

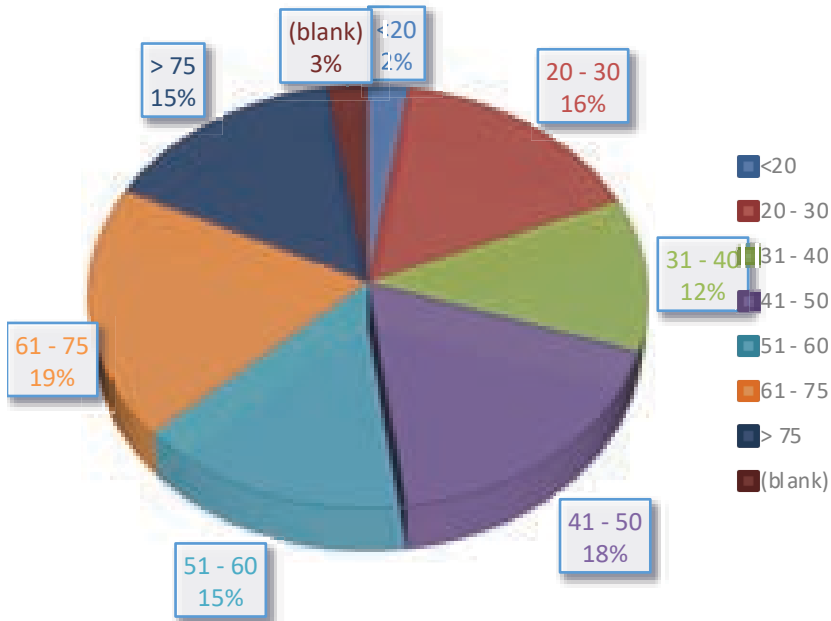
# Patient Satisfaction Survey for Rainhill Village Surgery 2017

By

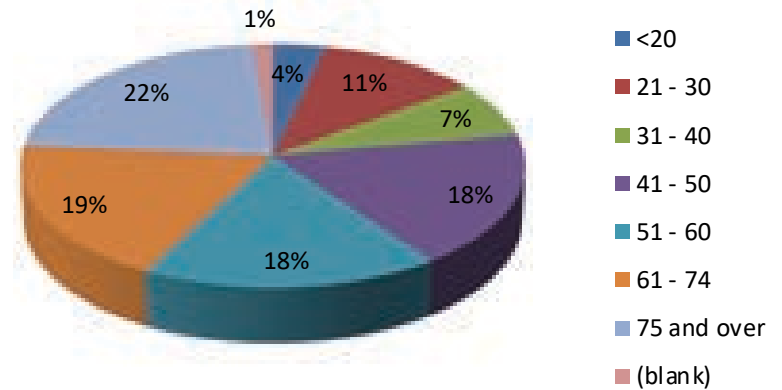
Dr Chibuzo Orjiekwe

# Age of Respondents

2015



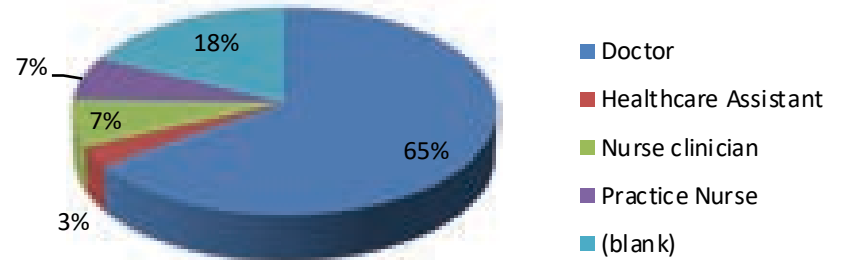
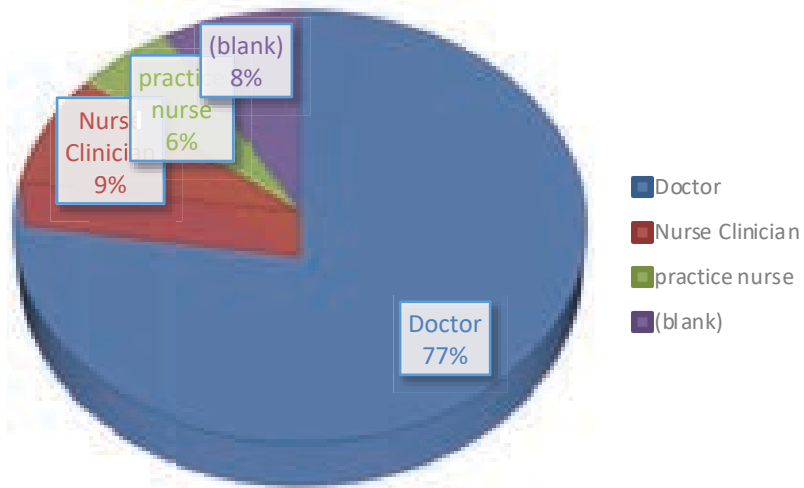
2017



