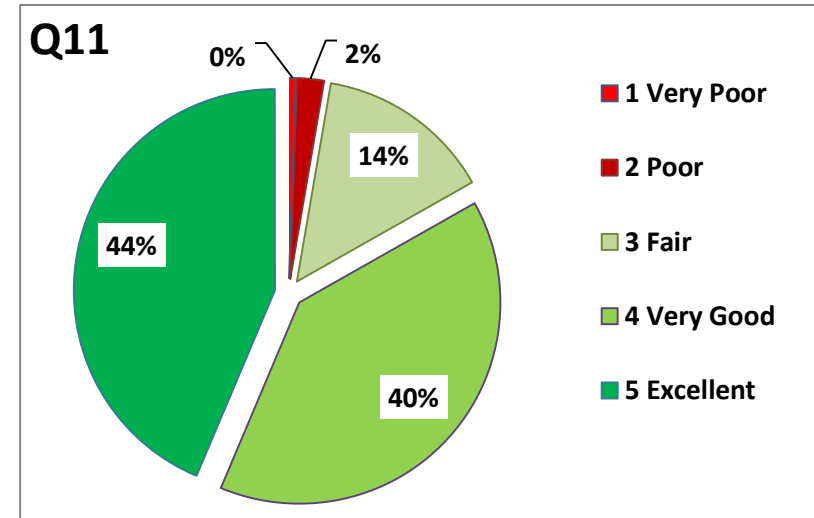
Rating	Description	Responses	%
1	Very Poor	0	0%
2	Poor	16	5%
3	Fair	46	16%
4	Very Good	113	38%
5	Excellent	120	41%
0	<i>Does not apply</i>	94	
	<i>Blank Answer</i>	19	
	Relevant responses	295	



SECTION 2 - OUR STAFF

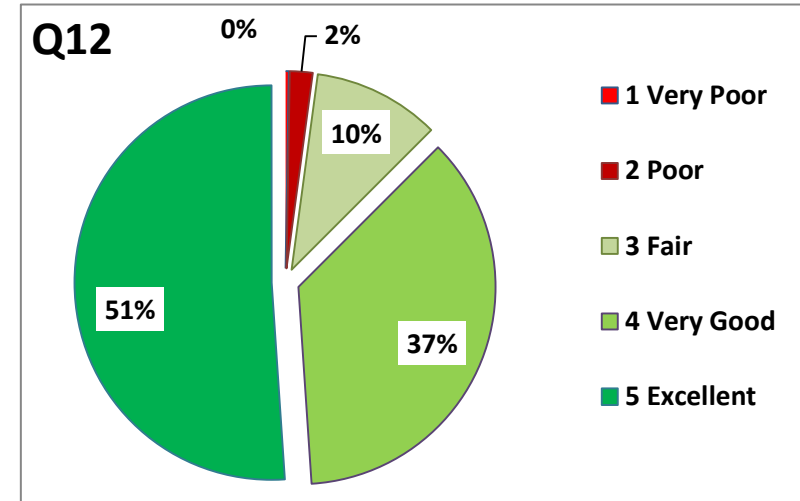
Q11 - Courtesy of the person taking your phone call

Rating	Description	Responses	%
1	Very Poor	2	0%
2	Poor	8	2%
3	Fair	52	14%
4	Very Good	146	40%
5	Excellent	161	44%
0	<i>Does not apply</i>	11	
	<i>Blank Answer</i>	28	
	Relevant responses	369	



