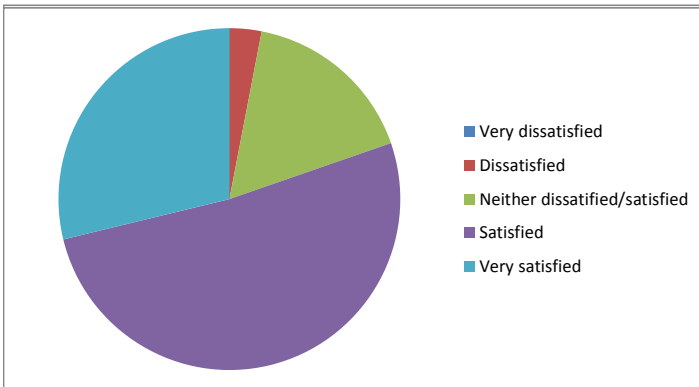


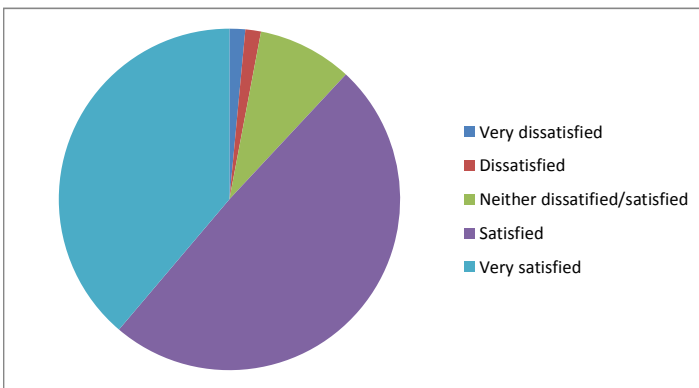
# Gleadless Medical Centre - Patient survey results 2018

How satisfied are you with the range of services we provide?



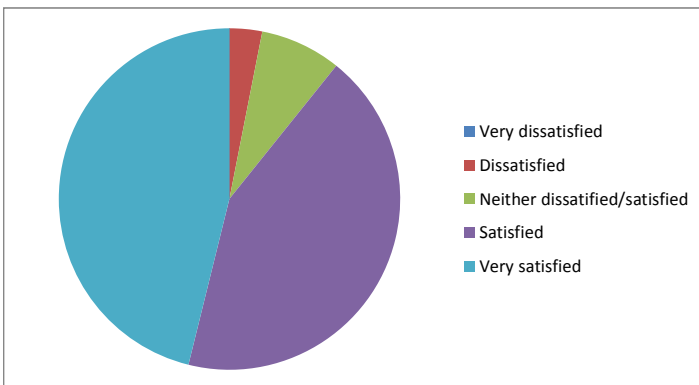
Very dissatisfied	0
Dissatisfied	2
Neither dissatisfied/satisfied	11
Satisfied	34
Very satisfied	19

Thinking about your dealings with the doctors and nurses how satisfied are you with their level of expertise?



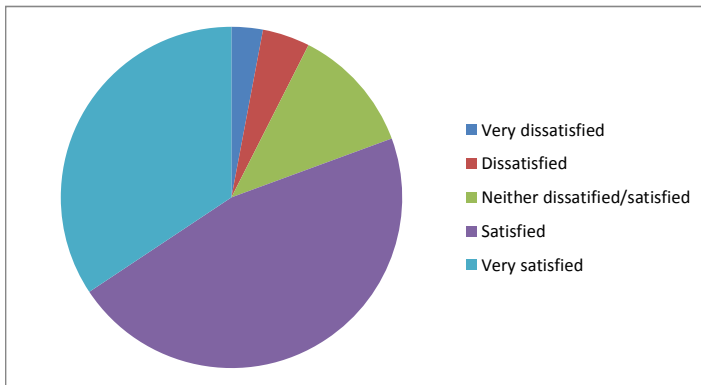
Very dissatisfied	1
Dissatisfied	1
Neither dissatisfied/satisfied	6
Satisfied	33
Very satisfied	26

Again thinking about the doctors and nurses how satisfied are you with their manner and level of courtesy?