# Clinician Seen

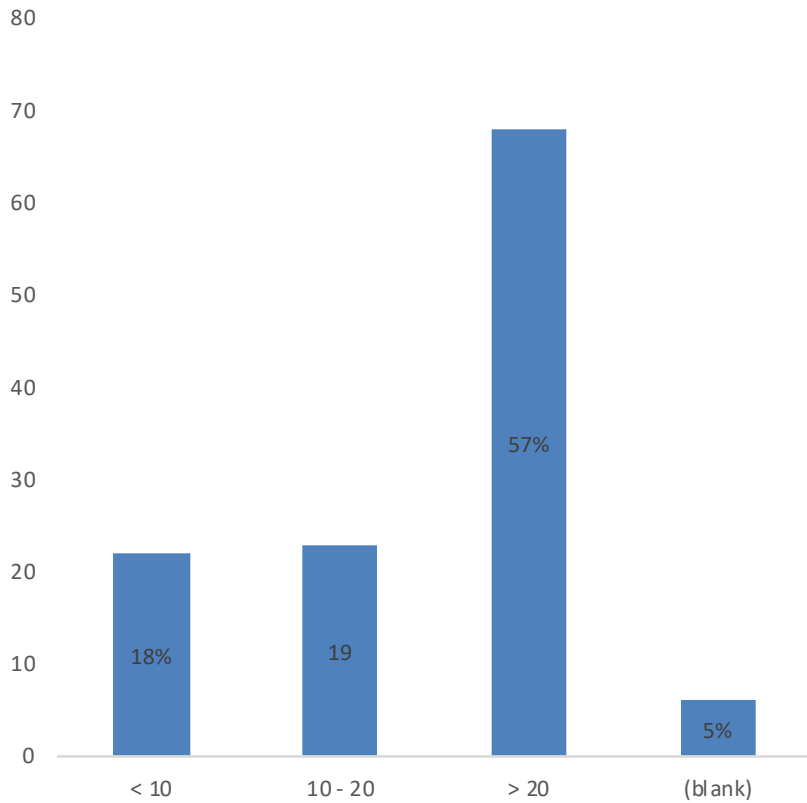
2015

2017

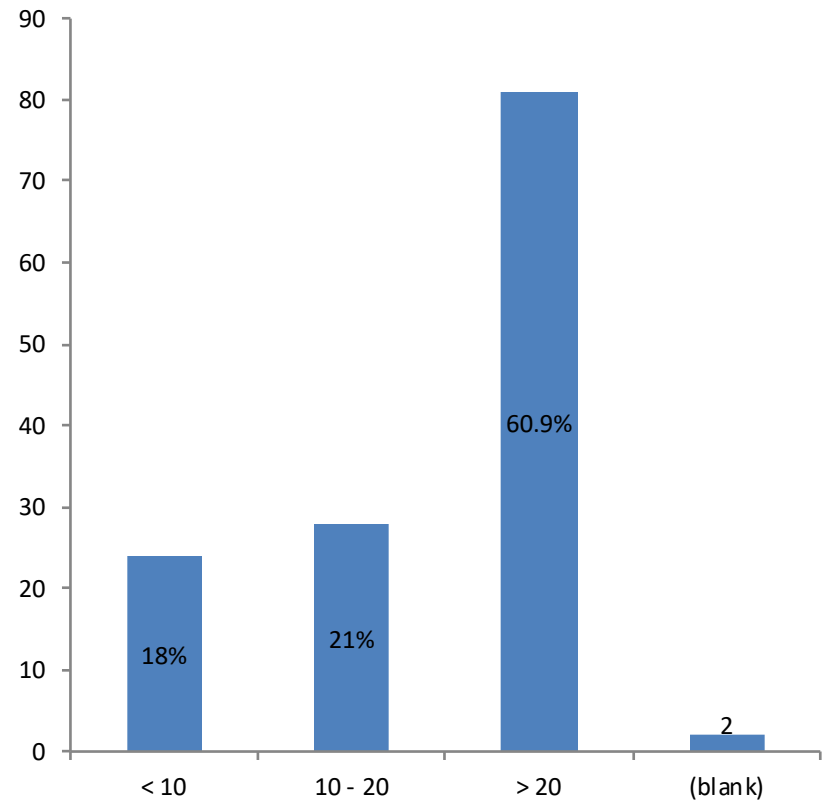


# Years in Practice

**2015 (n= 