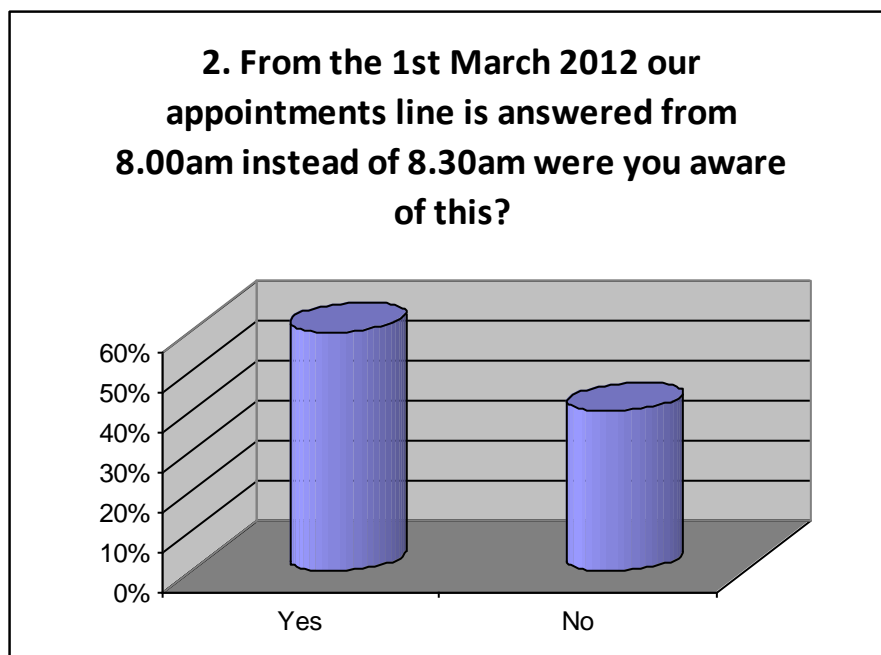
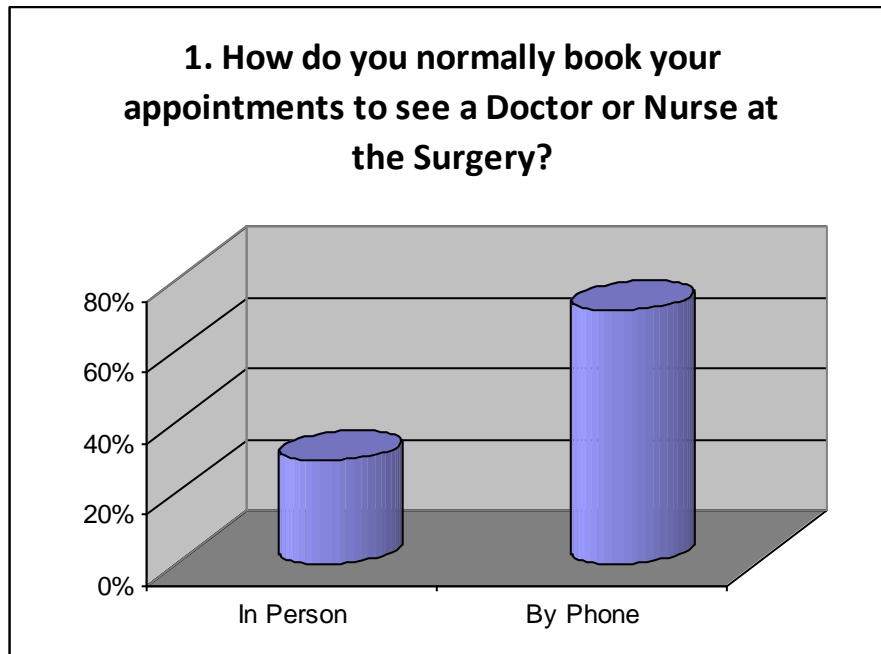


