

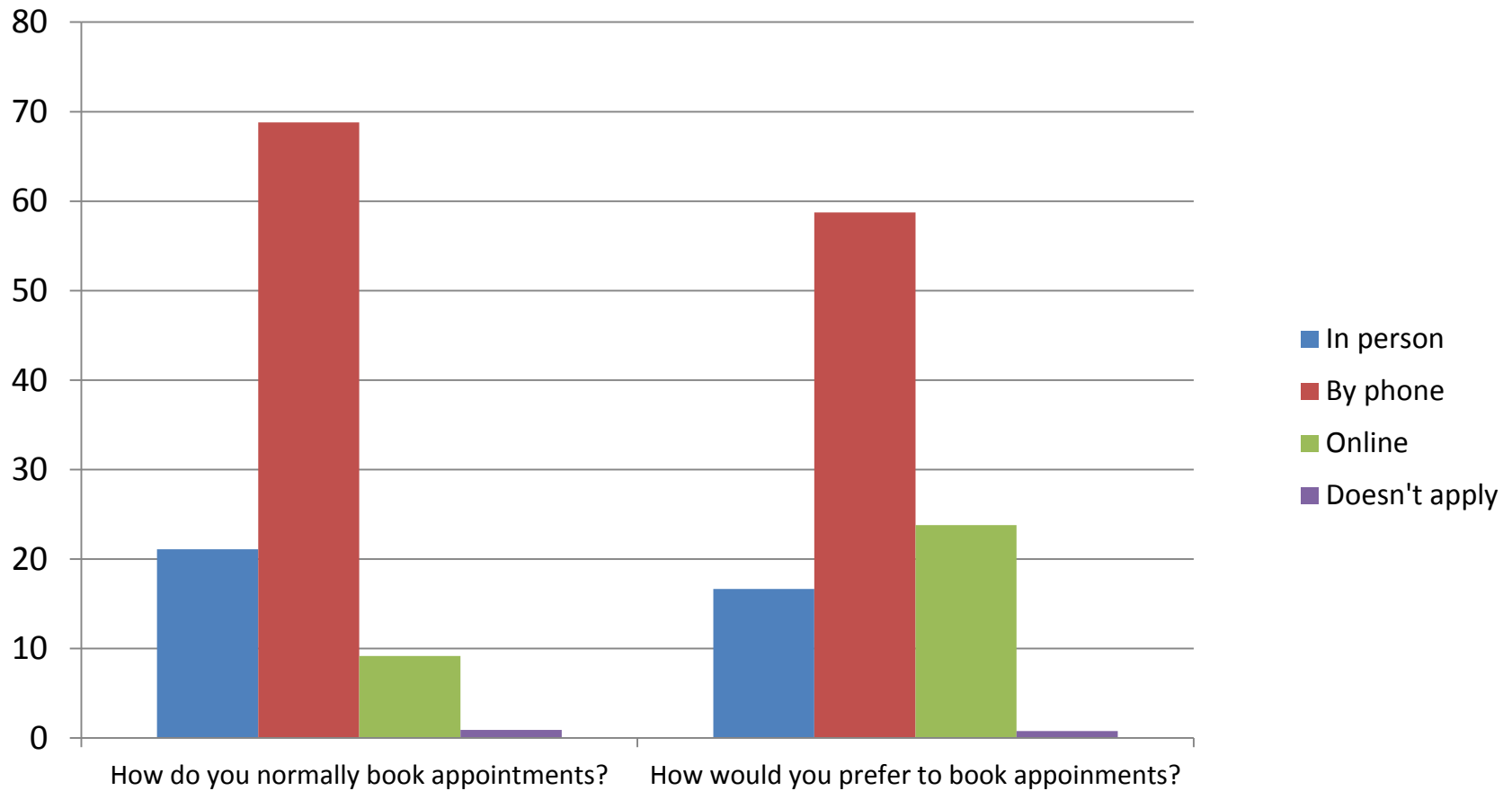
# Combe Down Surgery

Patient survey 2014-2015

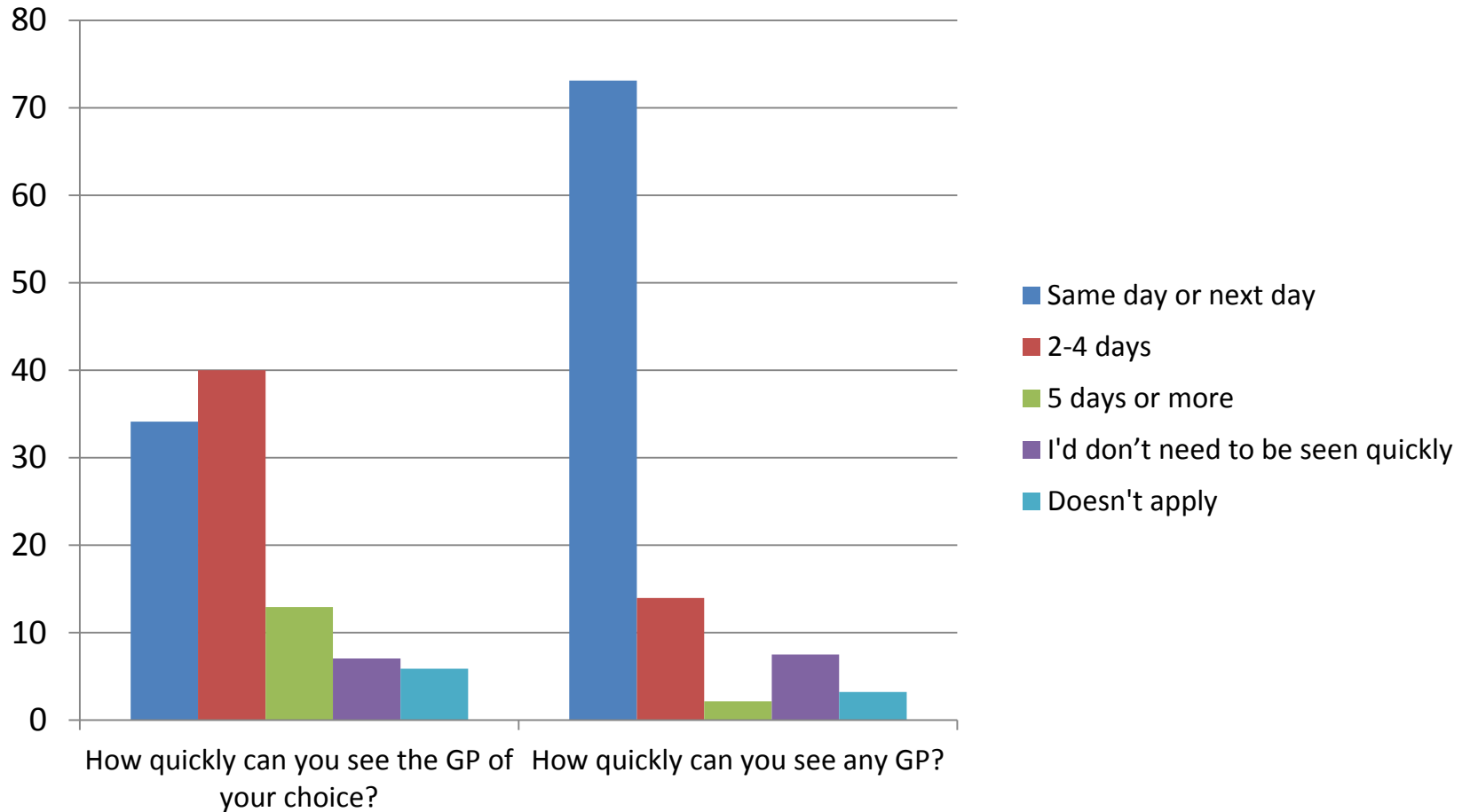
# Survey results 2014-2015

- Survey undertaken in early 2015
- Response rates
  - Paper forms: 117
  - Electronic: 127
- All data on the graphs is shown as percentages
- We have presented the data as graphs as we feel that is easier to understand
- If you have any questions, comments or concerns please do contact the practice
- Our action plan can be accessed via a separate link on the website

