



The Orchard Surgery

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

20% Very Good 70% Average 10% Not Good

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

85% Very Good 70% 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?

95% Yes 0% No 5% 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?

70 %Excellent
 15% Very Good
 5% Poor

6. 6. Are you aware of the website www.TheOrchardSurgery.co.uk?

- 90% Yes 3% No 7% I have no access
to a Computer

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

- 93% 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

http://www.surveymonkey.com/?ut_source=survey_poweredby&utm_medium=JEXisli8Qdimh5W%2ffq05z%2bN7z%2fLMBVcvWVhuE%2bxEQJE%3d&utm_term=SurveyBasic&utm_campaign=Qs7gMm6MfETy6BXZVTVBIO%3d%3d&utm_content=1