## Perranporth Surgery

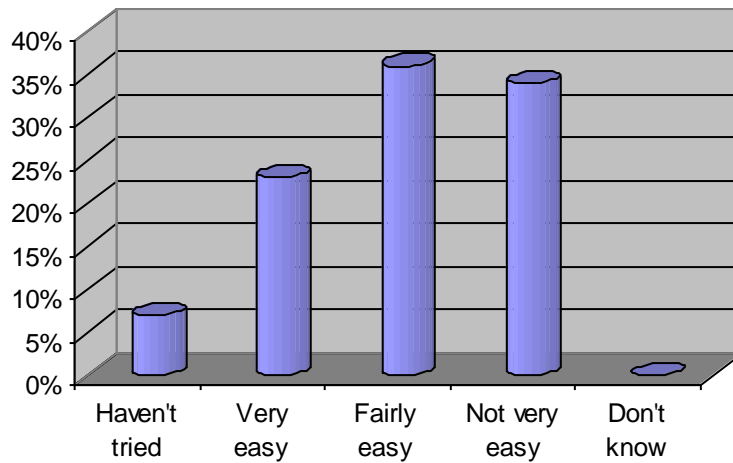
### Patient Survey Report 2012/13

Throughout November 2012 we handed out 150 questionnaires, 100 patients completed the patient survey.

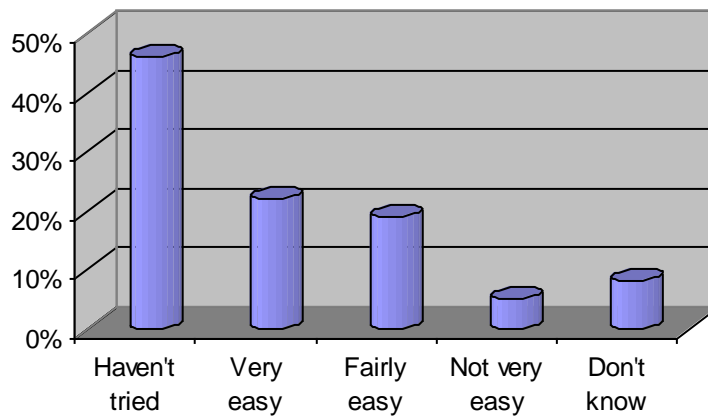
The results plus the demography of the respondents are detailed below:



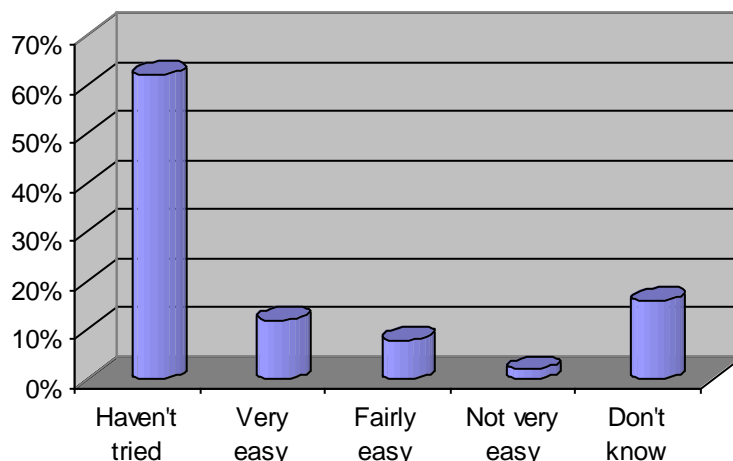
**3 a) In the past 6 months how easy have you found getting through on the phone?**



