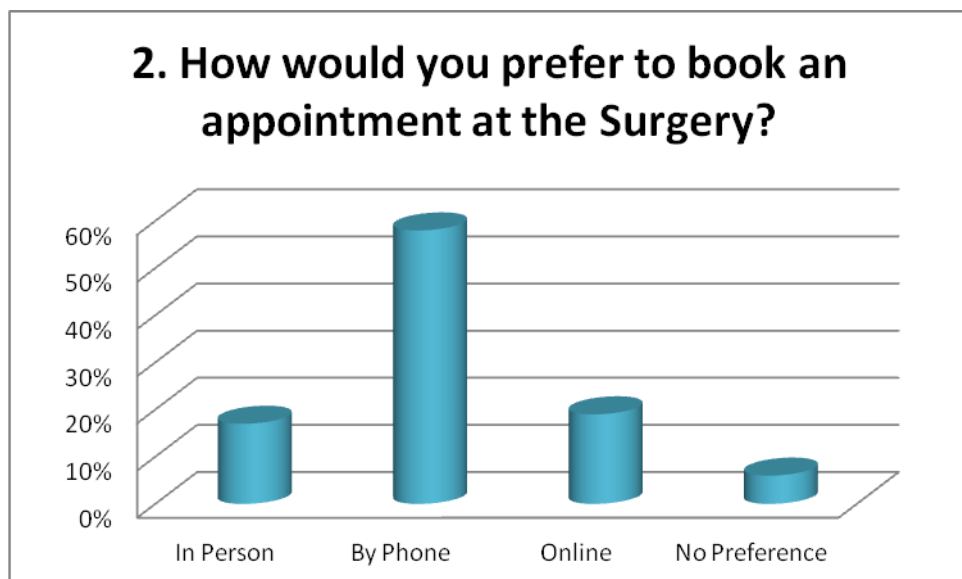
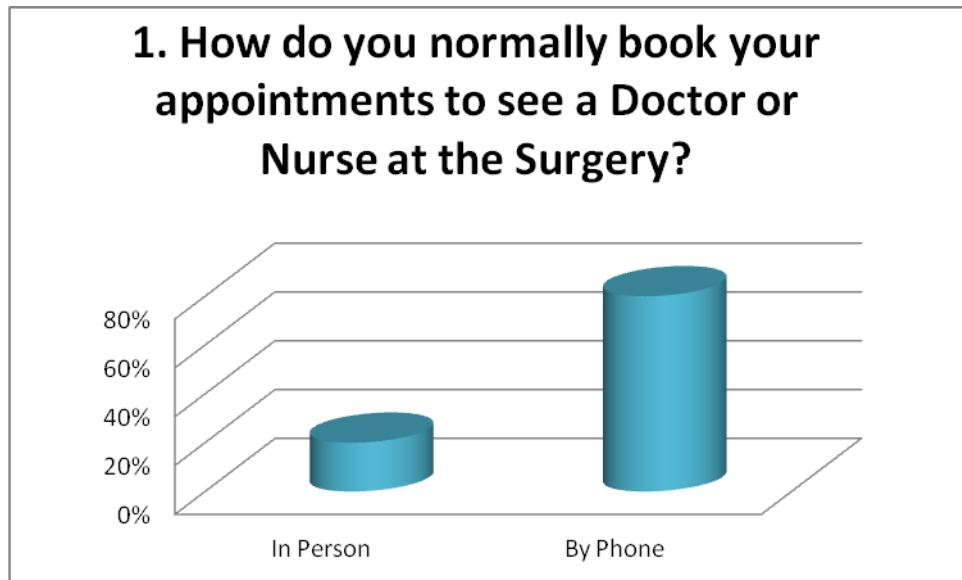