119)**

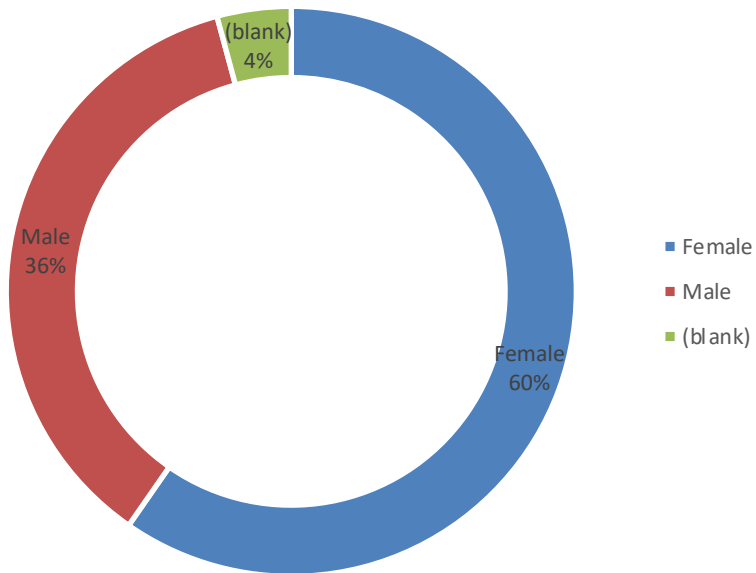


**2017 (n= 133)**

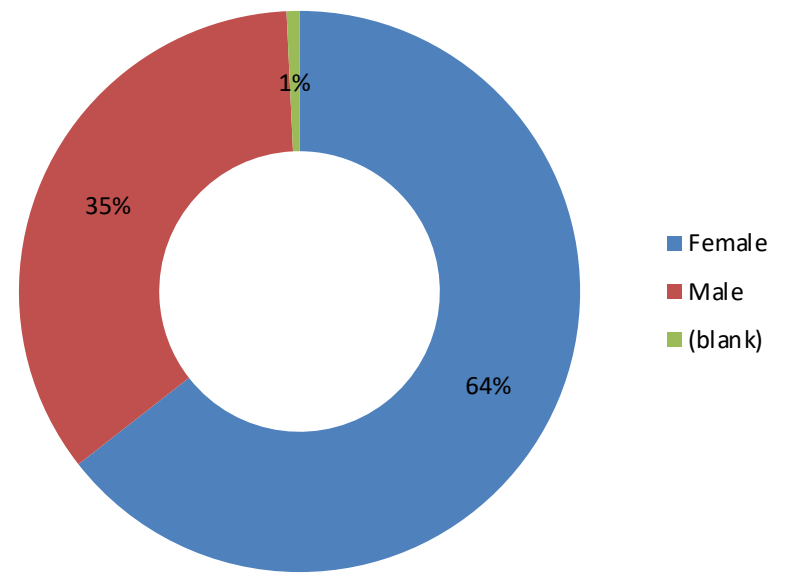


# Sex of respondents

2015 (n=119)

