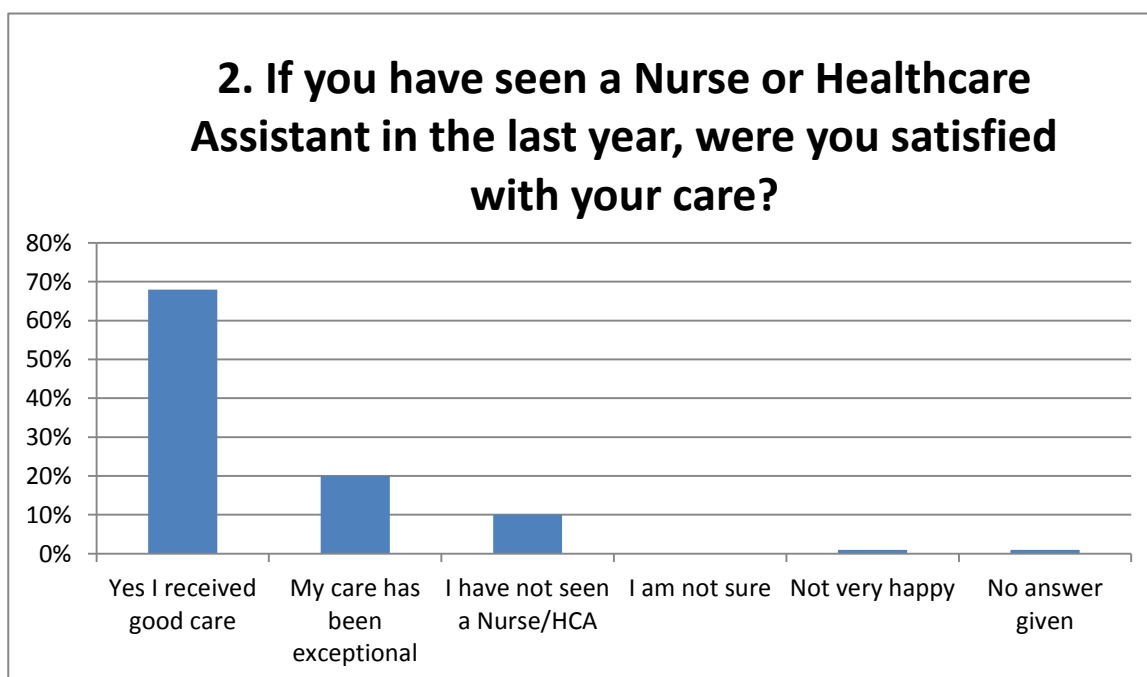
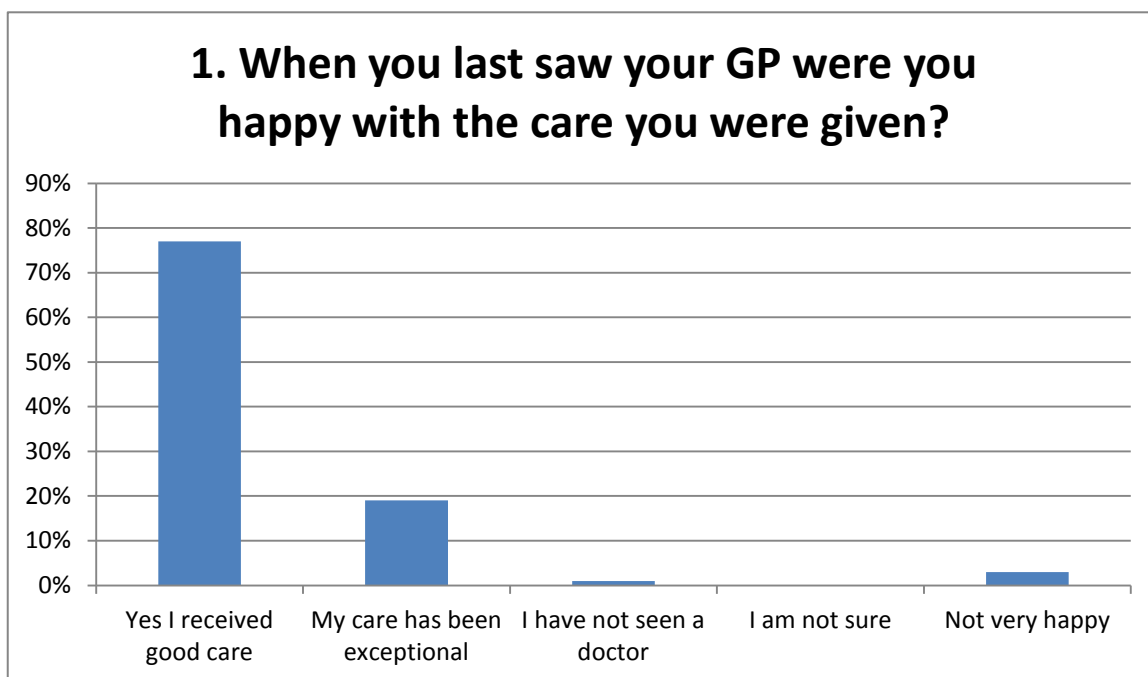