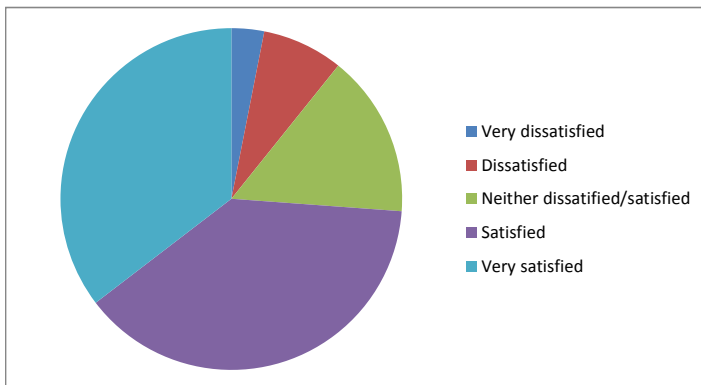
Very dissatisfied	0
Dissatisfied	2
Neither dissatisfied/satisfied	5
Satisfied	28
Very satisfied	30

Thinking about your dealings with the reception staff, how satisfied are you with their level of professionalism?



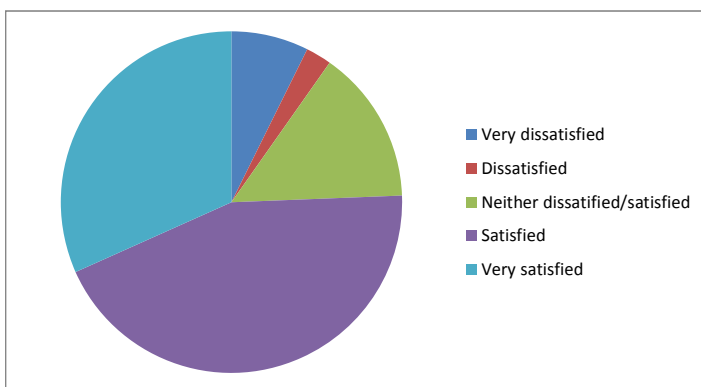
Very dissatisfied	2
Dissatisfied	3
Neither dissatisfied/satisfied	8
Satisfied	31
Very satisfied	23

How satisfied are you that you can speak to a doctor or nurse on the same day if you have a need to?



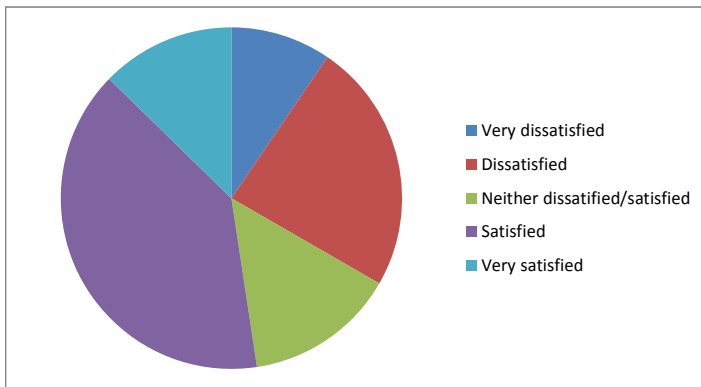
Very dissatisfied	2
Dissatisfied	5
Neither dissatisfied/satisfied	10
Satisfied	25
Very satisfied	23

If you have attended three minute surgery in the last 12 months how satisfied are you with that service?