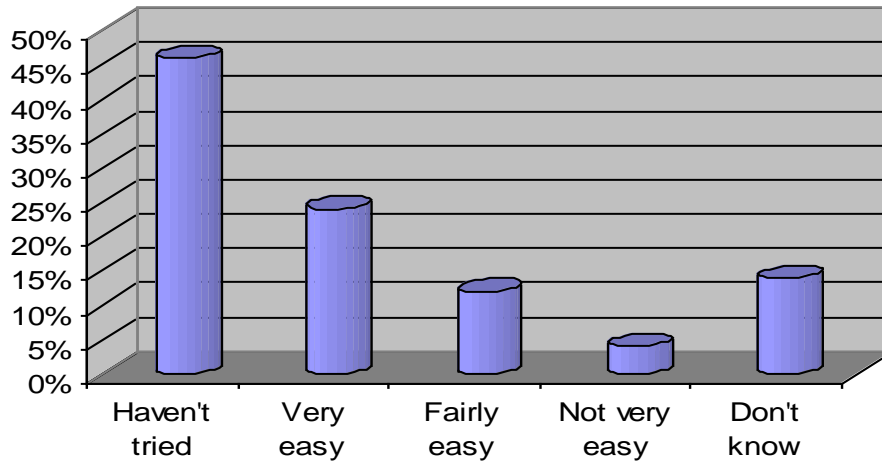
**3 b) In the past 6 months how easy have you found speaking to a Doctor on the phone?**



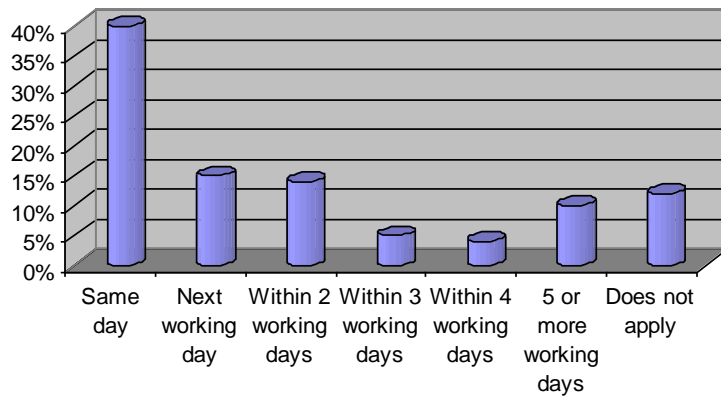
**3 c) In the past 6 months how easy have you found speaking to a Nurse on the phone?**



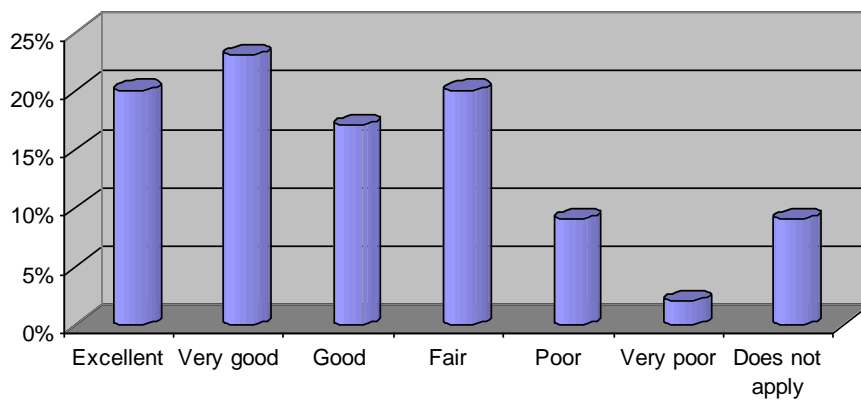
**3 d) In the past 6 months how easy have you found obtaining test results by phone?**



