

ROMAN ROAD HEALTH CENTRE - LOCAL PATIENT SURVEY 2014

Questions	Very Satisfied	Fairly Satisfied	Neutral	Fairly Dissatisfied	Very Dissatisfied
How satisfied are you with the Receptionists	71%	23%	6%		
How satisfied are you with booking appointments	45%	42%	3%	9%	
How satisfied are you with the opening hours	48%	40%	12%		
How satisfied are you with phoning through to the practice	48%	40%	9%	3%	
How satisfied are you with the waiting times at the practice	48%	40%			
How satisfied are you with the way your prescriptions can be ordered	61%	36%	3%		
How satisfied are you with the care and concern you receive from the doctors	68%	29%	3%		
How satisfied are you with the care and concern you receive from the nurse	77%	20%	3%		
How satisfied are you with the availability of any doctor	58%	36%	6%		
How satisfied are you with the availability of a particular doctor	55%	23%	16%	6%	
Overall satisfaction with the Practice	64%	36%			