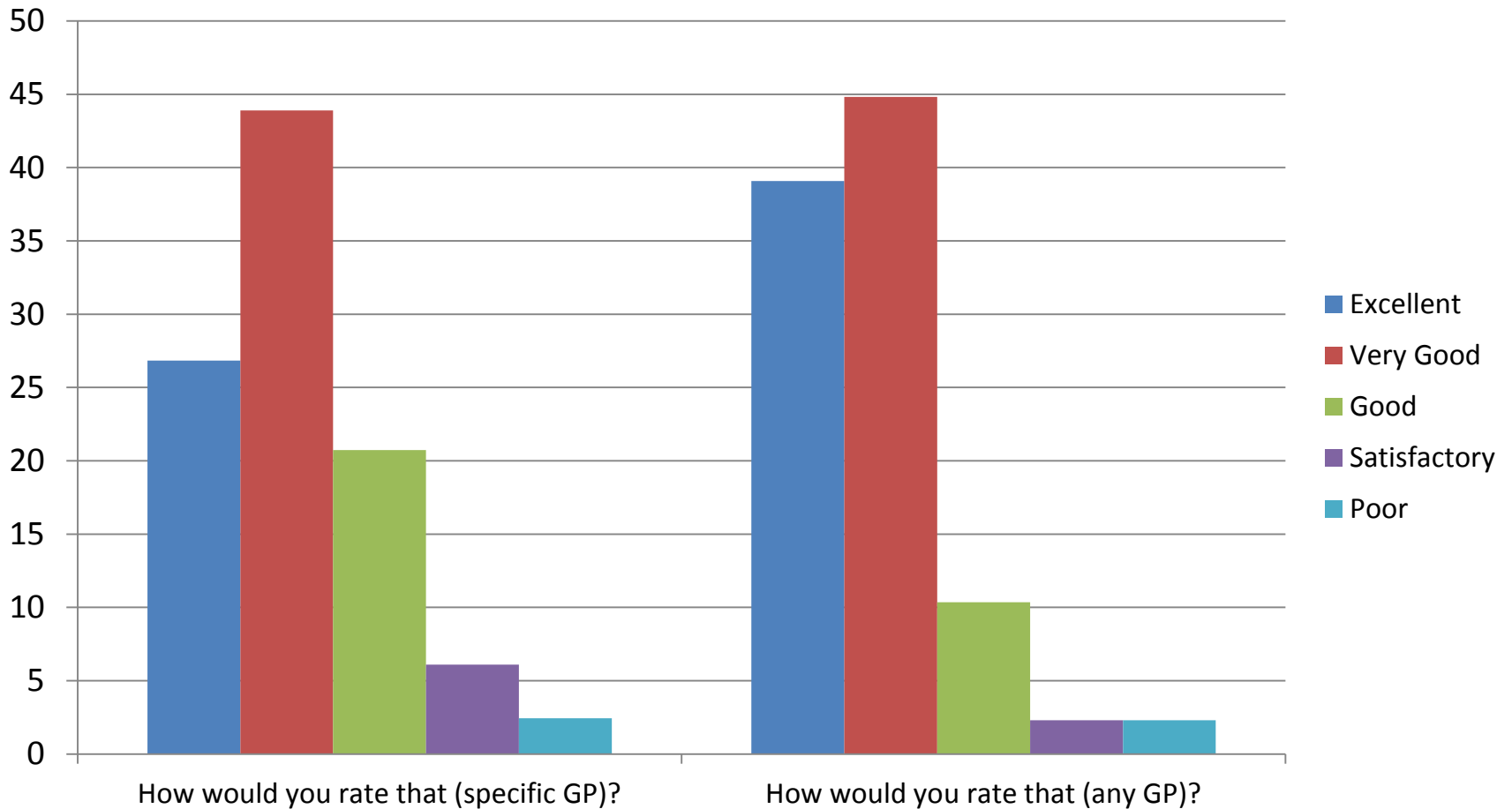
# How do you book appointments and how would like to book them?



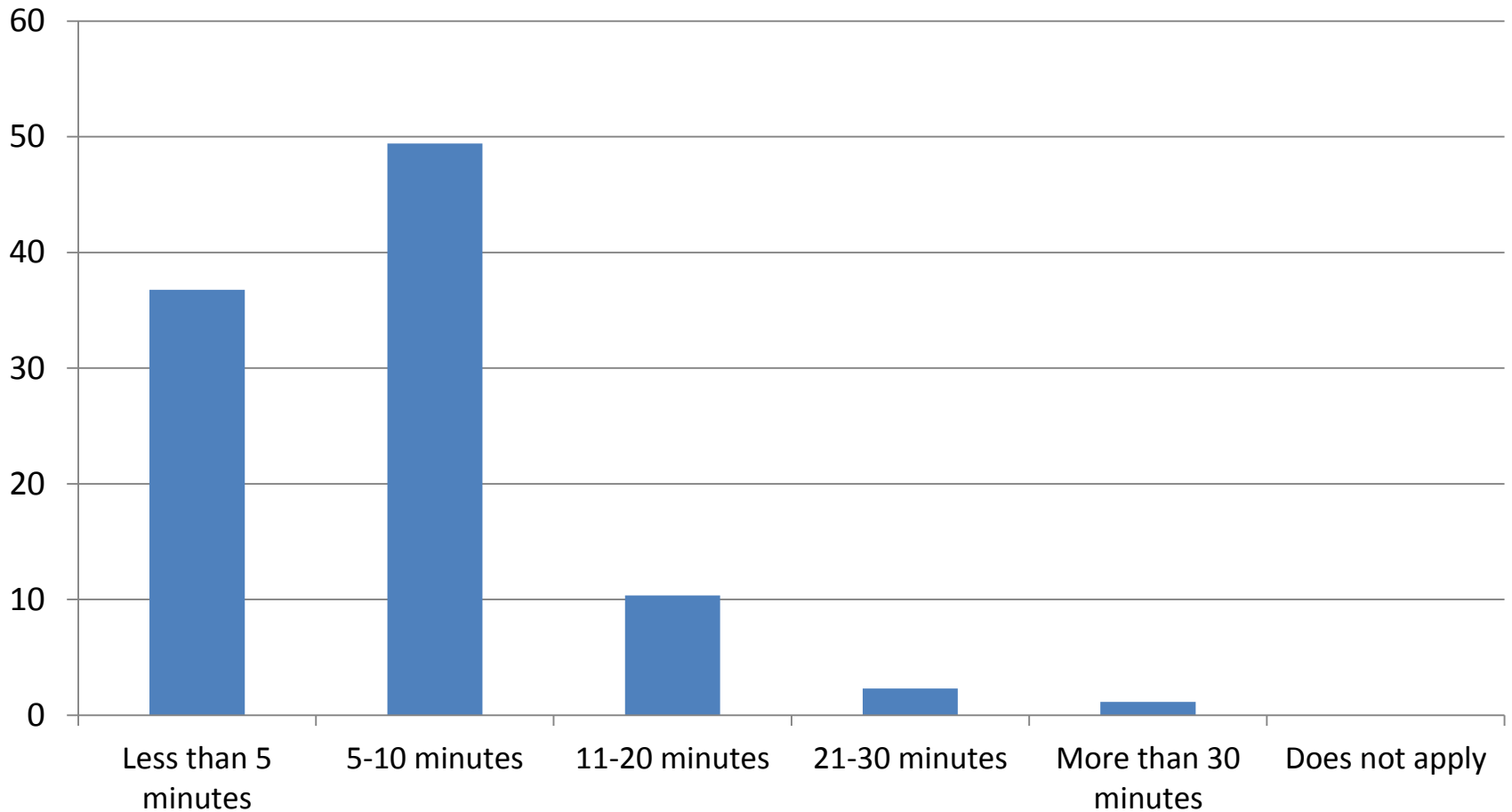
# How quickly can you see a GP?