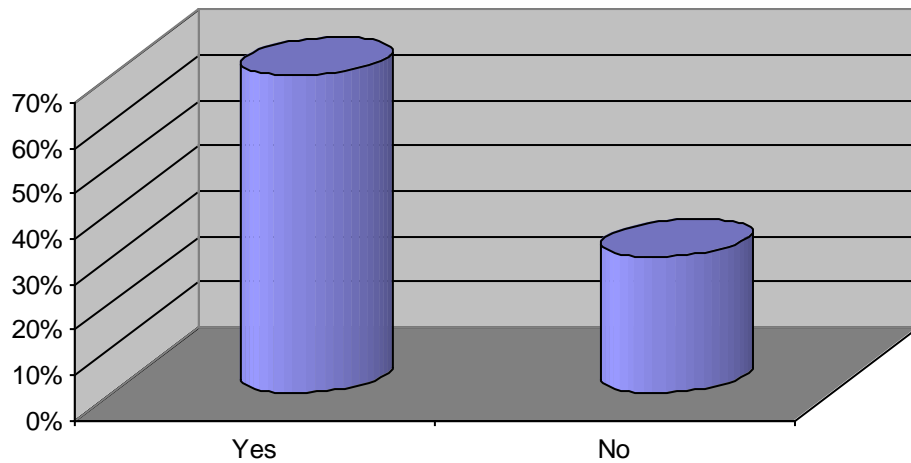
**4 a) How quickly do you usually get to see the Doctor of your choice?**



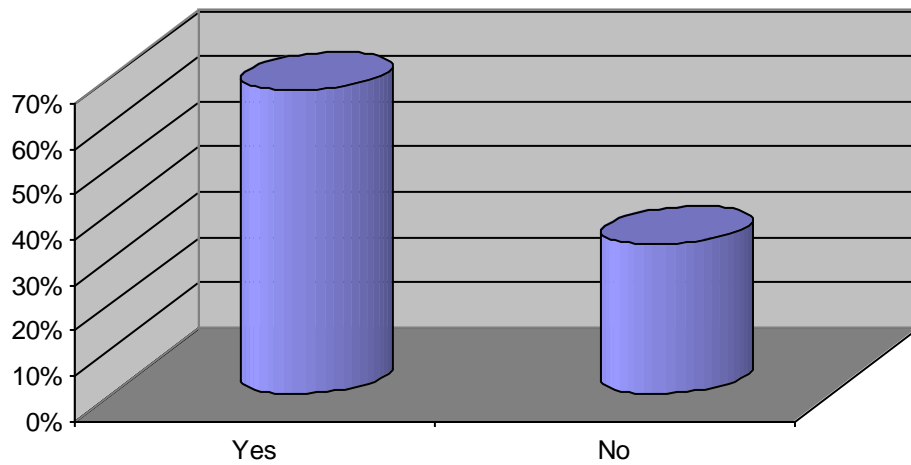
**4 b) How do you rate this?**



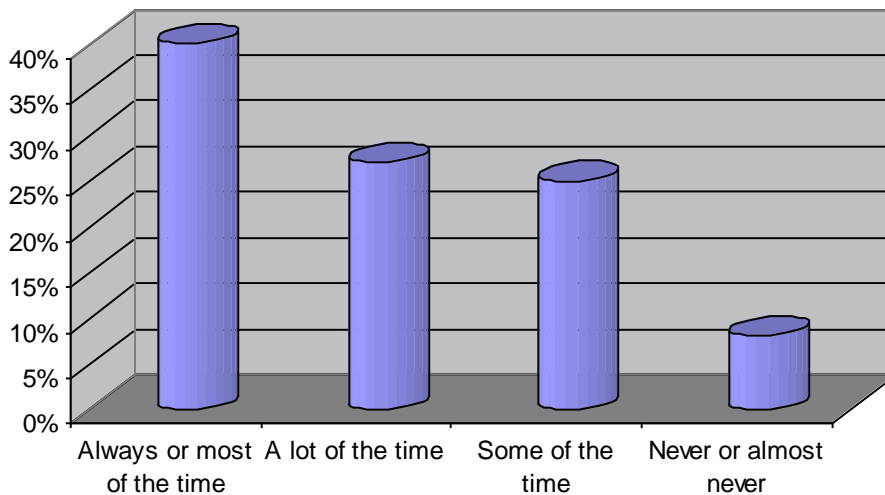
**5. We offer some appointments that you can pre book two weeks in advance were you aware of this?**



