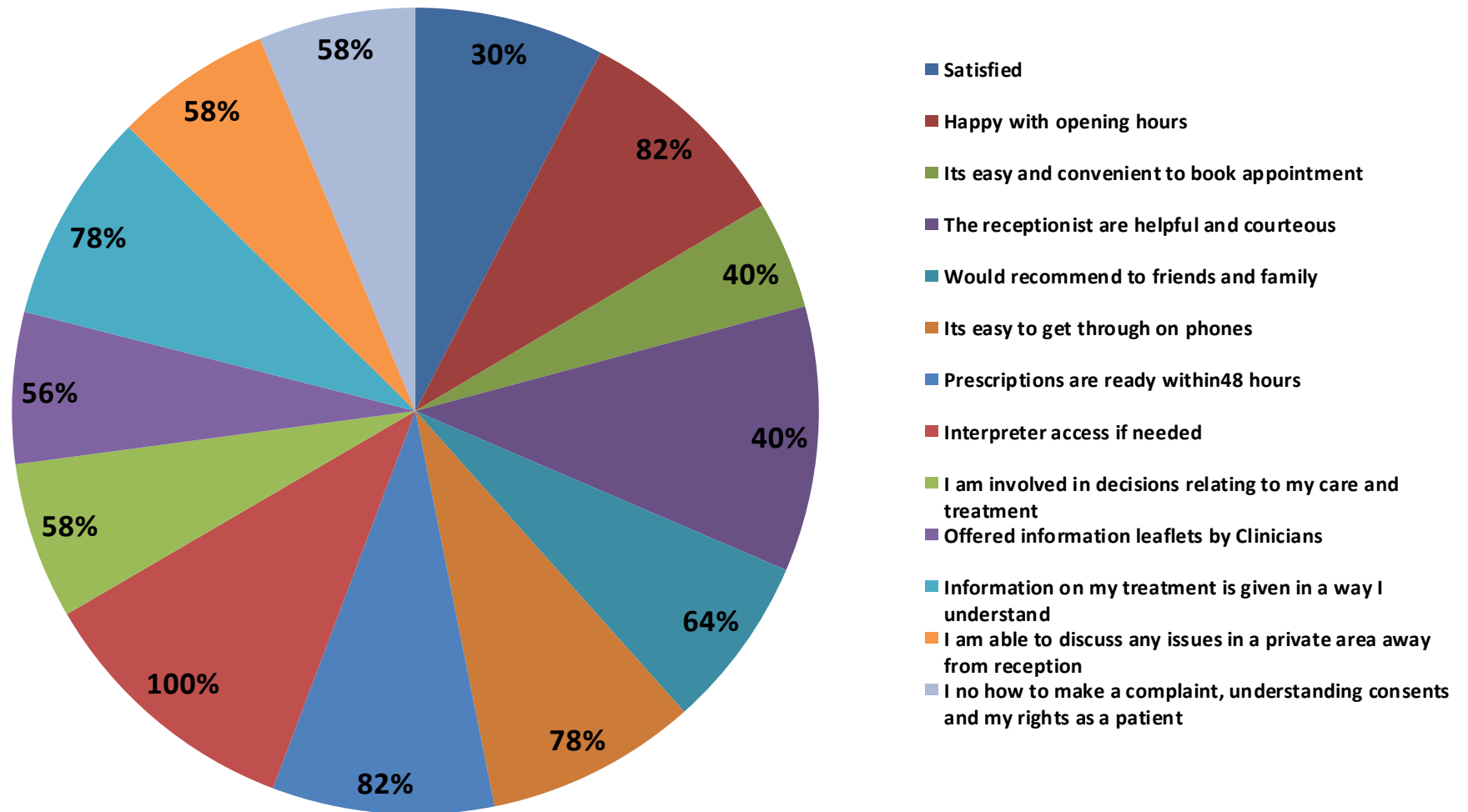


# Patient Survey – Broad Lane Surgery 2016

## PATIENT SATISFACTION SURVEY



# Patient Survey – Broad Lane Surgery 2016

<b>Happy with opening hours</b>	<b>82%</b>
<b>Its easy and convenient to book appointment</b>	<b>40%</b>
<b>The receptionist are helpful and courteous</b>	<b>98%</b>
<b>Would recommend to friends and family</b>	<b>64%</b>
<b>Its easy to get through on phones</b>	<b>78%</b>
<b>Prescriptions are ready within48 hours</b>	<b>82%</b>
<b>Interpreter access if needed</b>	<b>100%</b>
<b>I am involved in decisions relating to my care and treatment</b>	<b>58%</b>
<b>Offered information leaflets by Clinicians</b>	<b>56%</b>
<b>Information on my treatment is given in a way I understand</b>	<b>78%</b>
<b>I am able to discuss any issues in a private area away from reception</b>	<b>58%</b>
<b>I no how to make a complaint, understanding consents and my rights as a patient</b>	<b>58%</b>

# Patient Survey – Broad Lane Surgery 2016

## **SOME OF THE COMMENTS PATIENTS LEFT:-**

" Doctors and nurses very kind and understanding"

" Need more Doctors"

"Close books on registering and look after current patients"

"More availability for appointments"

"Long waiting times"

" Need to be seen when ill not in 3 weeks"

" Receptionists very friendly"