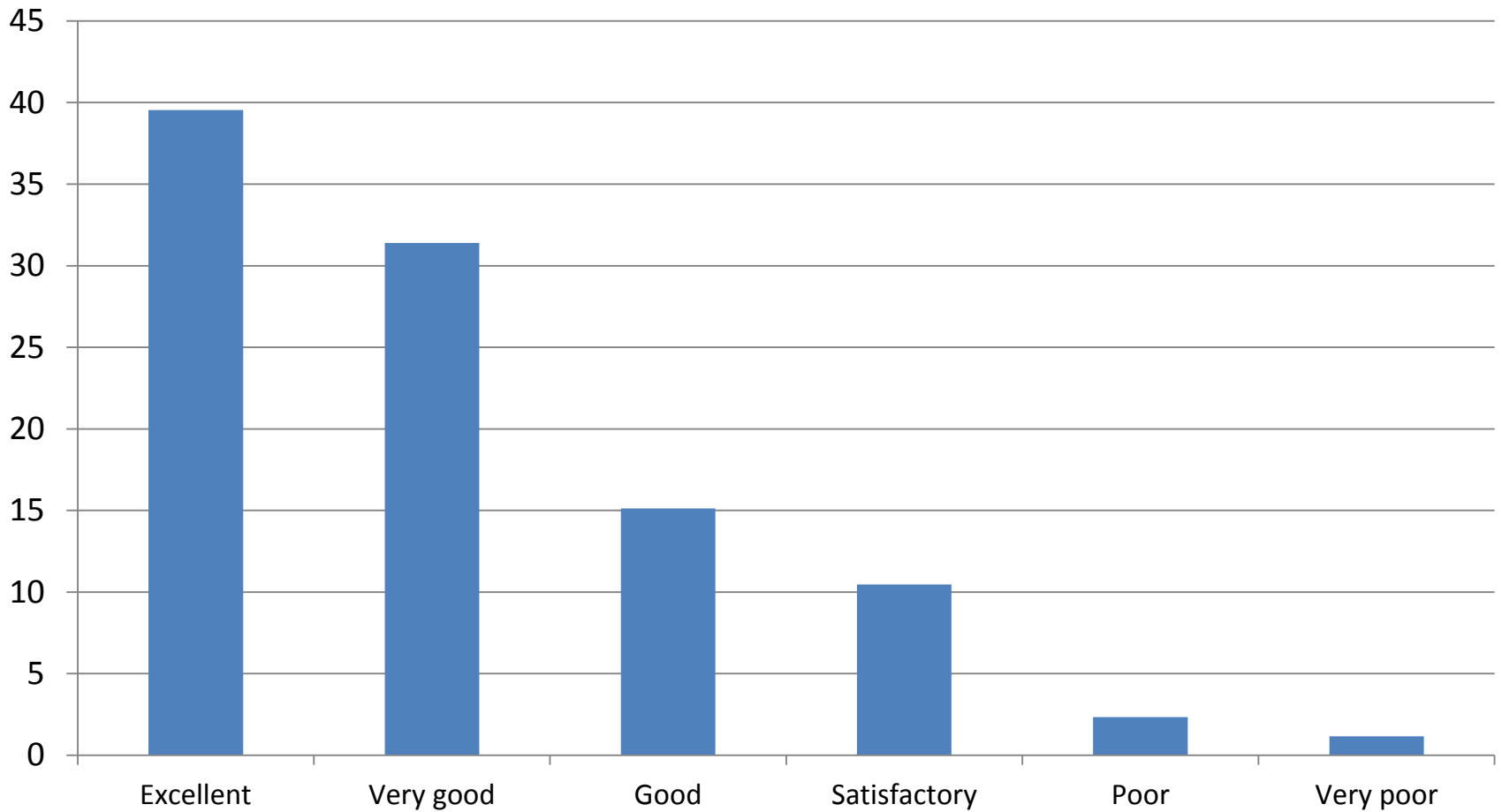
# How do rate those response times?



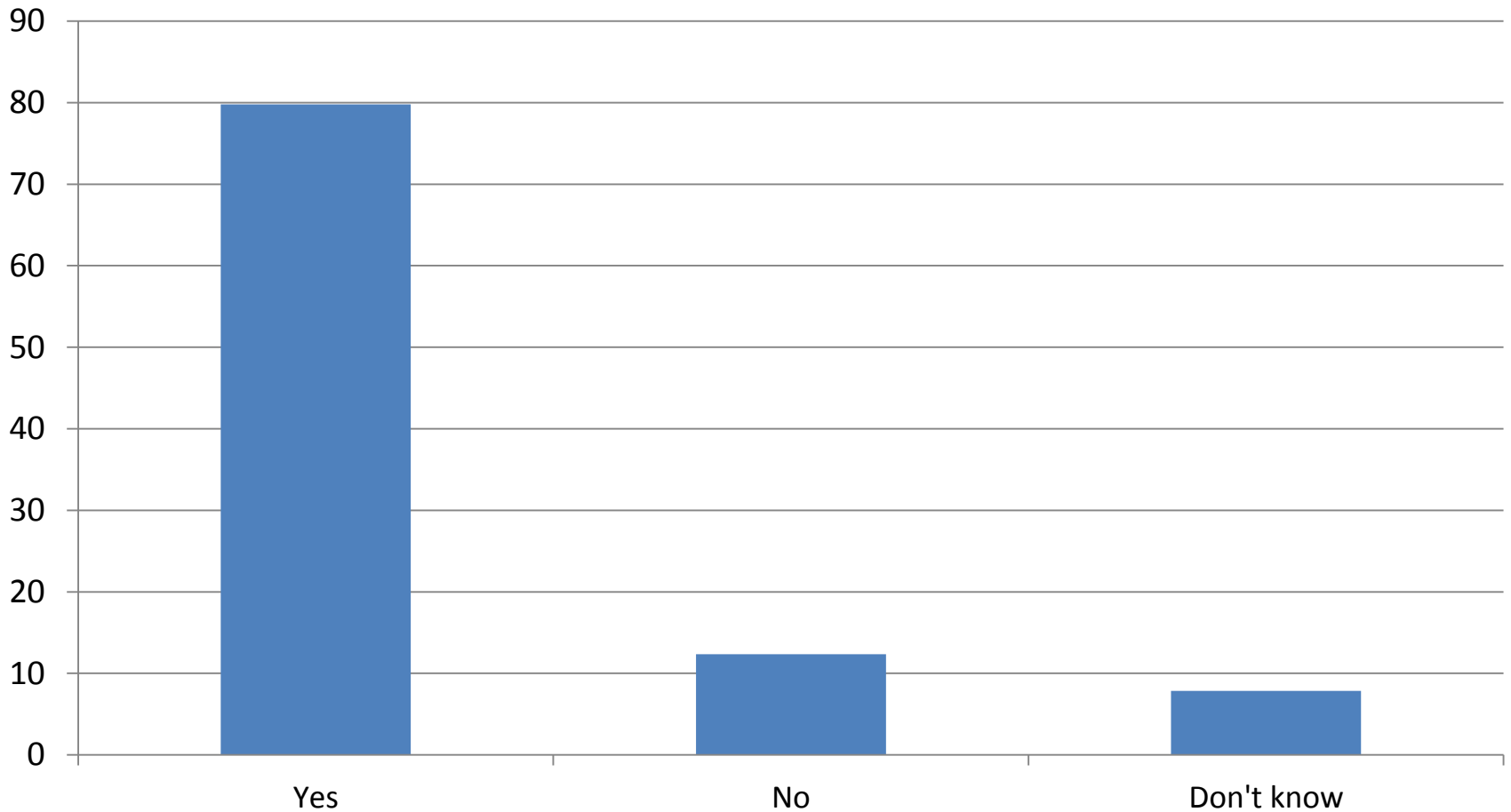
# How long were you kept waiting for your last appointment?



