	LHS PATIEN	NT QUESTIC	NNAIRE 20	13-14		
Reception Q.1	V Helpful 34	-	-		Don't know	
Ease of Q.2 Phone access	V Easy 5	-	-	Not at all	Don't knov N/A	0
Ease of Q.3 speaking to a dr or nurse on the phone	V Easy 5	-	-		Don't knov N/A 2	14
If urgent Q.4 can you normally see a GP on the same	Yes 26 day		N/A 8			
How easy Q.5 to book future appointments	V Easy 15	-	Not v easy 6		_	2
How Q.6 quickly can you see a particular dr	Same/nxt 9	2-4days 15	_			
How do Q.7 you rate how quickly seen	Excellent 4	_		-	Poor V poor 0	N/A 0 0
When Q.8 willing to see any dr how quickly seen	Same/nxt 33	-	-	No need	Don't know 2	
How do Q.9 you rate how quickly you were seen		V good 13		Satisfac'ry 4	Poor V poor 0	-
Overall Q.10 quality of care from LHS dr's	Excellent 25	_		Satisfac'ry 1	Poor V poor 0	
Overall Q.11 quality of care from LHS nurses	Excellent 20	_		Satisfac'ry 0	Poor V poor 0	N/A 0 4
Overall Q.12 experience of the surgery	Excellent 16	_		Satisfac'ry 1	Poor V poor 0	
Would Q.13 you recommend	Yes, def ' 29		· •		Don't know	Not answe

PΔ1	TIFNT	DFM	IOGR	ΔΡΗΙ	CS

Male	Female	e Not an	swered			
	12	27	4			
≤ 16	16-44	45-64	65-74	≥ 75	Not ans	
	1	13	10	9	6	4
Yes	No	Not an	swered			
	19	20	4			
White	Black	Asian	Mixed	Chinese	Other	Not answe
	39	0	0	0	0	0 4
	≤ 16 Yes	12 ≤ 16 16-44 1 Yes No 19 White Black	12 27 ≤ 16 16-44 45-64 1 13 Yes No Not an 19 20 White Black Asian	12 27 4 ≤ 16 16-44 45-64 65-74 1 13 10 Yes No Not answered 19 20 4 White Black Asian Mixed	12 27 4 ≤ 16 16-44 45-64 65-74 ≥ 75 1 13 10 9 Yes No Not answered 19 20 4 White Black Asian Mixed Chinese	12 27 4 ≤ 16 16-44 45-64 65-74 ≥ 75 Not ans 1 13 10 9 6 Yes No Not answered 19 20 4 White Black Asian Mixed Chinese Other

43 patients completed surveys. 3 patients did not answer questions 10 to 13 or provide information on 97% (of all questioned) find the receptionists helpful (42 out of 43)

34 out of 43 find the receptionists very helpful

8 out of 43 find the receptionists fairly helpful

1 patient stated that they found the receptionists not very helpful

74% find phone access easy; 26% find phone access not very easy

65% of those who have needed to speak with a clinician on the phone, found it very easy or fairly eas 90% (36 out of 40)of patients who answered the question, stated that overall quality of care from the 10% of patients who answered the above question, stated that overall quality of care from the LHS do Nobody rated the quality of care from LHS doctors as poor or very poor

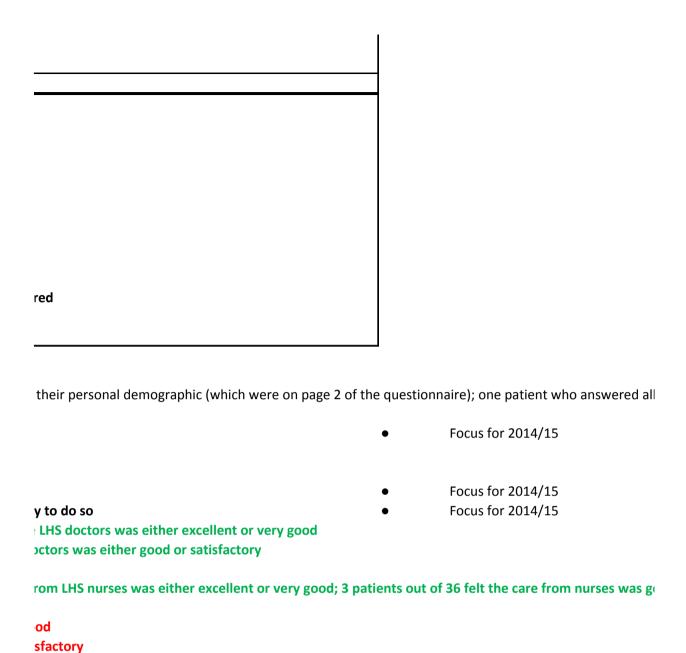
91% (33 out of 36) of those who have received care from a nurse, stated that overall quality of care for Nobody rated the quality of care from LHS nurses as either satisfactory, poor, or very poor

82% (33 out of 40 patients) rated their overall experience of the surgery as either excellent or very go 6 patients out of 40 rated their overall experience of the surgery as good and 1 patient rated it as sati Nobody rated their overall experience of the surgery as poor or very poor

90% (36 out of 40 patients) would recommend LHS to someone who has just moved into the area 3 patients out of 40 would not recommend LHS to someone and 1 patient out of 40 doesn't know if t

	43 surveys returned
	Notes
	$N/A = 3$ Due to $3 \times Q.10$ unanswered
	N/A = 4, plus 3 x Q.11 unanswered
ed	3 x Q.12 unanswered

3 x Q.13 unanswered



hey would recommend the surgery