Perranporth Surgery

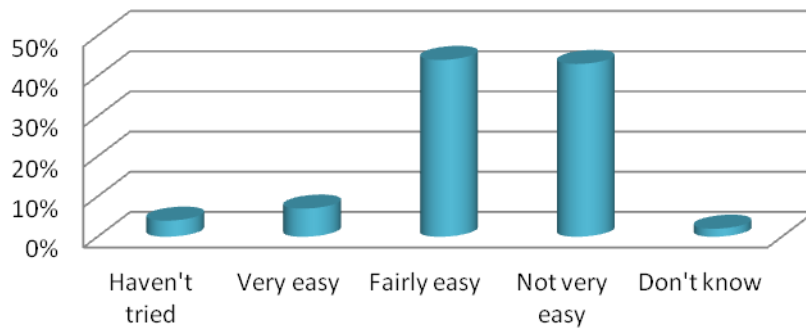
Patient Survey Report 2011/12

Between the 24th October and 28th November 2011 we handed out 160 questionnaires, 119 patients completed the patient survey.

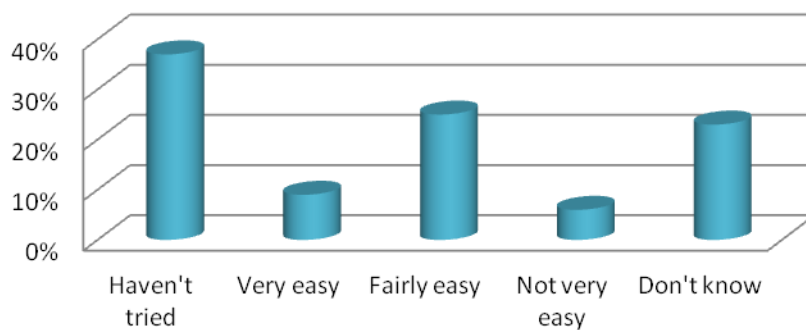
The results plus the demography of the respondents are detailed below:



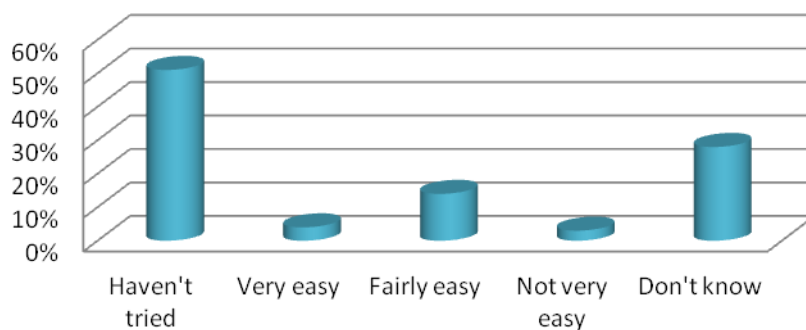
3 a) In the past 6 months how easy have you found getting through on the phone?



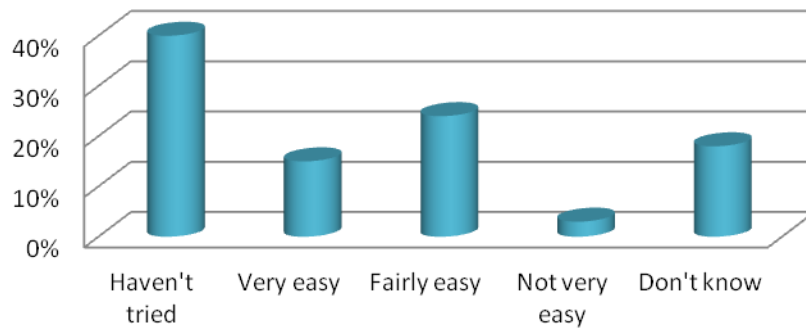
3 b) In the past 6 months how easy have you found speaking to a Doctor on the phone?