# How would you rate that?

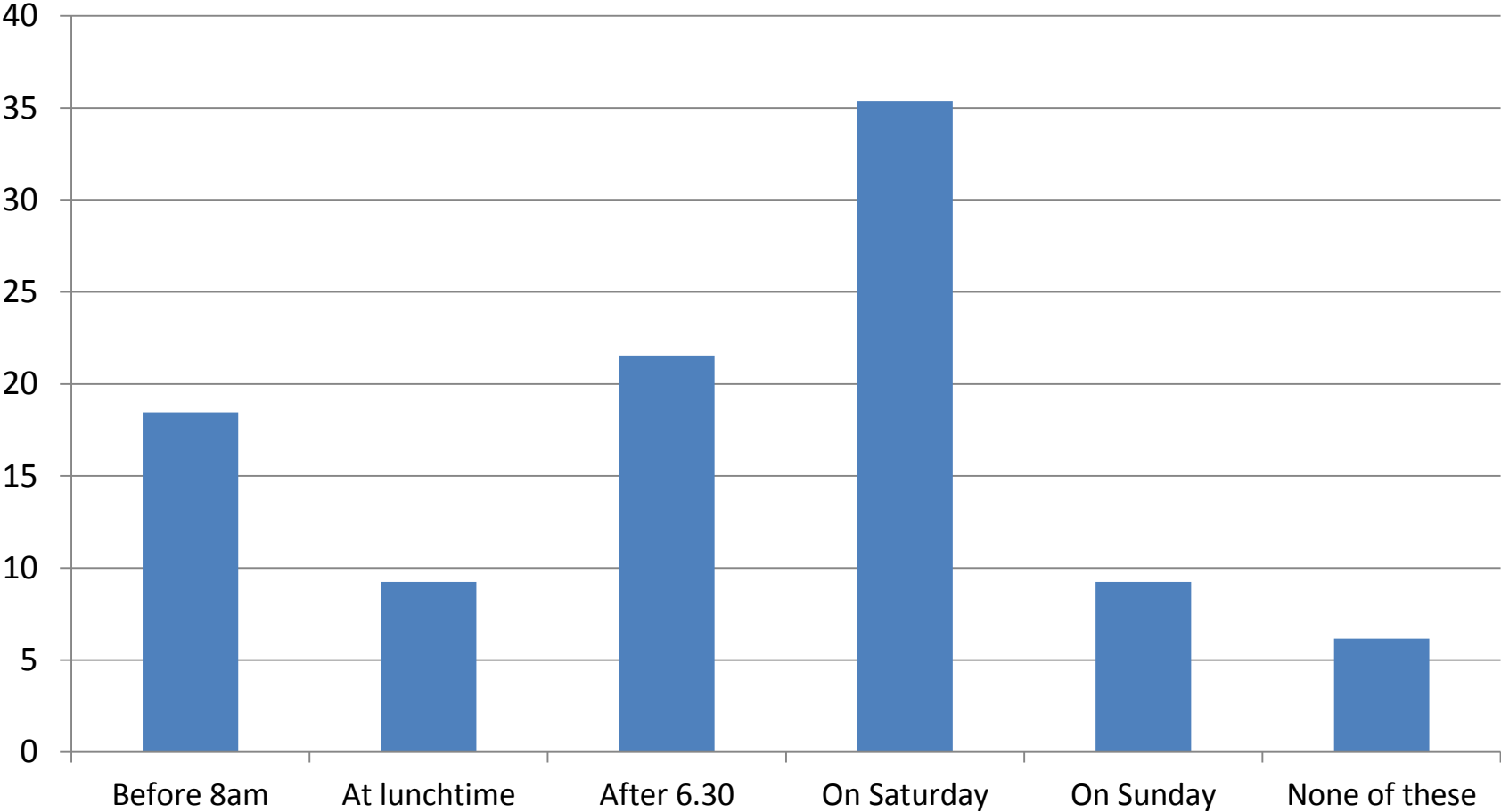


# Is the practice open at convenient times for you?

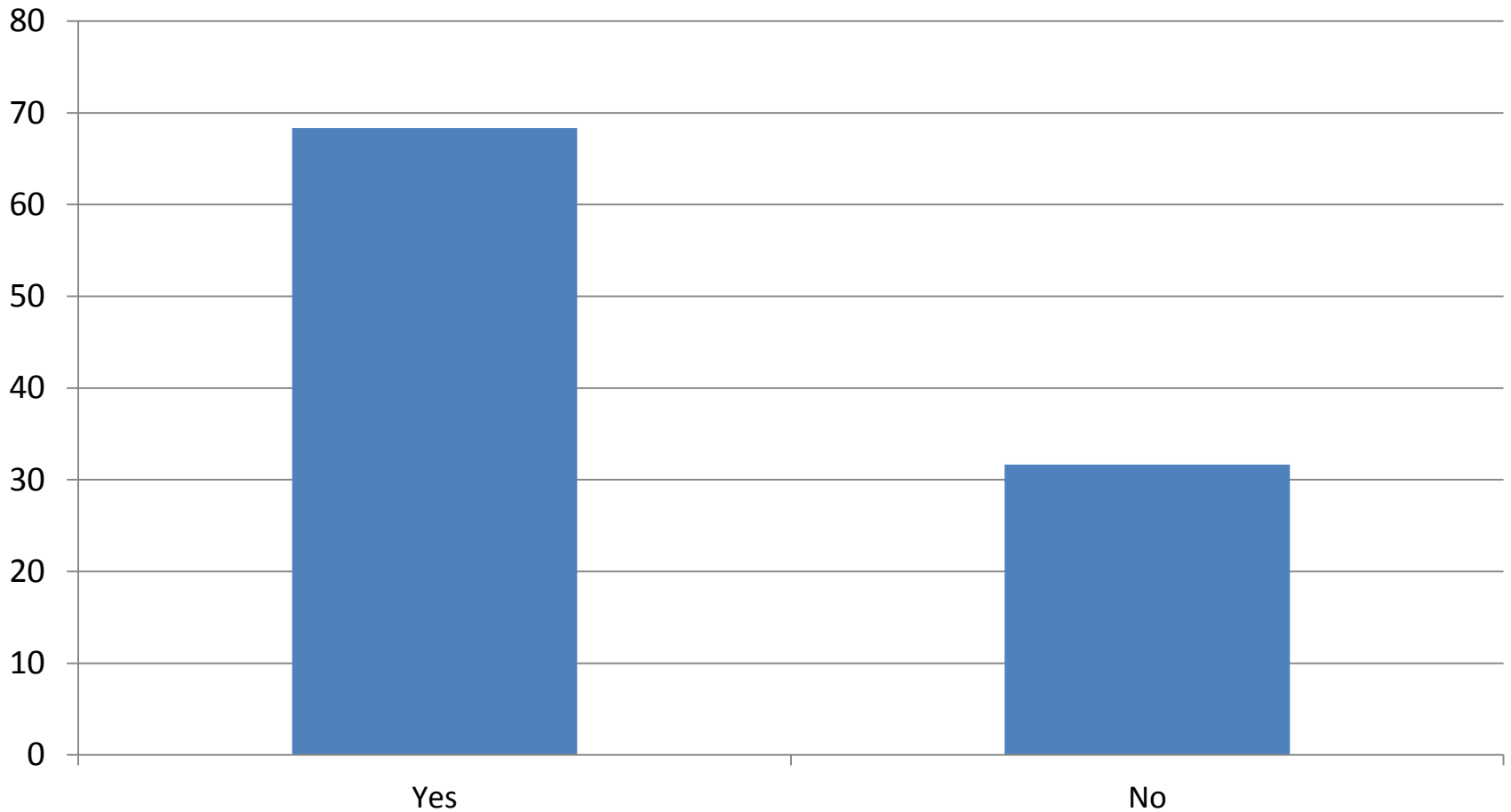




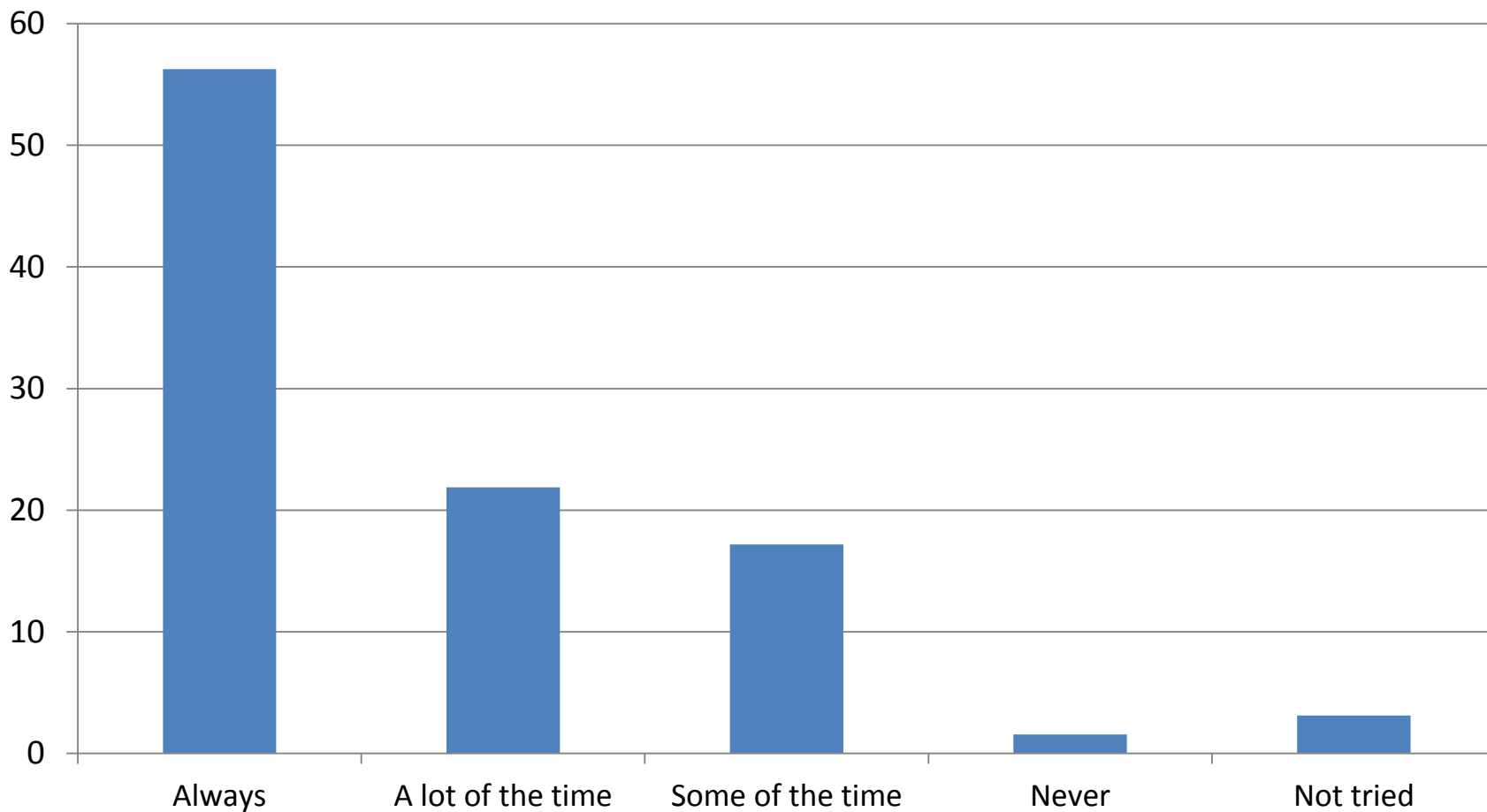
# Which additional opening hours would you like?



