

## ESSEX LODGE SURGERY - PATIENT SATISFACTION

Questions	Always	Usually	Sometimes
Do you find our reception staff friendly and helpful?	116	18	6
Do you feel our reception staff treat you with dignity and respect?	117	16	6
Do you feel our reception staff value your privacy and confidentiality?	111	23	5
Do you understand your treatment & care after a consultation with a GP?	89	42	6

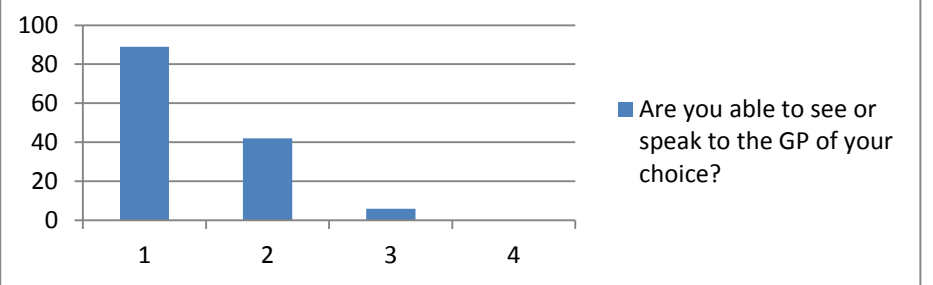
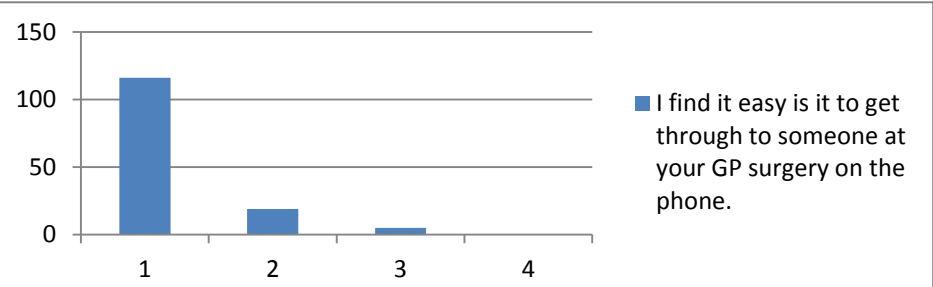
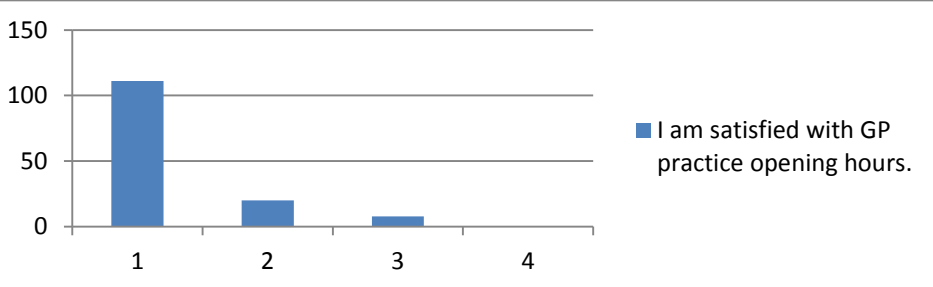
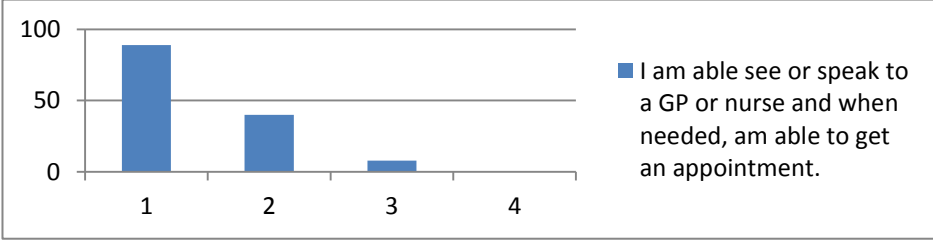
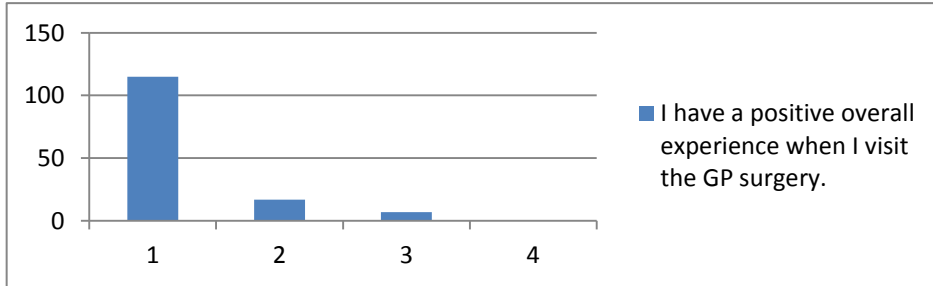
Do you feel supported by the GPs at the practice?	89	38	10
Do you feel that the GPs are good at involving you in decisions about your care?	86	41	10
Do you feel your GP treated you with care and concern?	86	42	10
Do you feel your Nurse is good at involving you in decisions about your care?	117	17	7
Do you feel your Nurse supports and treats you with care and concern?	110	43	6

Are you able to see or speak to the GP of your choice?	<b>89</b>	<b>42</b>	<b>6</b>
I find it easy is it to get through to someone at your GP surgery on the phone.	<b>116</b>	<b>19</b>	<b>5</b>
I am satisfied with GP practice opening hours.	<b>111</b>	<b>20</b>	<b>8</b>
I am able see or speak to a GP or nurse and when needed, am able to get an appointment.	<b>89</b>	<b>40</b>	<b>8</b>
I have a positive overall experience when I visit the GP surgery.	<b>115</b>	<b>17</b>	<b>7</b>

# ACTION SURVEY 2018 ANALYSIS

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