Perranporth Surgery

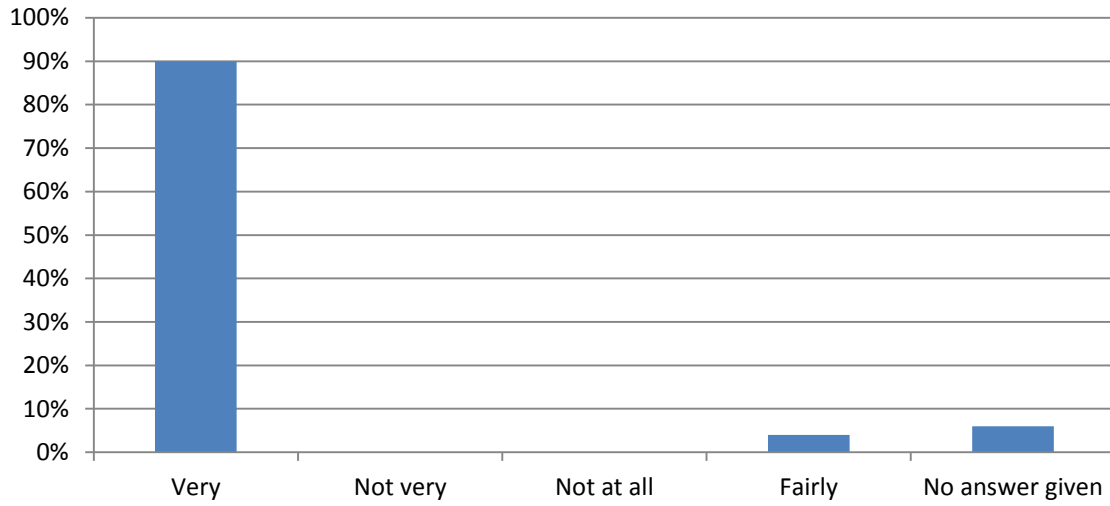
Patient Survey Report 2014/2015

This survey was conducted throughout December 2014 and January 2015. We handed out 200 questionnaires and 119 patients completed the patient survey.

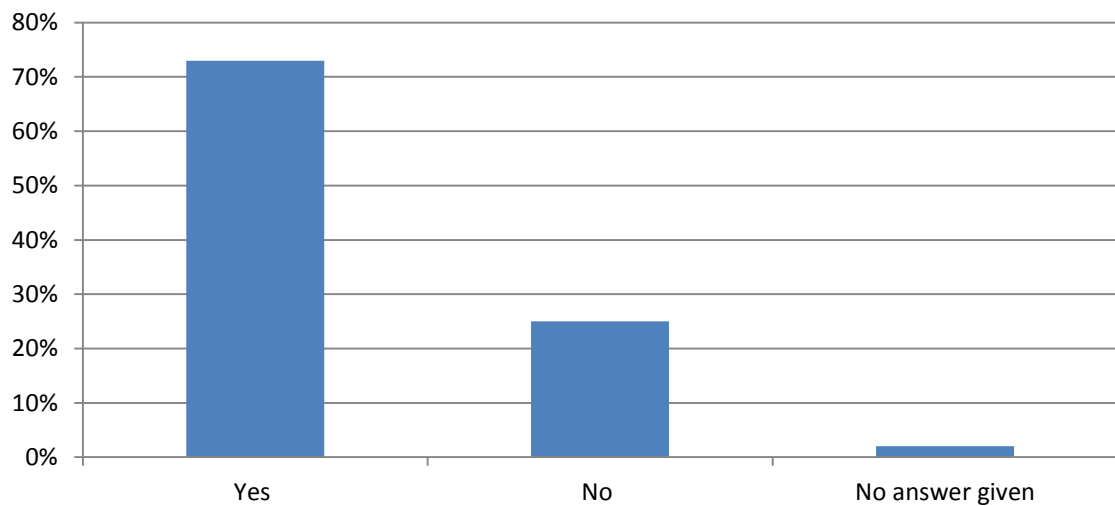
The results plus the demography of the respondents are detailed below:



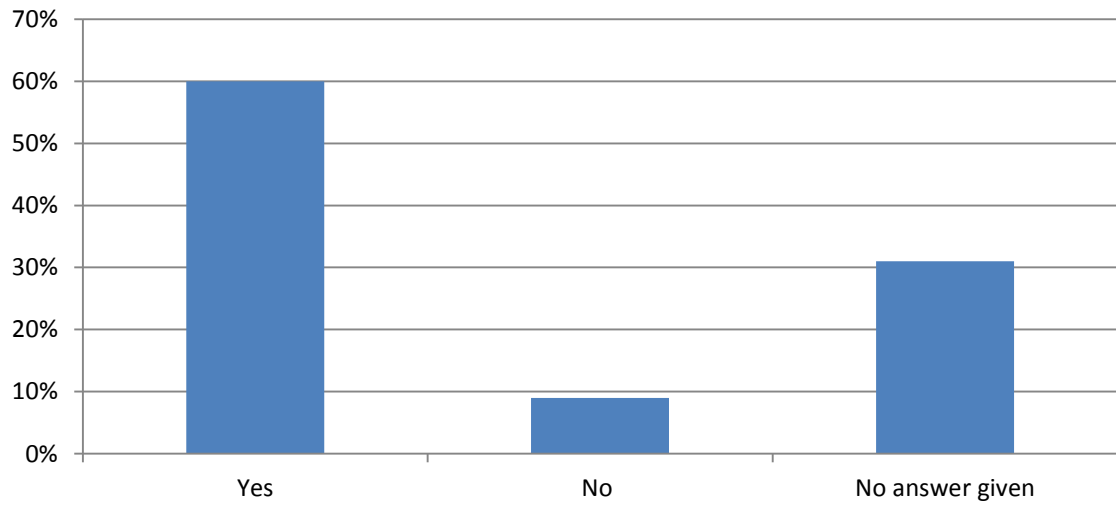
3. How helpful do you find receptionists at the surgery?