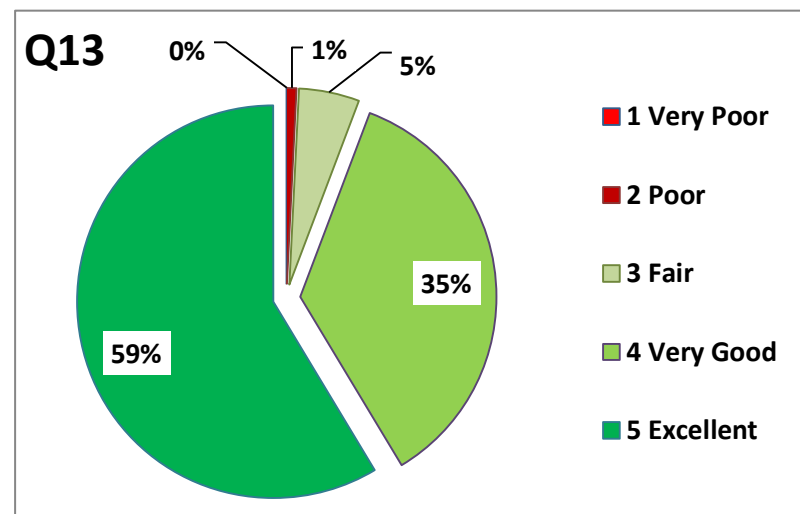
Q12 - Friendliness & courtesy at the reception desk

Rating	Description	Responses	%
1	Very Poor	1	0%
2	Poor	7	2%
3	Fair	39	10%
4	Very Good	137	37%
5	Excellent	192	51%
0	<i>Does not apply</i>	4	
	<i>Blank Answer</i>	28	
	Relevant responses	376	



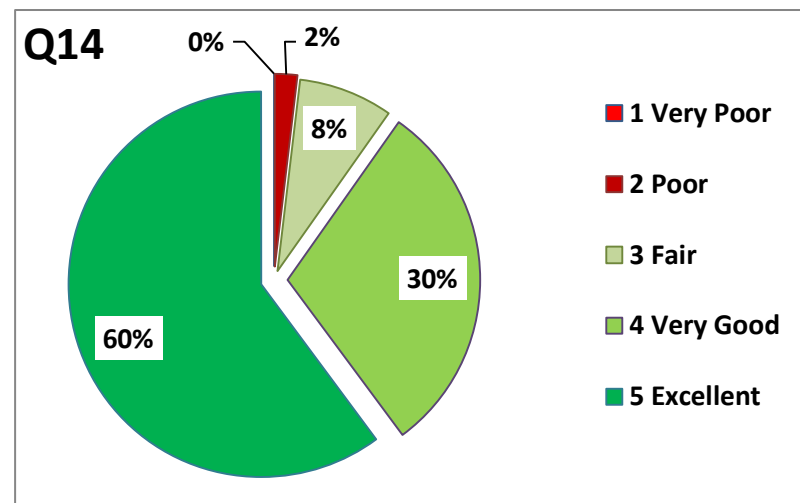
Q13 - Friendliness, care & concern from GPs, nurses & HCAs

Rating	Description	Responses	%
1	Very Poor	0	0%
2	Poor	3	1%
3	Fair	19	5%
4	Very Good	136	35%
5	Excellent	224	59%
0	<i>Does not apply</i>	0	
	<i>Blank Answer</i>	26	
	Relevant responses	382	



Q14 - Friendliness & courtesy of dispensary staff

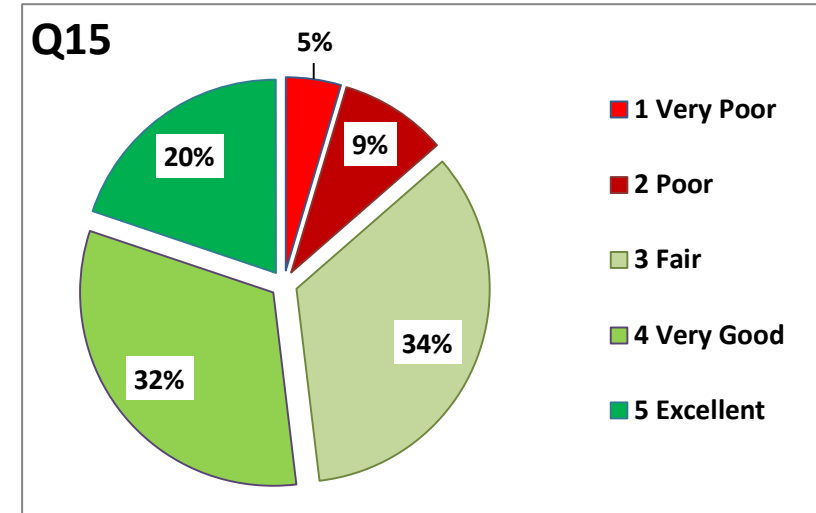
Rating	Description	Responses	%
1	Very Poor	0	0%
2	Poor	5	2%
3	Fair	21	8%
4	Very Good	80	30%
5	Excellent	160	60%
0	<i>Does not apply</i>	107	
	<i>Blank Answer</i>	35	
	Relevant responses	266	