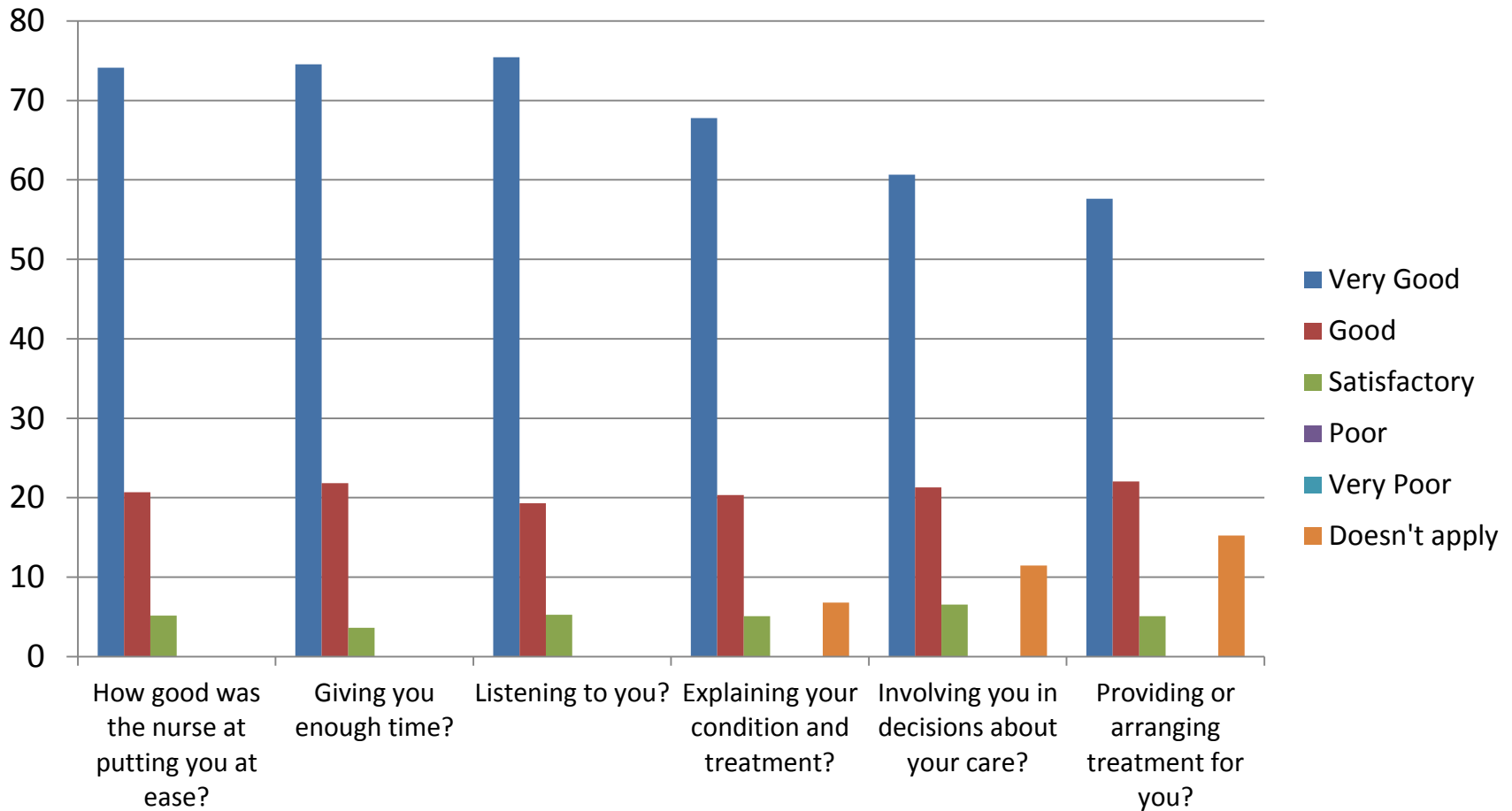
# Is there a particular GP you like to see?



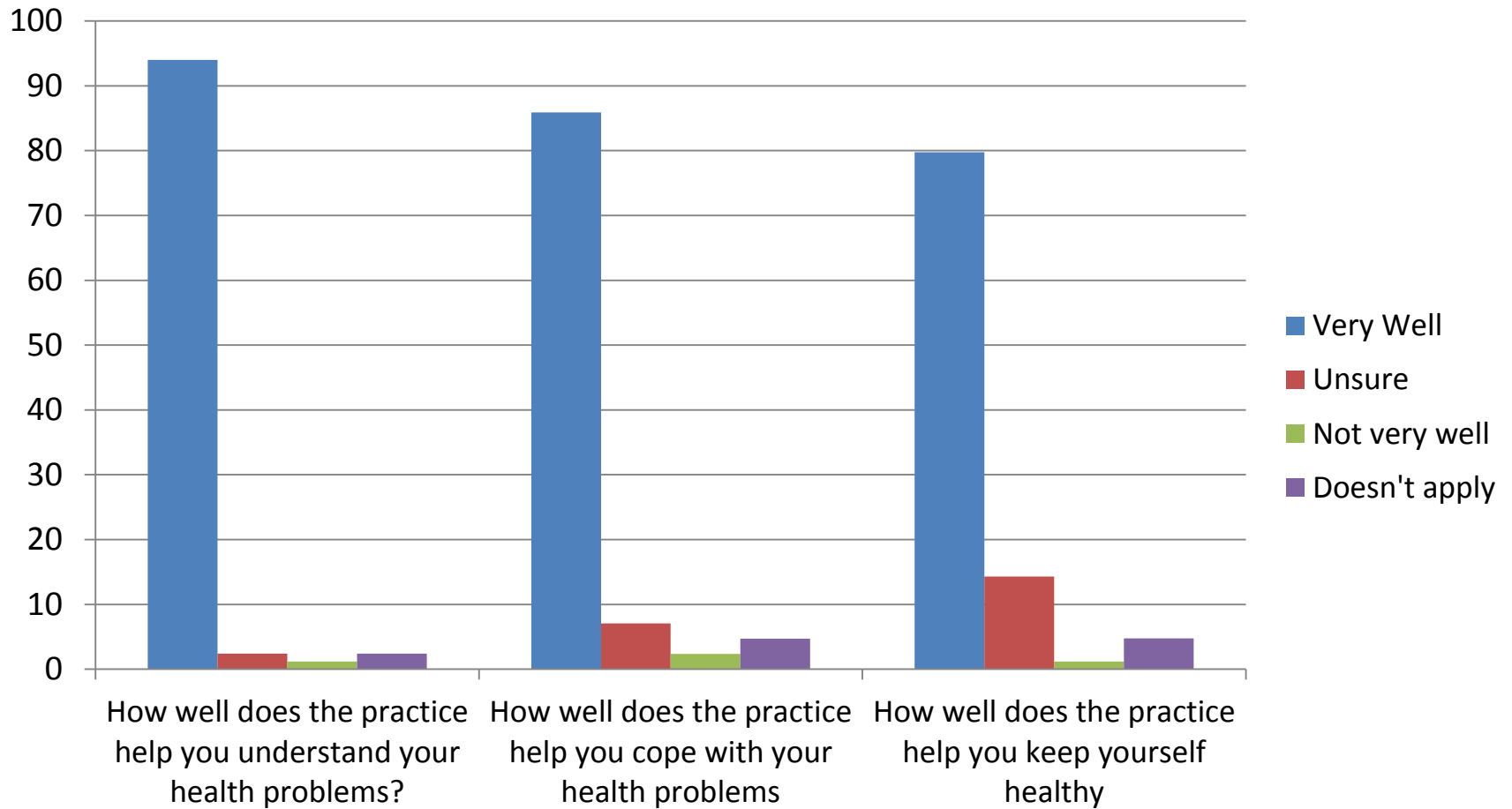
# How often are you able to see that GP?