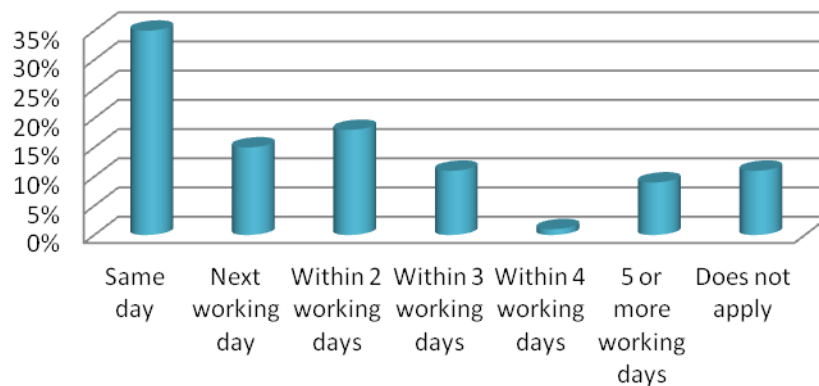
3 c) In the past 6 months how easy have you found speaking to a Nurse on the phone?



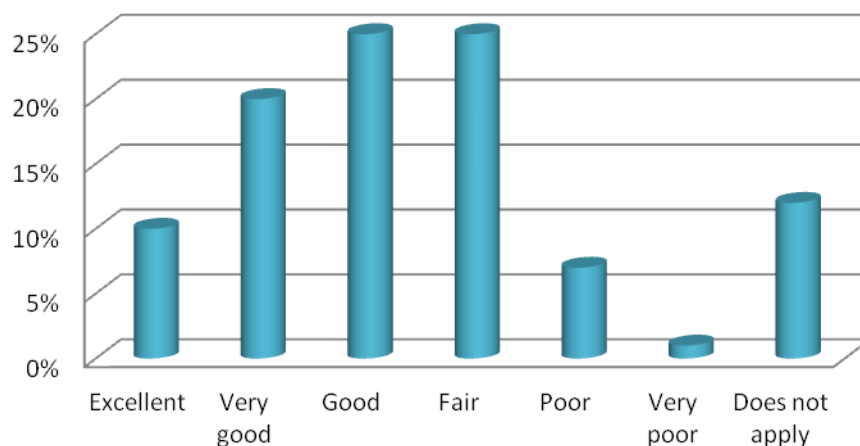
3 d) In the past 6 months how easy have you found obtaining test results by phone?



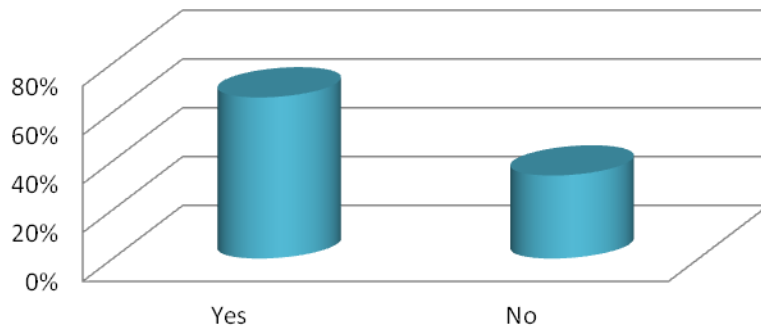
4 a) How quickly do you usually get to see the Doctor of your choice?



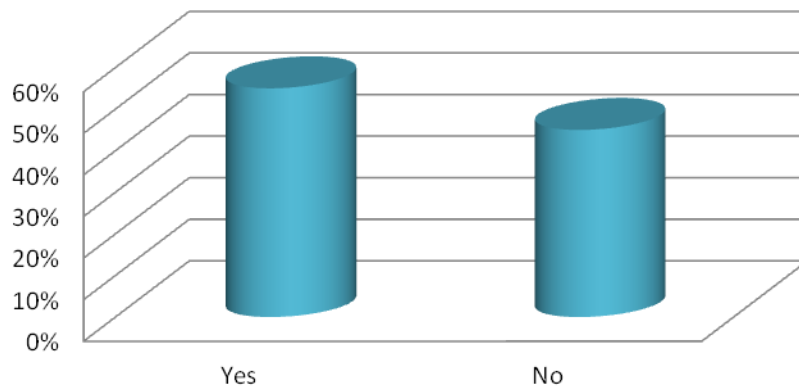
4 b) How do you rate this?