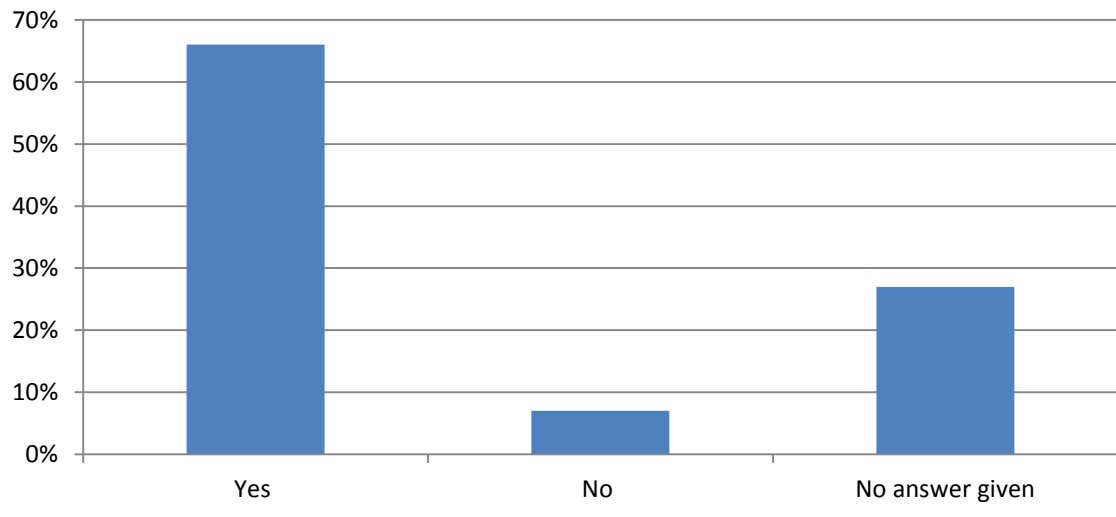
4. a) Have you used the telephone call back appointments?



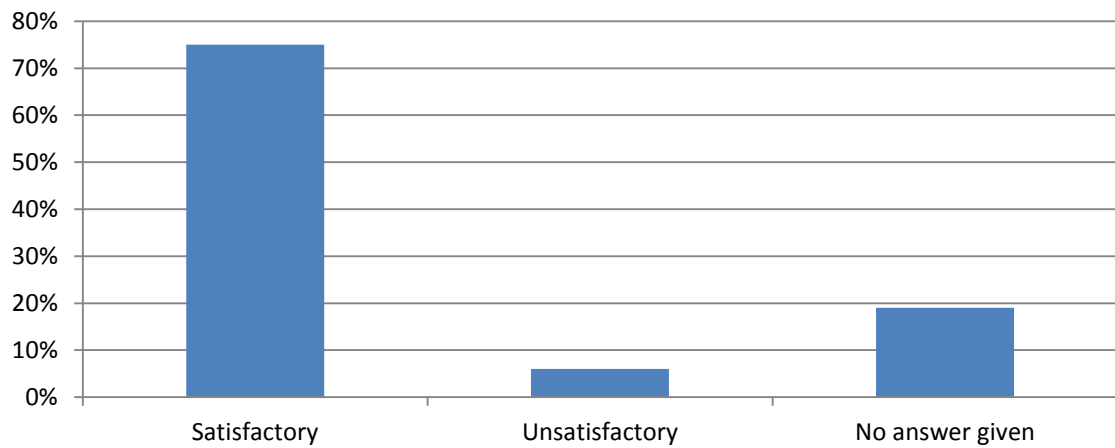
4. b) Did the doctor call you back within 30 minutes of your appointment time?



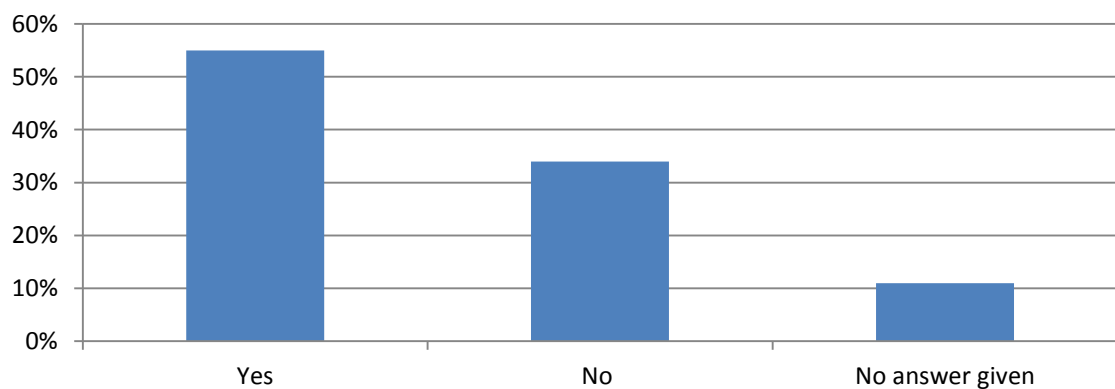
4. c) Were you satisfied your problem was dealt with in this way?