SECTION 3 - OUR COMMUNICATION

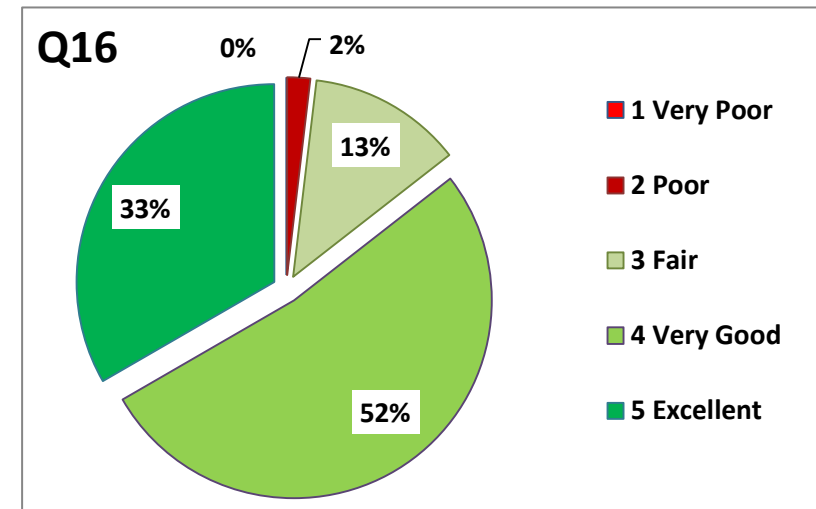
Q15 - Phone calls to the practice answered promptly?

Rating	Description	Responses	%
1	Very Poor	17	5%
2	Poor	33	9%
3	Fair	127	34%
4	Very Good	118	32%
5	Excellent	73	20%
0	<i>Does not apply</i>	12	
	<i>Blank Answer</i>	28	
	Relevant responses	368	



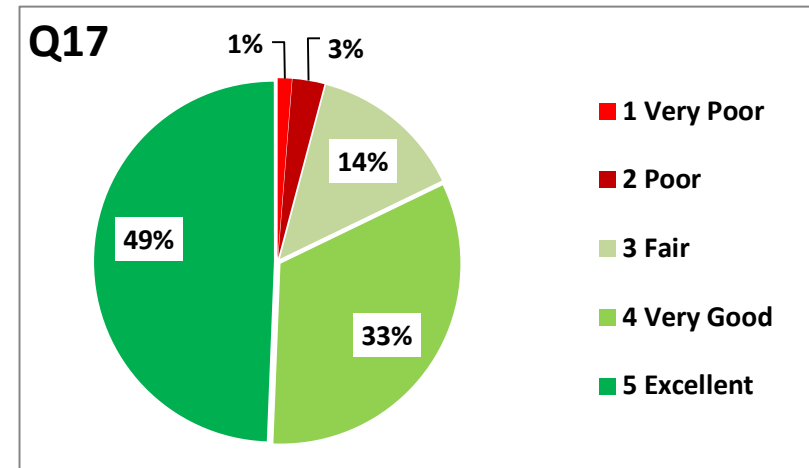
Q16 - Availability of health info leaflets in the waiting room

Rating	Description	Responses	%
1	Very Poor	0	0%
2	Poor	6	2%
3	Fair	40	13%
4	Very Good	166	52%
5	Excellent	106	33%
0	<i>Does not apply</i>	57	
	<i>Blank Answer</i>	33	
	Relevant responses	318	