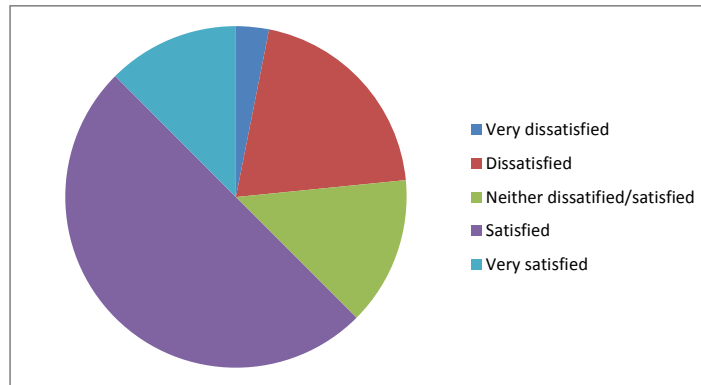
Very dissatisfied	3
Dissatisfied	1
Neither dissatisfied/satisfied	6
Satisfied	18
Very satisfied	13

How satisfied are you with the current system for booking a routine appointment with a doctor or nurse?



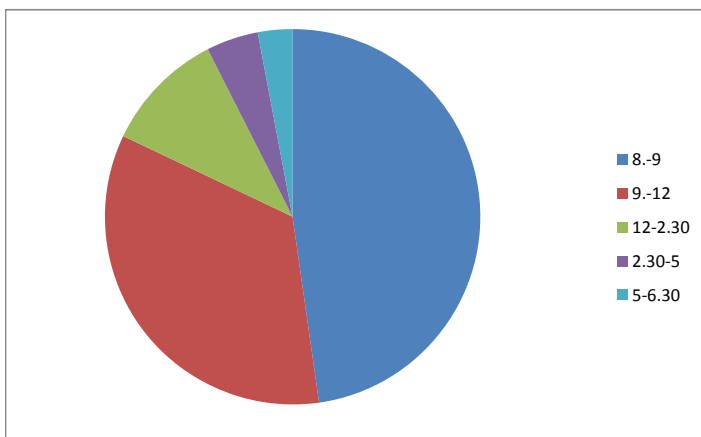
Very dissatisfied	6
Dissatisfied	15
Neither dissatisfied/satisfied	9
Satisfied	25
Very satisfied	8

In the last year how satisfied are you with getting through to the surgery on the telephone?



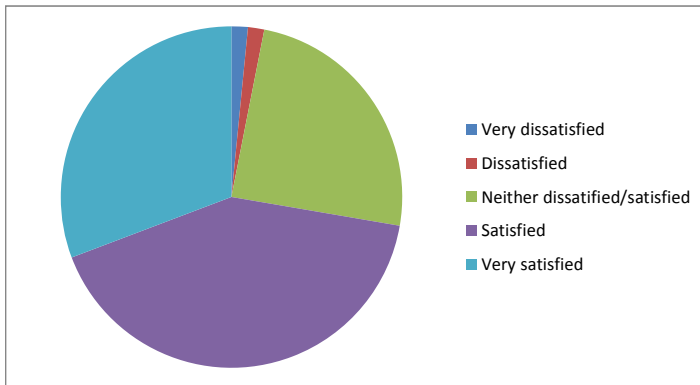
Very dissatisfied	2
Dissatisfied	13
Neither dissatisfied/satisfied	9
Satisfied	32
Very satisfied	8

What time of day do you tend to telephone the surgery?



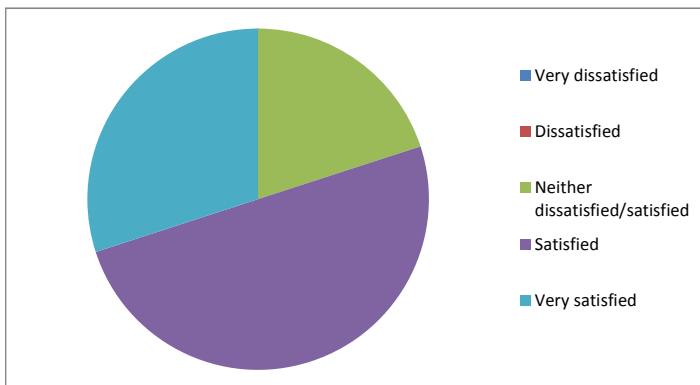
8-9	32
9-12	23
12-2.30	7
2.30-5	3
5-6.30	2

Overall, how satisfied are you with the service we provide?