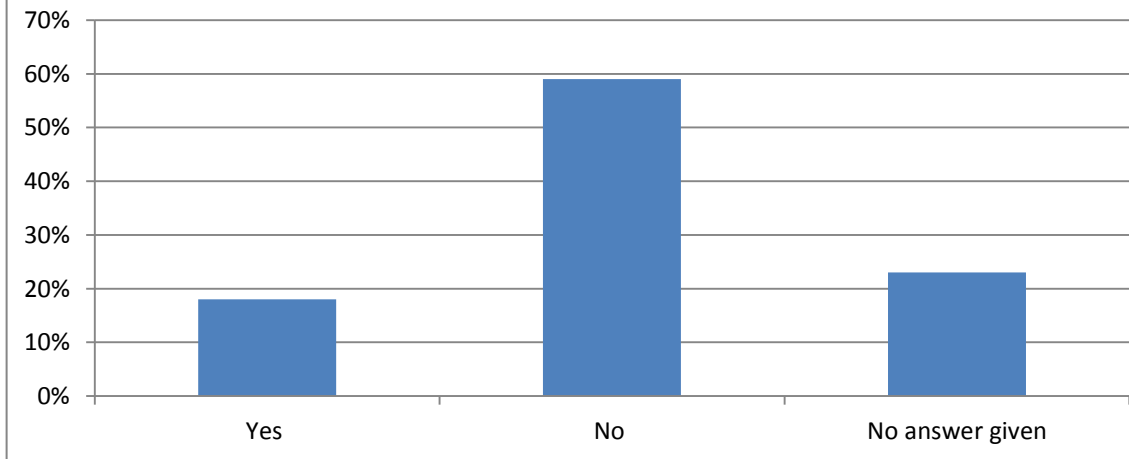
5. a) When you require a face to face consultation how do you find the booking system?



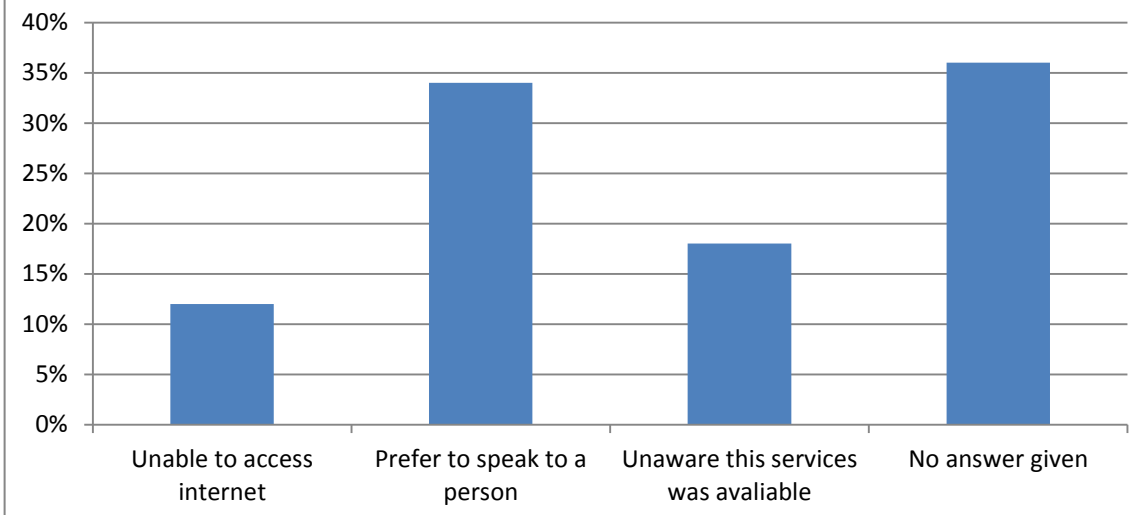
5. b) Did you know we offer a few early morning and some afternoon appointments that can be pre-booked up to two weeks in advanced?