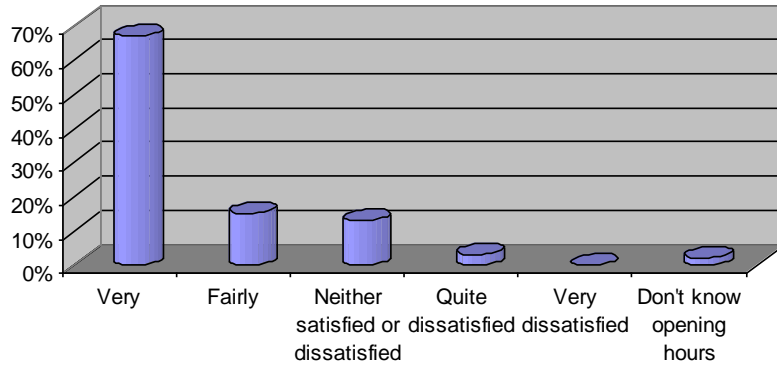
**6. Is there a particular Doctor you prefer to see at the Surgery?**



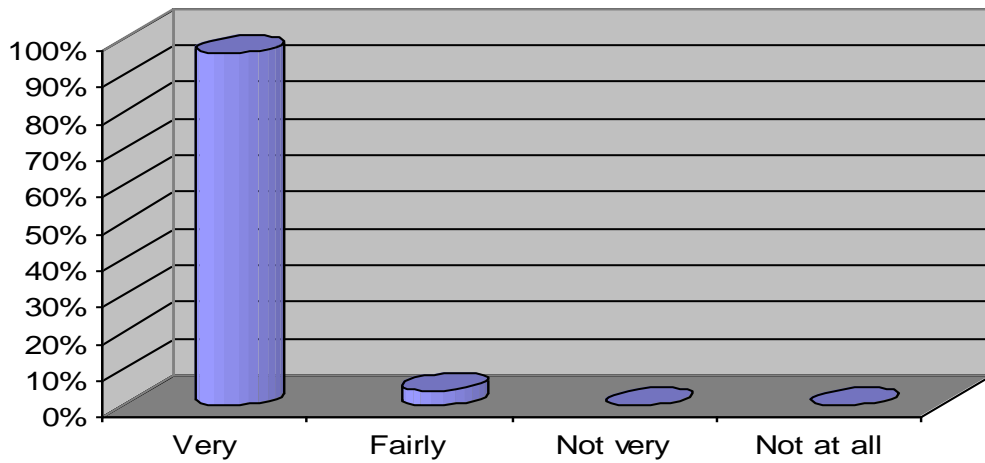
**7. How often do you see the Doctor you prefer?**



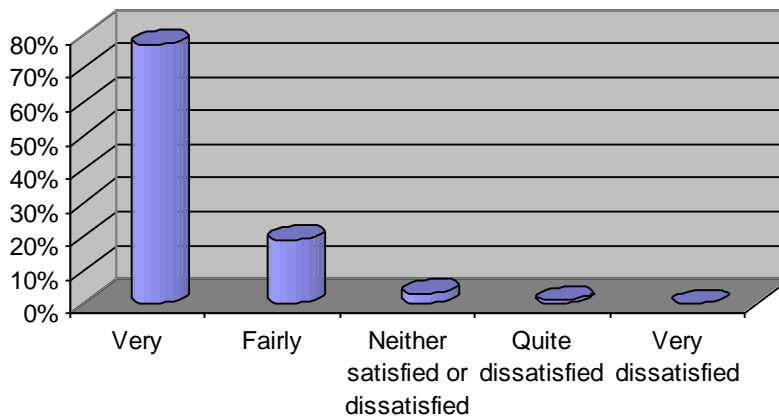
**8. How satisfied are you with the opening hours at the Surgery?**