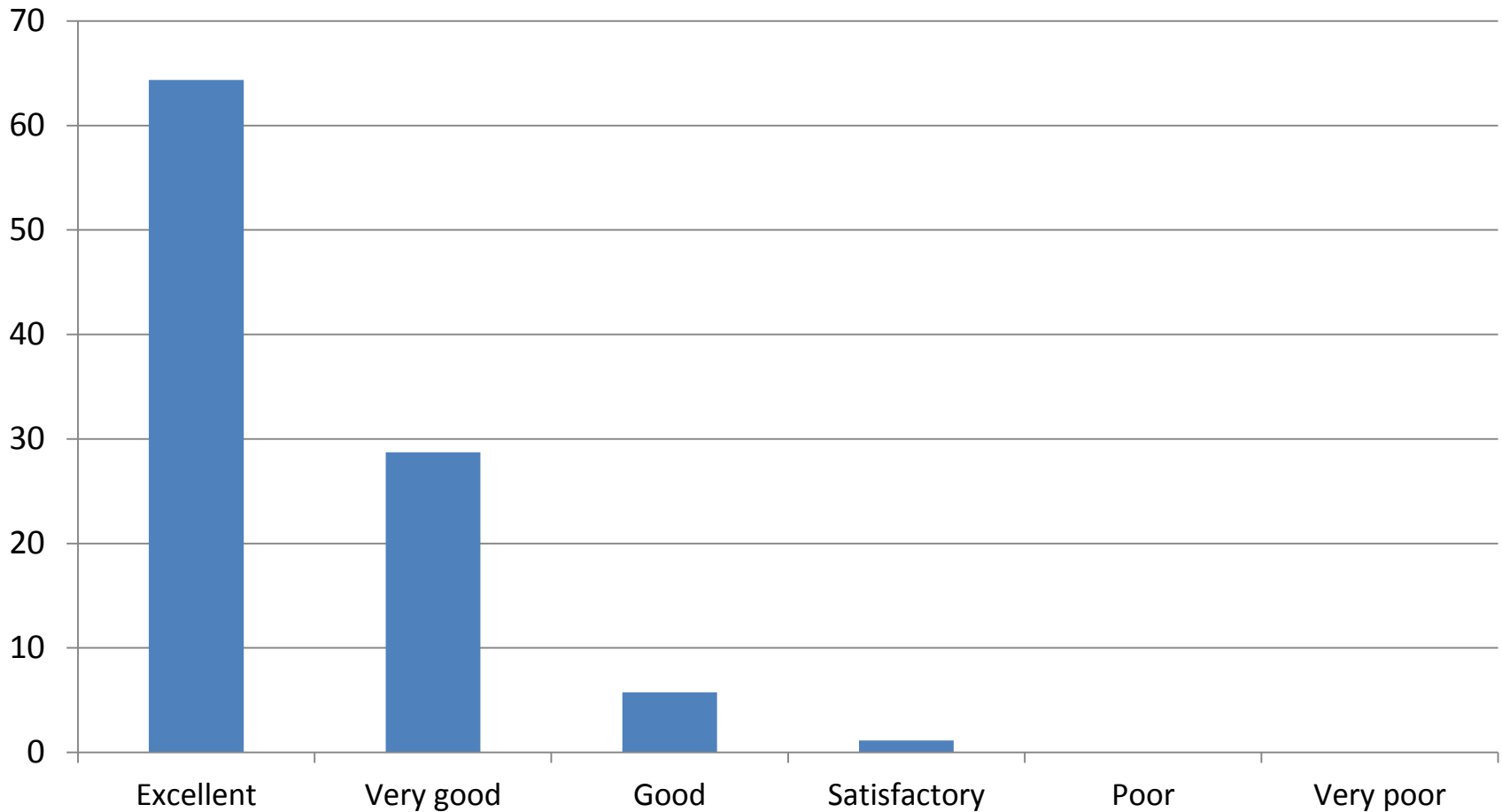
# How good was the nurse at..?



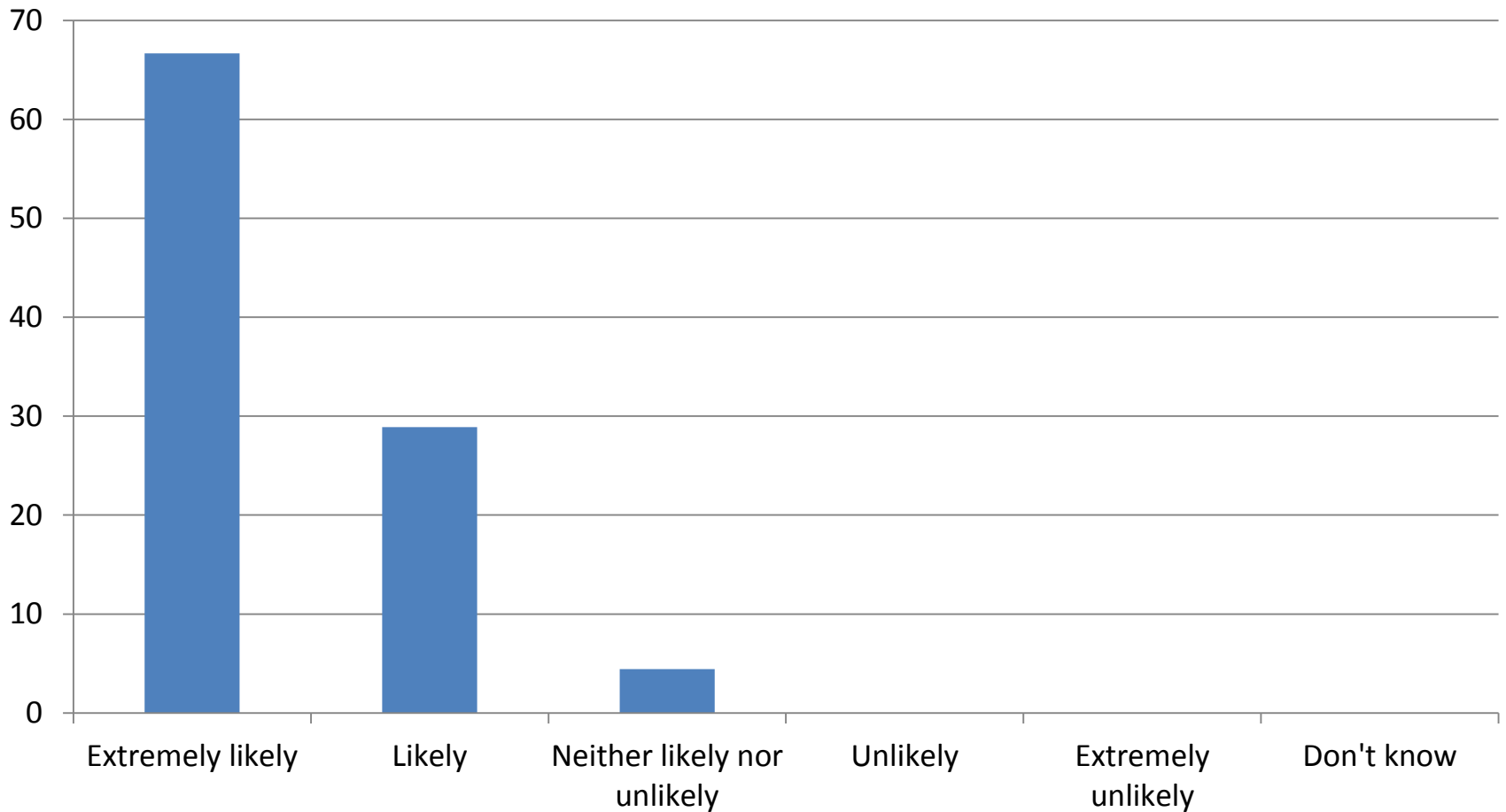
# How do we help you?



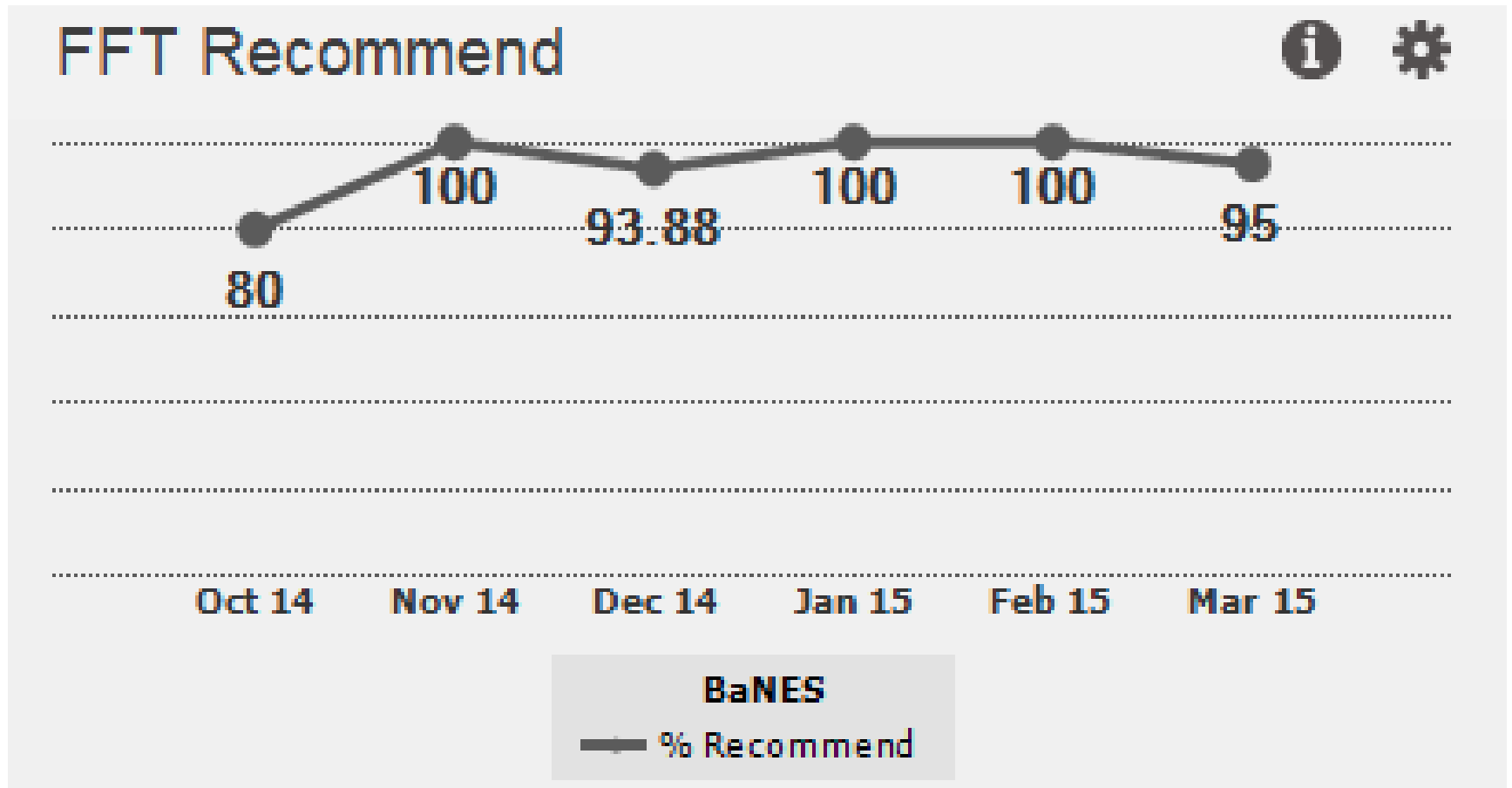
# Overall, how would you describe your experience of your GP surgery?