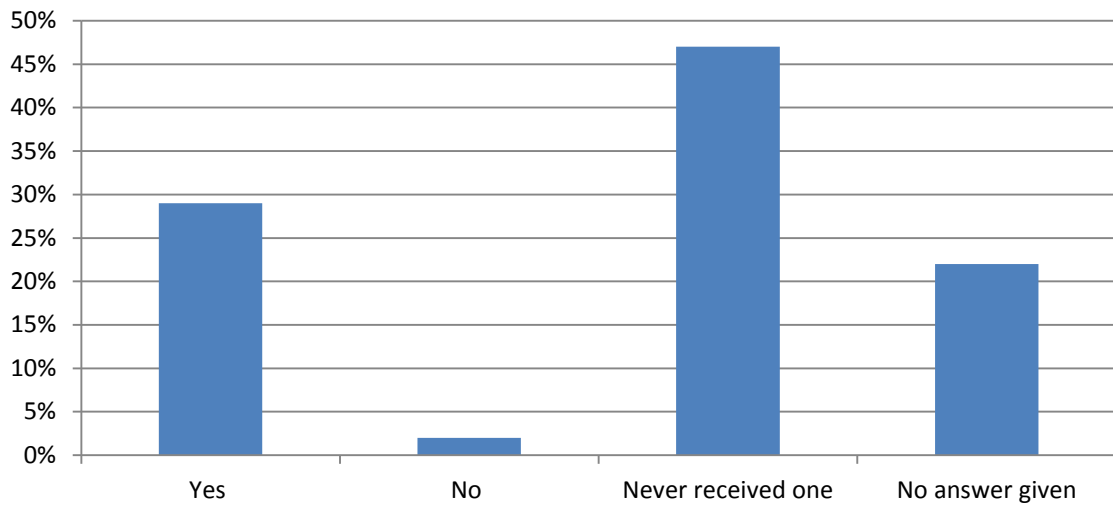
6. a) Have you used online services to book an appointment or to order a repeat prescription?



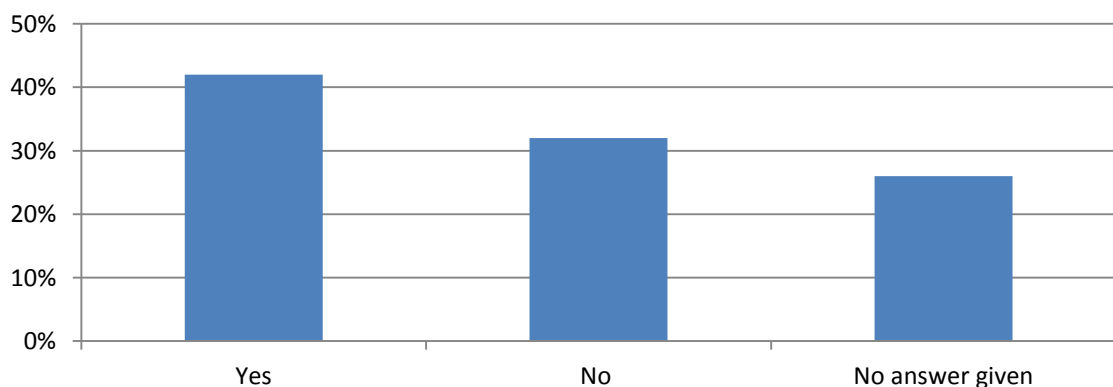
6. b) If you have not used the online services why is this?



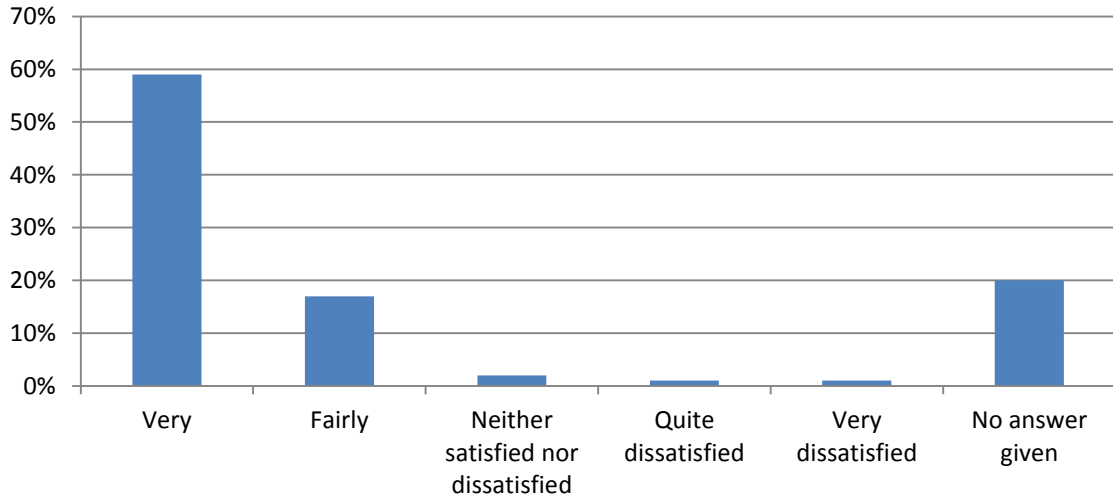
7. Do you find our appointment text reminder service helpful?