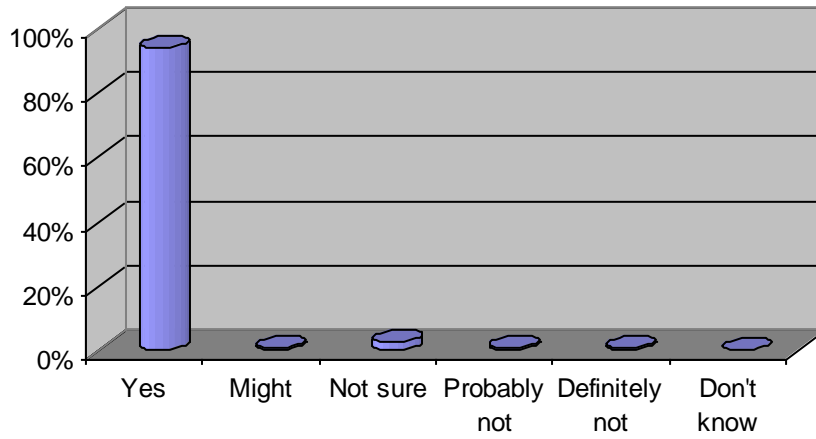
**9. How helpful do you find the receptionists at the Surgery?**



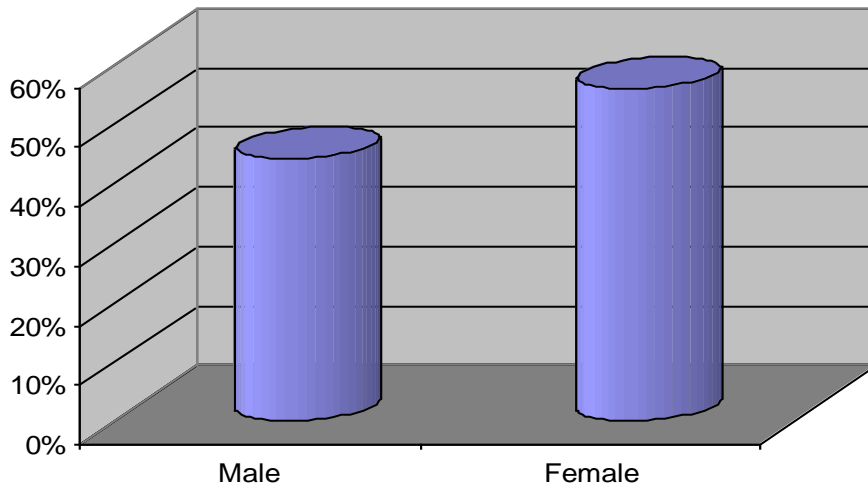
**10. How satisfied are you with the care you receive at the Surgery?**



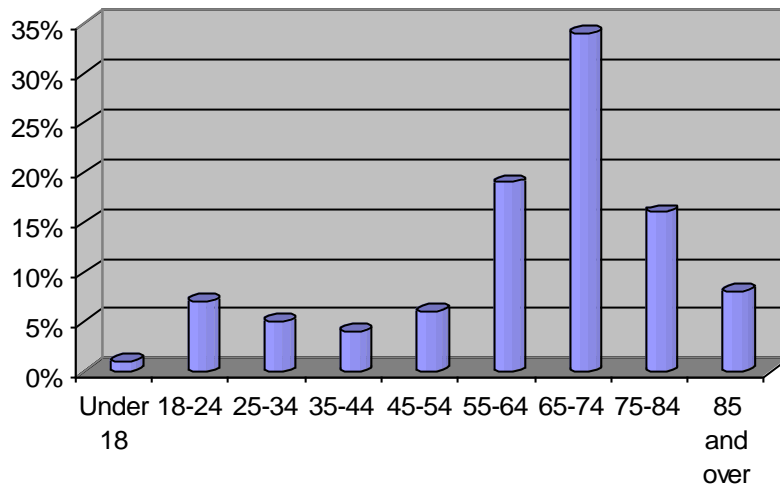
### 11. Would you recommend the Surgery to someone who has moved to the area?



### 12. Are you male or female?



### 13. How old are you?



### 14. What is your ethnic group?