# How likely are you to recommend your GP surgery to friends and family (paper responses) ?

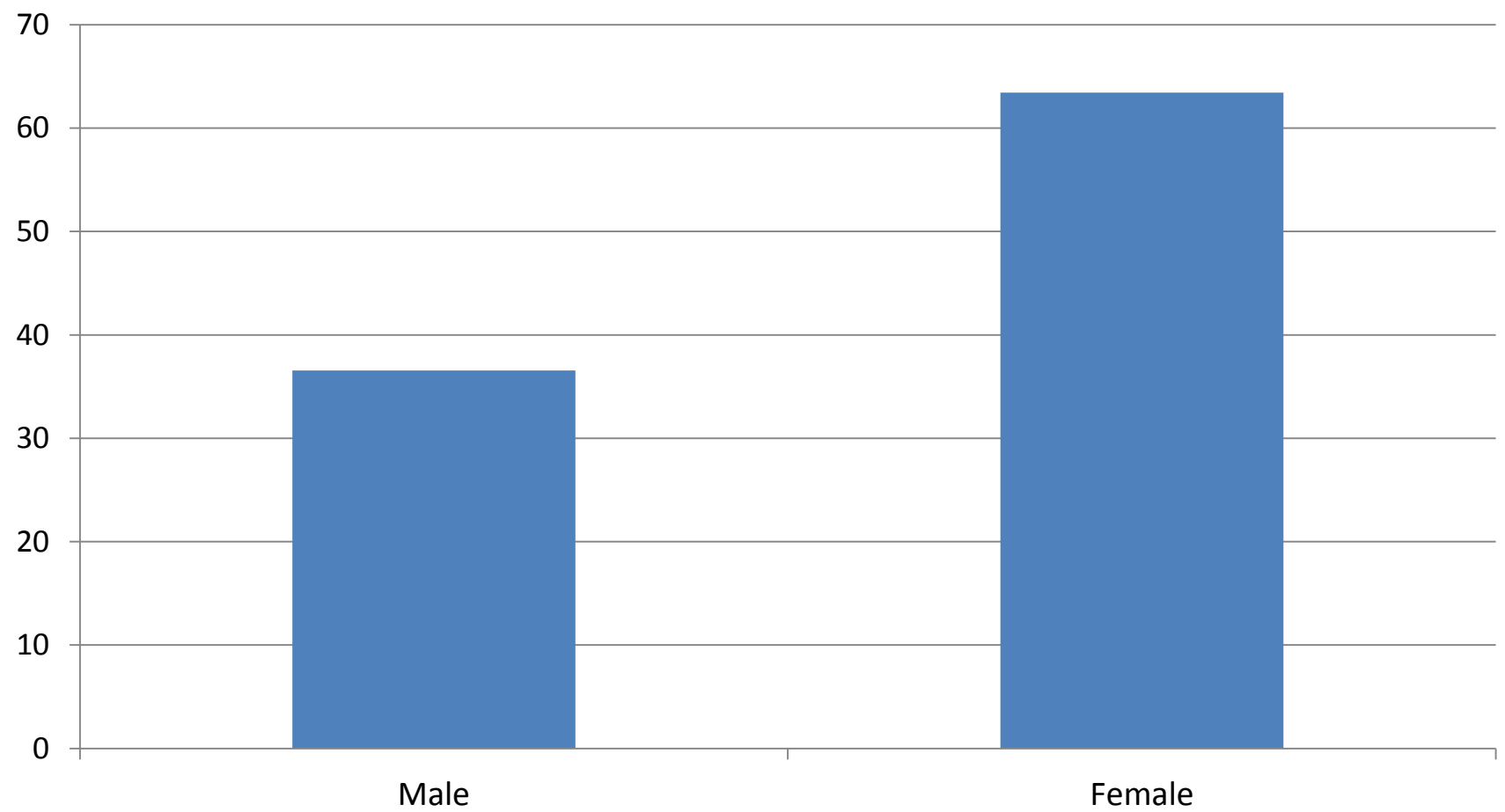


How likely are you to recommend your GP surgery to friends and family (electronic responses) ?