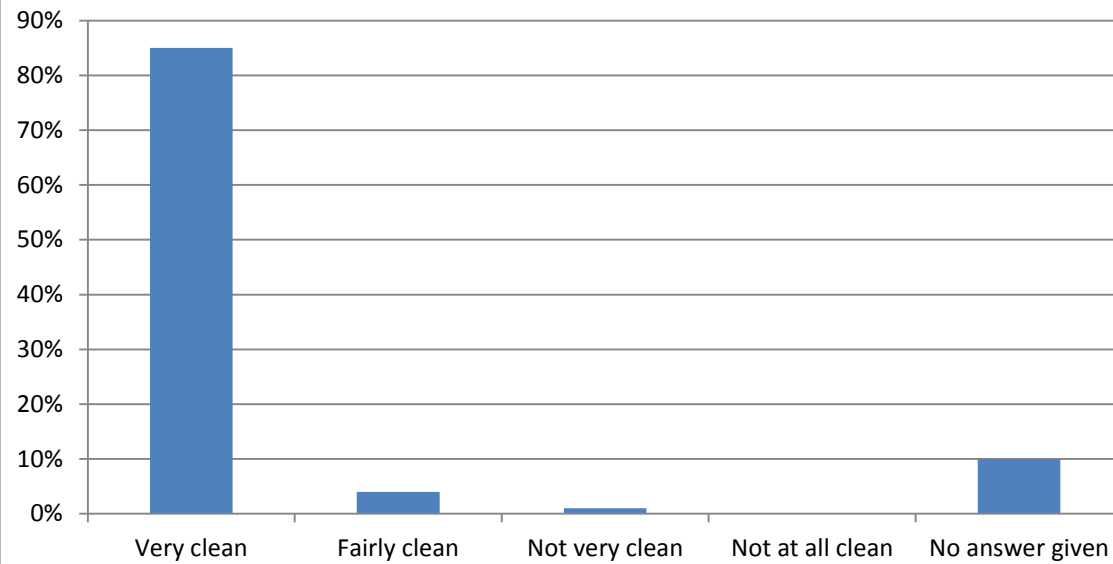
8. We update the Surgery's website when there are any changes in services and on the television in the waiting room. Do you feel informed of these changes?



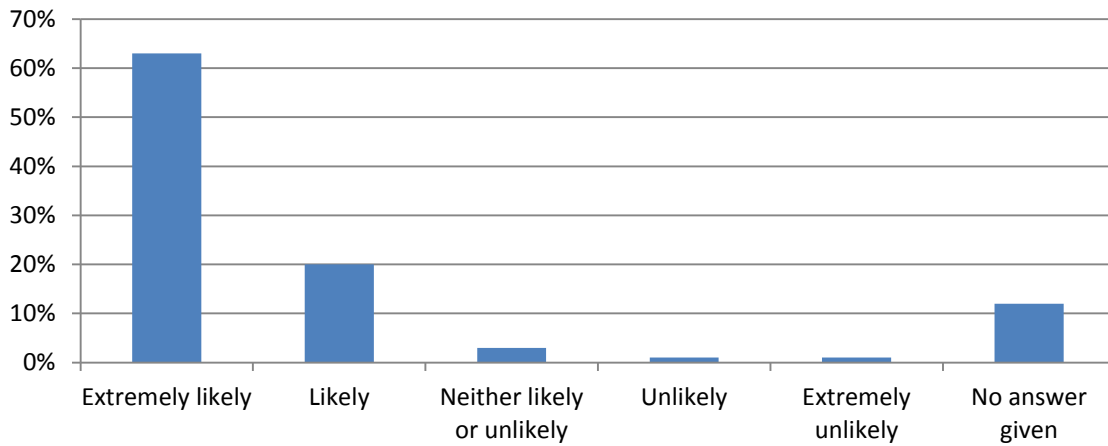
9. In general, how satisfied are you with the care you get at the Surgery?



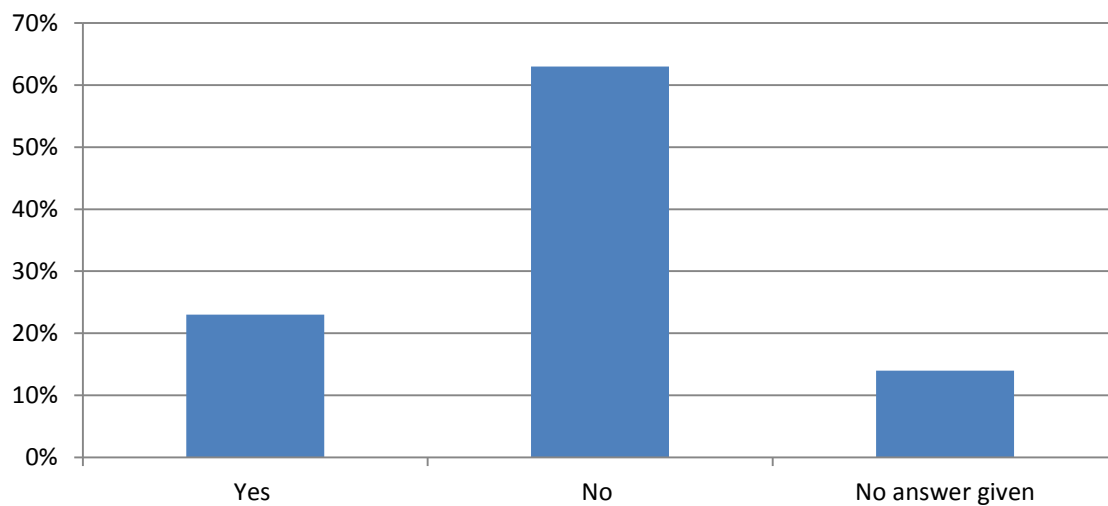
10. How clean is the Surgery?



