



# The Orchard Surgery

**1. 1. In the past 6 months how easy did you find availability in booking an appointment?**

27% Very Good       65% Average       10% Not Good

**2. 2. How approachable and friendly are the reception and call handling staff?**

86% Very Good       14% Average       0% Not Good

**3. 3. Are you aware that you are able to pre book a telephone consultation with a GP/Nurse on the day or in advance for medical advise?**

96% Yes       0% No       4% Would not use this service

**4. 4. Do you feel you are treated with respect and dignity by the staff at the Practice?**

90% Always       10% Sometimes       0% Never

**5. 5. How easy do you find booking an appointment online?**

72 %Excellent  
 18% Very Good  
 1% Poor

**6. 6. Are you aware of the website [www.TheOrchardSurgery.co.uk](http://www.TheOrchardSurgery.co.uk)?**

- 91% Yes                       2% No                       7% I have no access  
to a Computer

**7. 7. In general, how satisfied are you with the following?**

- 95% Prescription Collection     90% Information Leaflets     100% Cleanliness of  
Surgery  
 98% Opening Times

**8. 8. In general how satisfied are you with the over all care you received from the surgery?**

- 98% Very Satisfied     2% Average                       0% Not Satisfied

**9. 9. Your Age Group**

- Under 18                       24-55                       64+  
 18-24                       55-64

**10. 10. Gender**

- 40% Male                       60% Female