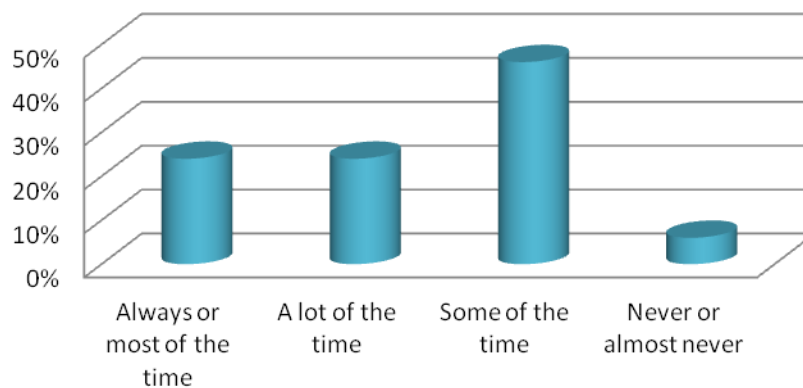
5. We offer some appointments that you can pre book two weeks in advance were you aware of this?



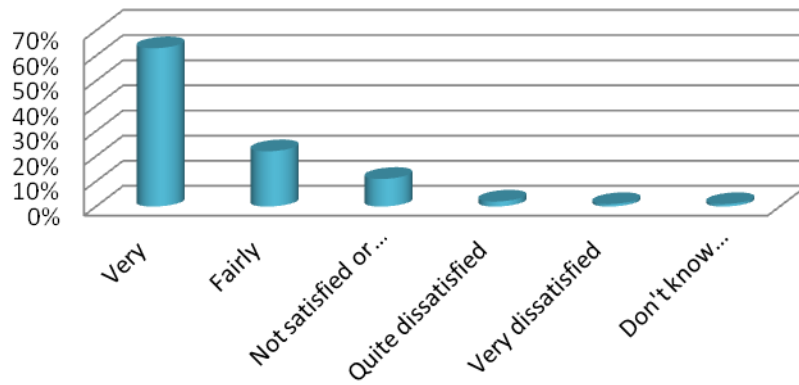
6. Is there a particular Doctor you prefer to see at the Surgery?



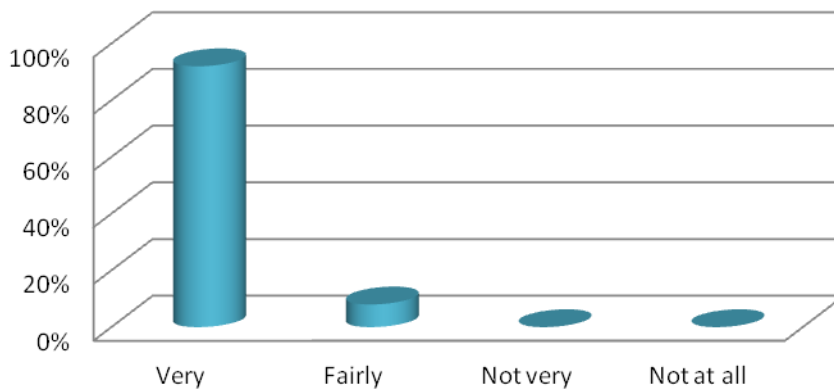
7. How often do you see the Doctor you prefer?



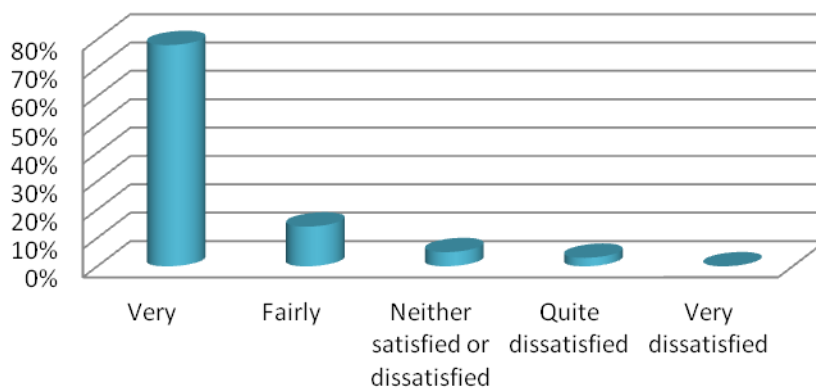
8. How satisfied are you with the opening hours at the Surgery?