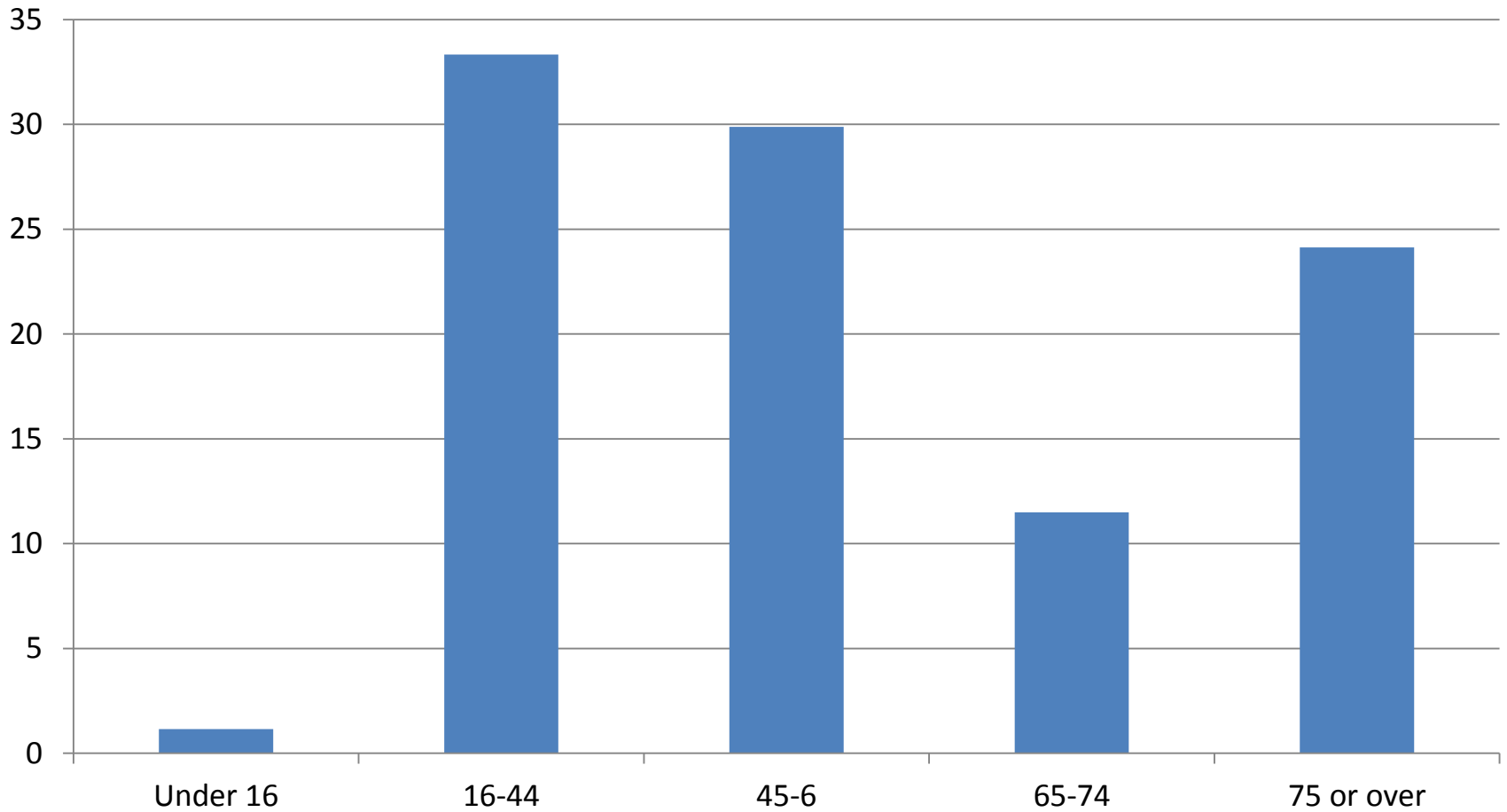




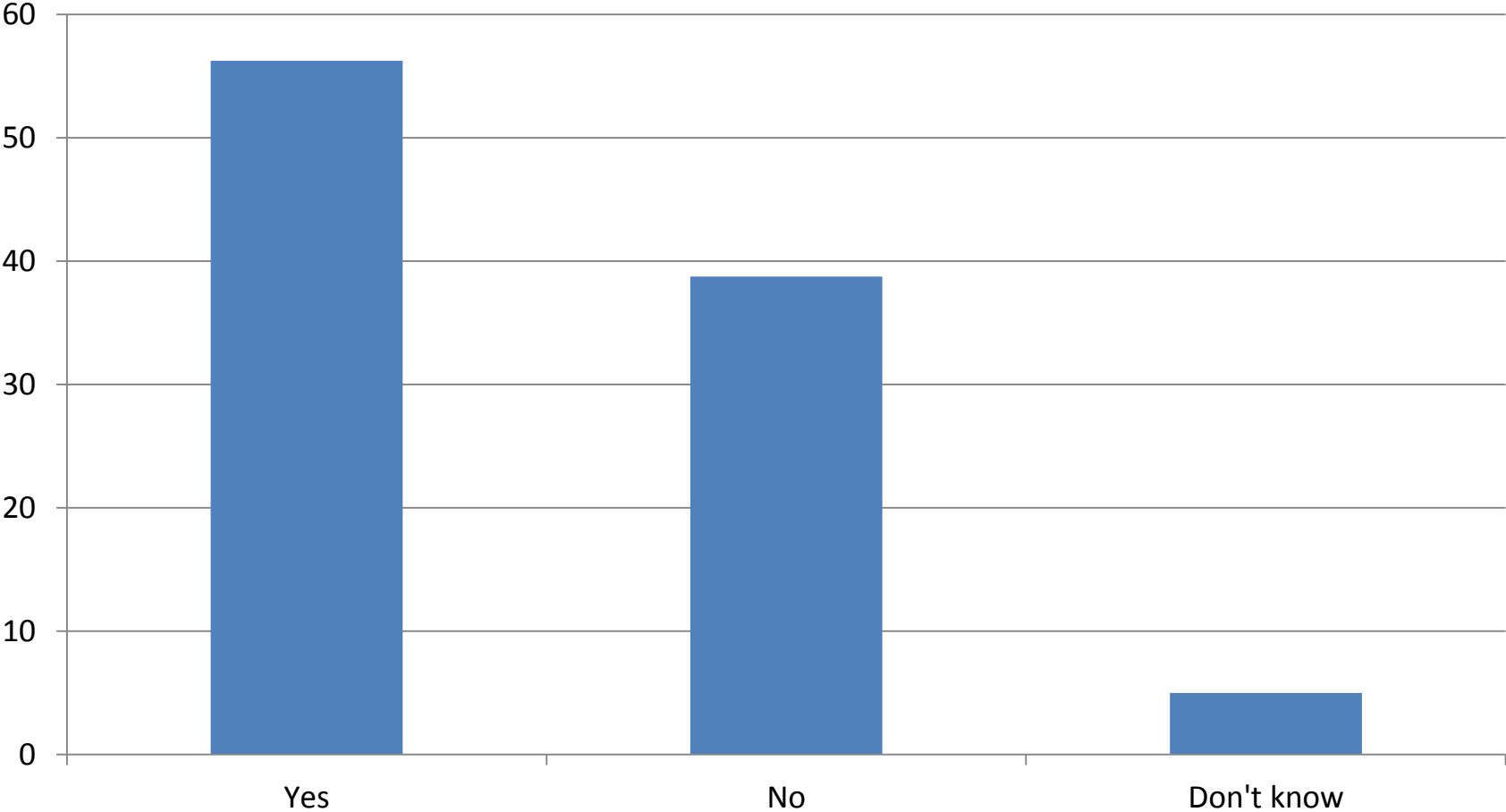
# Who took part in our survey?



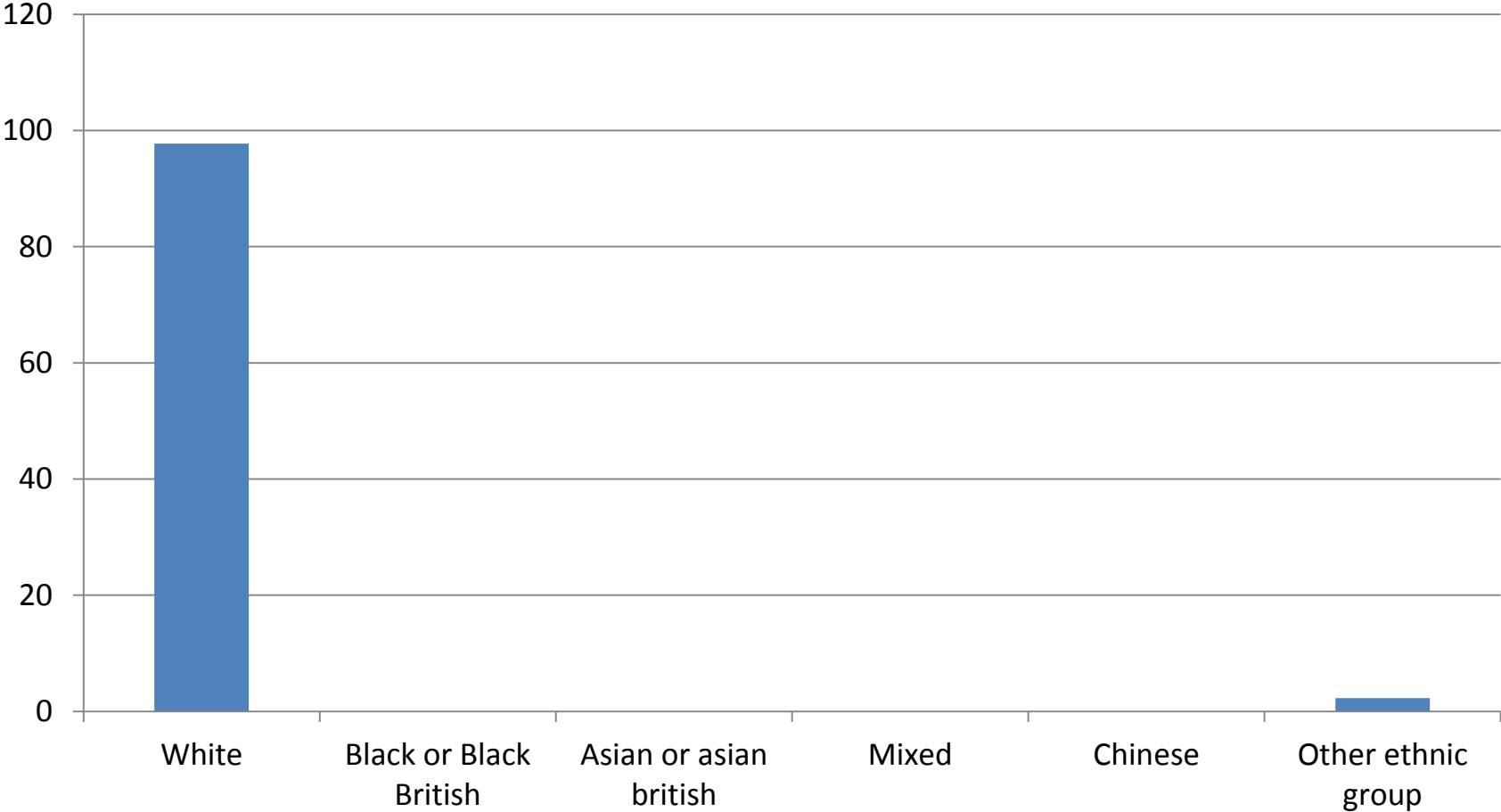
# Age groups?



# Do you have a long-standing health condition?



# What is your ethnic group?



# Employment/Disability/Education?