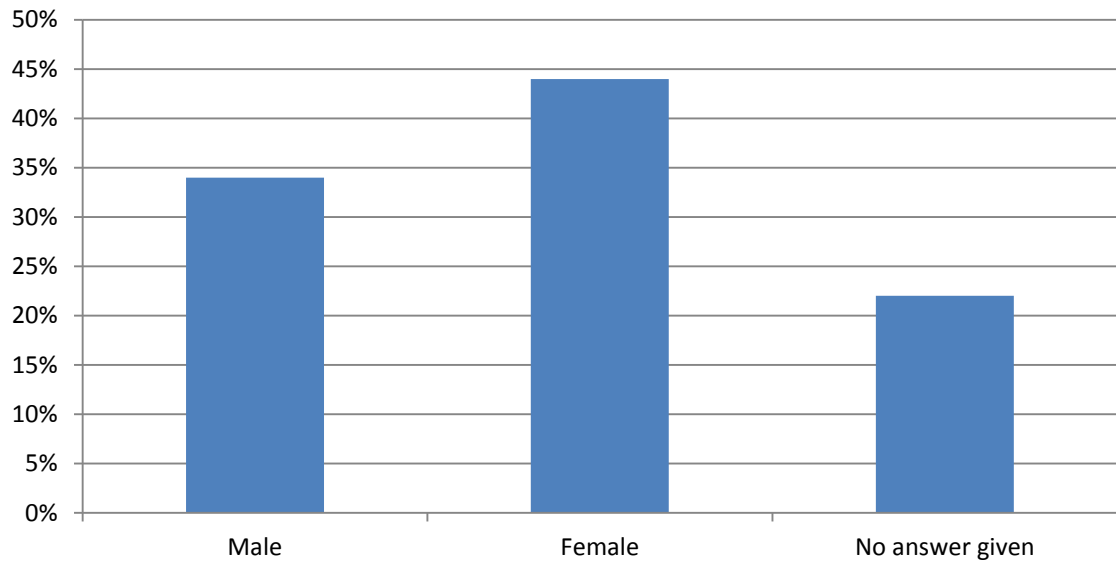
11. How likely are you to recommend the Surgery to friends and family if they need to register with a Doctor?



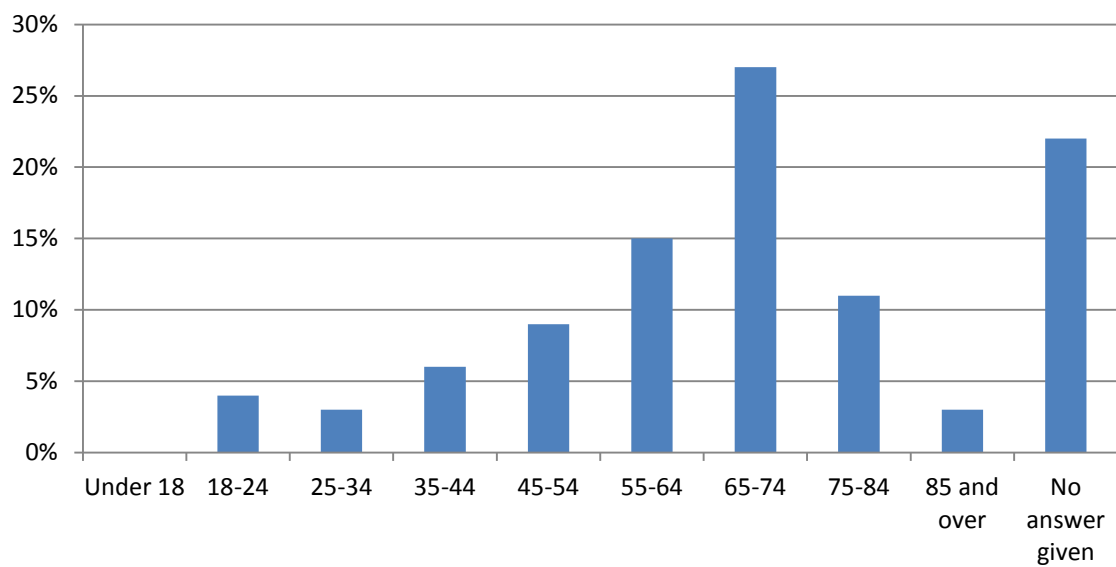
12. Are you aware that we have a Patient Participation Group?