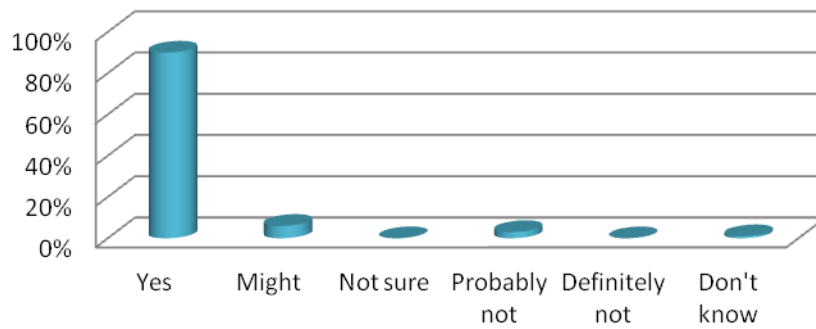
9. How helpful do you find the receptionists at the Surgery?



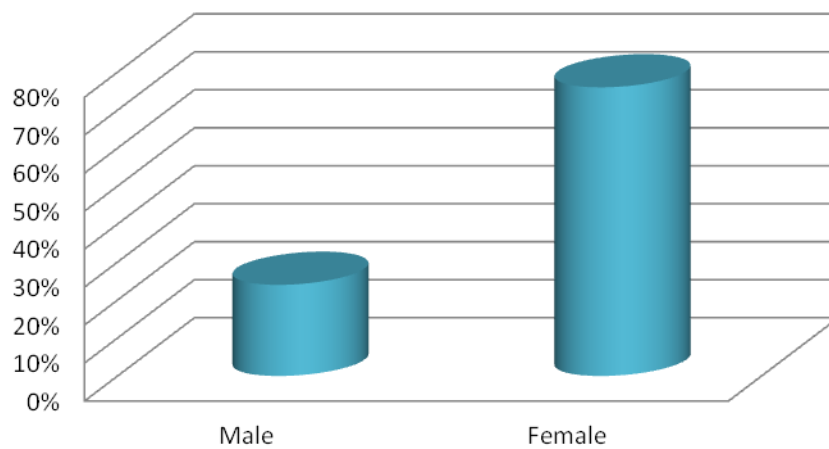
10. How satisfied are you with the care you receive at the Surgery?



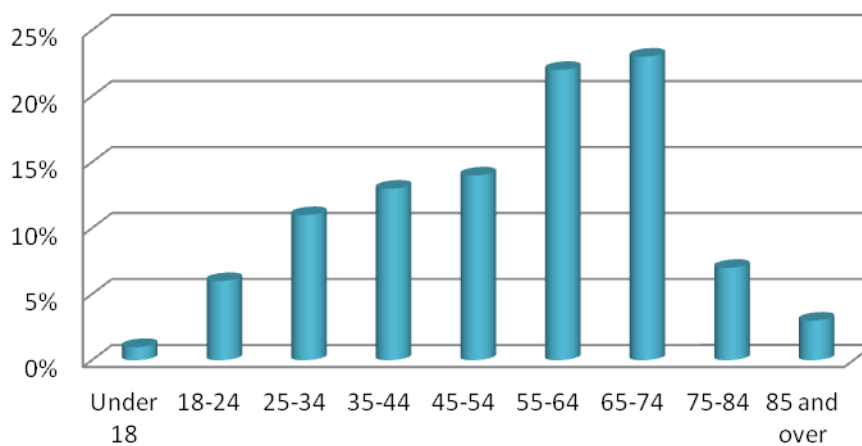
11. Would you recommend the Surgery to someone who has just moved to the area?



12. Are you male or female?



13. How old are you?



14. What is your ethnic group?