Q17 - Information on timing of flu clinics

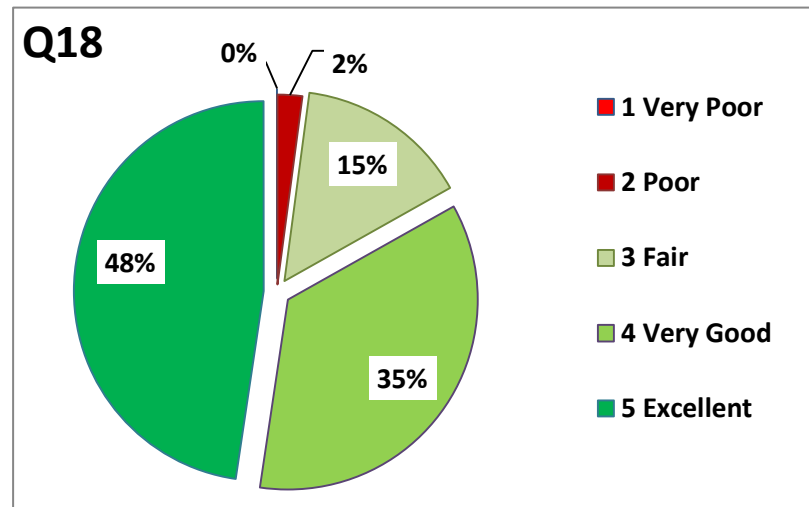
Rating	Description	Responses	%
1	Very Poor	4	1%
2	Poor	9	3%
3	Fair	43	14%
4	Very Good	103	33%
5	Excellent	155	49%
0	<i>Does not apply</i>	62	
	<i>Blank Answer</i>	32	
	Relevant responses	314	



SECTION 4 - YOUR OVERALL SATISFACTION WITH

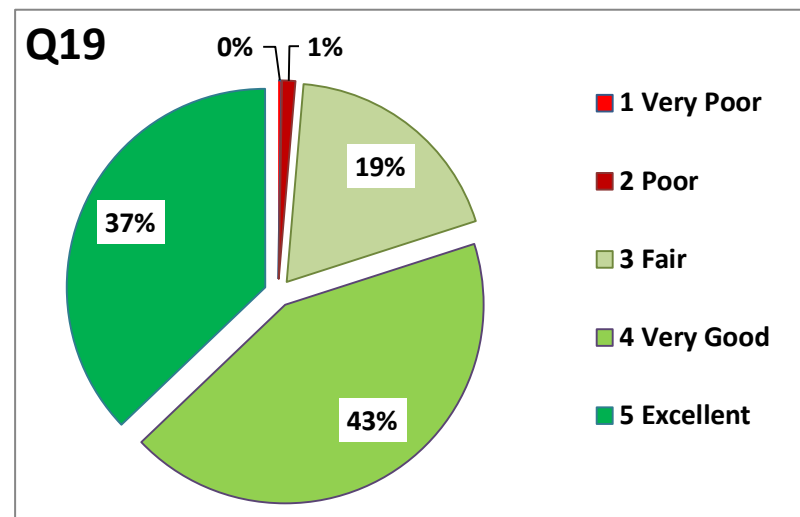
Q18 - The quality of your medical care

Rating	Description	Responses	%
1	Very Poor	0	0%
2	Poor	8	2%
3	Fair	56	15%
4	Very Good	135	35%
5	Excellent	181	48%
0	<i>Does not apply</i>	1	
	<i>Blank Answer</i>	27	
	Relevant responses	380	



Q19 - The comfort & suitability of our premises

Rating	Description	Responses	%
1	Very Poor	1	0%
2	Poor	4	1%
3	Fair	69	19%
4	Very Good	158	43%
5	Excellent	137	37%
0	<i>Does not apply</i>	9	
	<i>Blank Answer</i>	30	
	Relevant responses	369	



Q20 - Our opening hours

Rating	Description	Responses	%
1	Very Poor	1	0%
2	Poor	8	2%
3	Fair	79	21%
4	Very Good	149	40%
5	Excellent	136	37%
0	<i>Does not apply</i>	6	
	<i>Blank Answer</i>	29	
	Relevant responses	373	