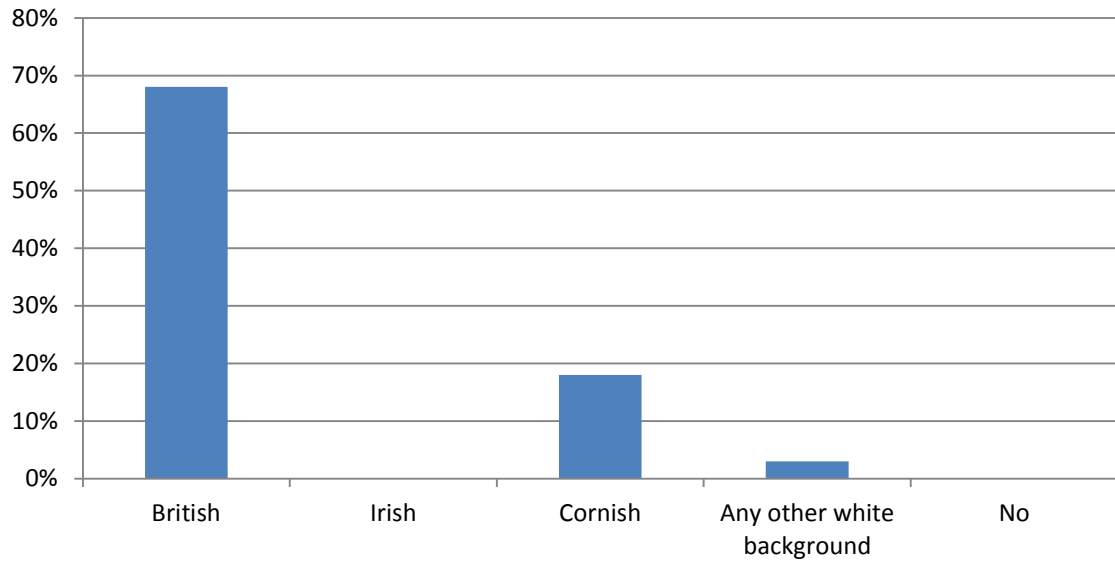
13. Are you male or female?



14. How old are you?



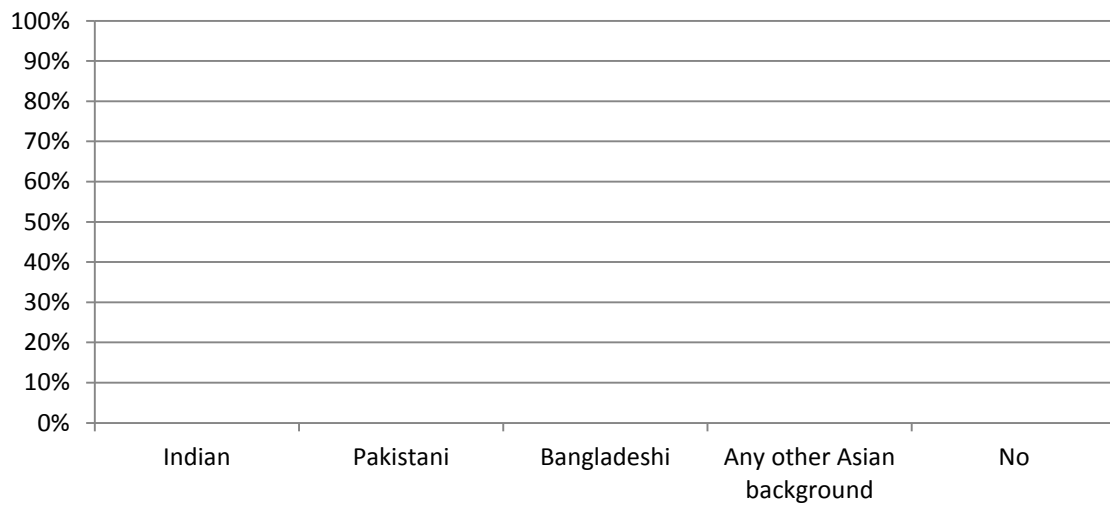
15. What is your ethnic group? White



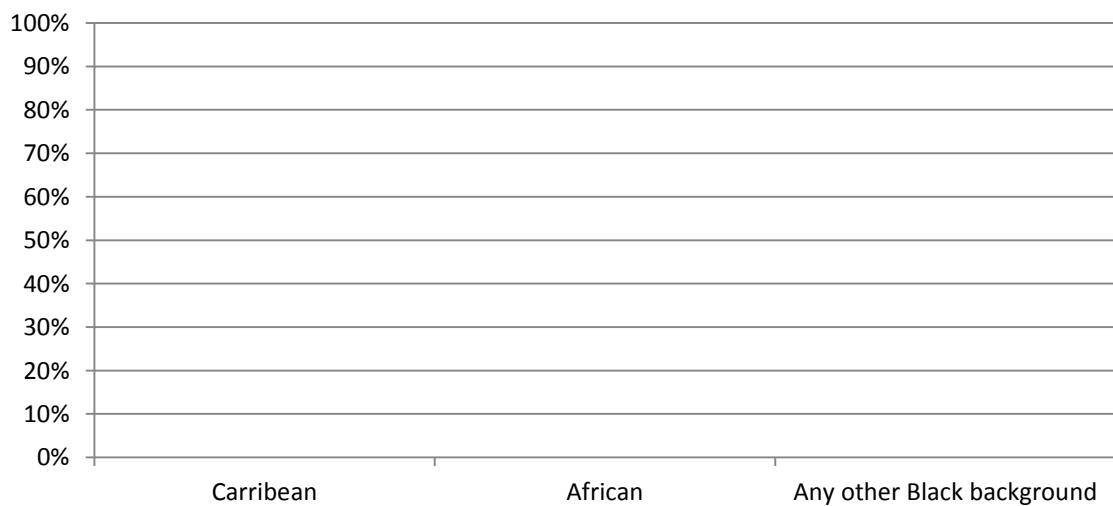
15. b) What is your ethnic group? Mixed



15. c) What is your ethnic group? Asian or Asia British



15. d) What is your ethnic group? Black or Black British



15. e) What is your ethnic group? Chinese or other ethnic group