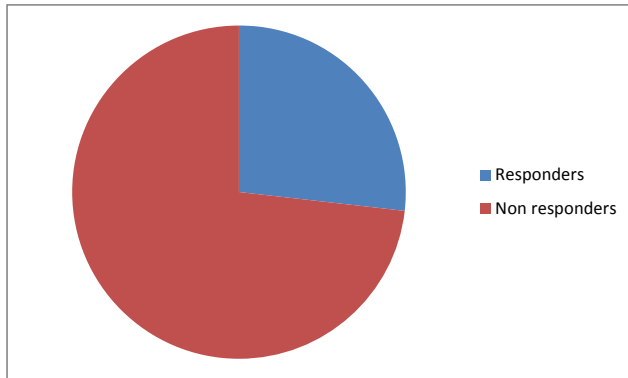
Very dissatisfied	1
Dissatisfied	1
Neither dissatisfied/satisfied	16
Satisfied	27
Very satisfied	20

How satisfied are you that you could find what you were looking for on the practice website?

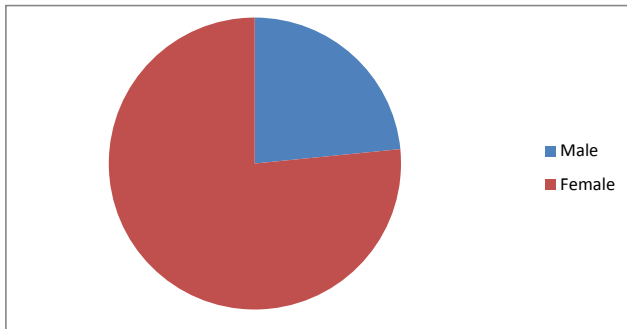


Very dissatisfied	0
Dissatisfied	0
Neither dissatisfied/satisfied	2
Satisfied	5
Very satisfied	3

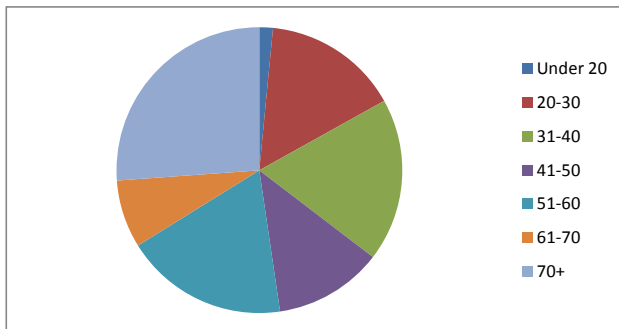
## Profile of responders



Responders	67	36%
Non responders	183	

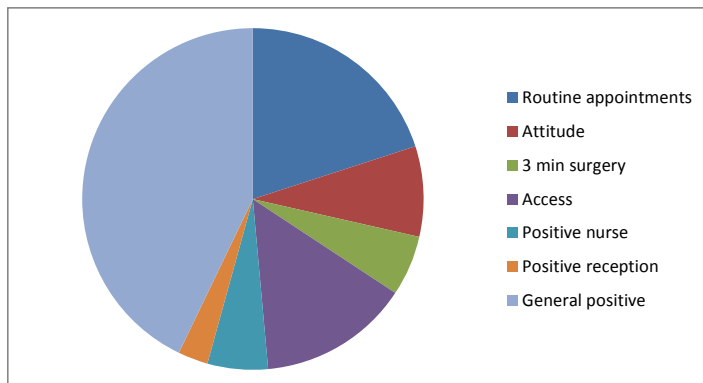


Male	15
Female	49



Under 20	1
20-30	10
31-40	12
41-50	8
51-60	12
61-70	5
70+	17

## Category of comments



Routine appointments	7
Attitude	3
3 min surgery	2
Access	5
Positive nurse	2
Positive reception	1
General positive	15