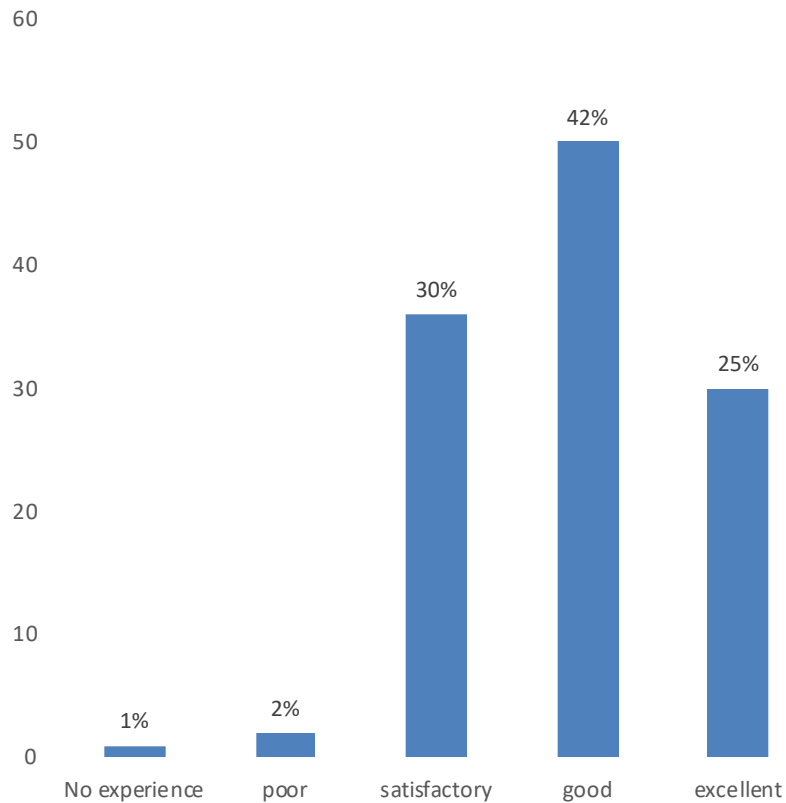


2017 (n=135)

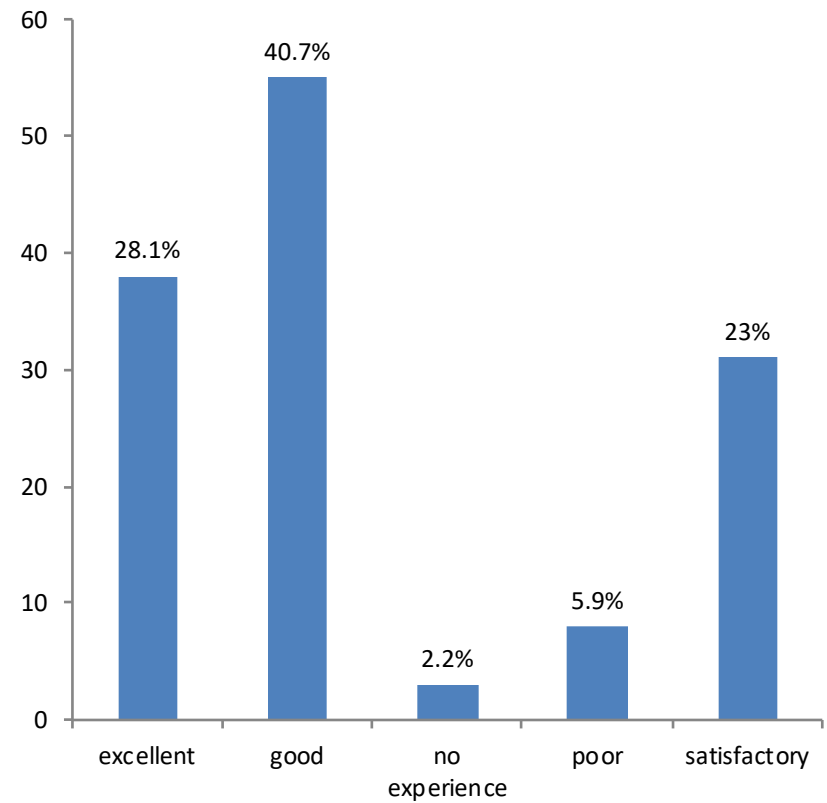


# Speed at which telephone was initially answered

**2015 (n = 119)**

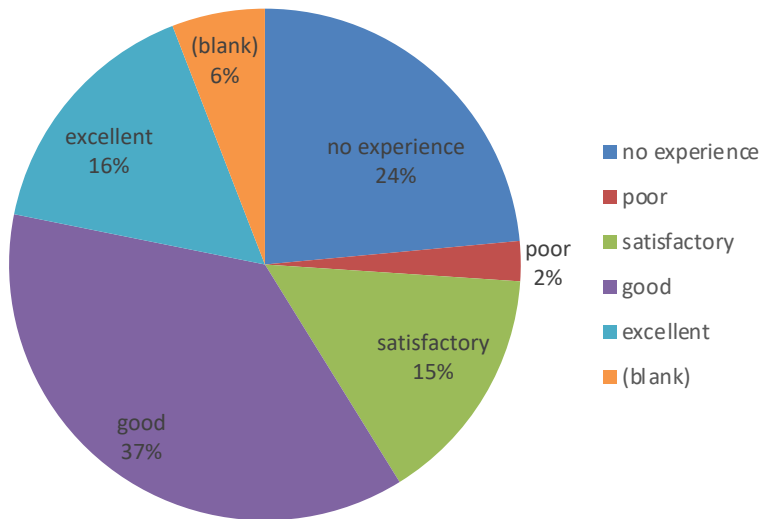


**2017 (n = 135)**

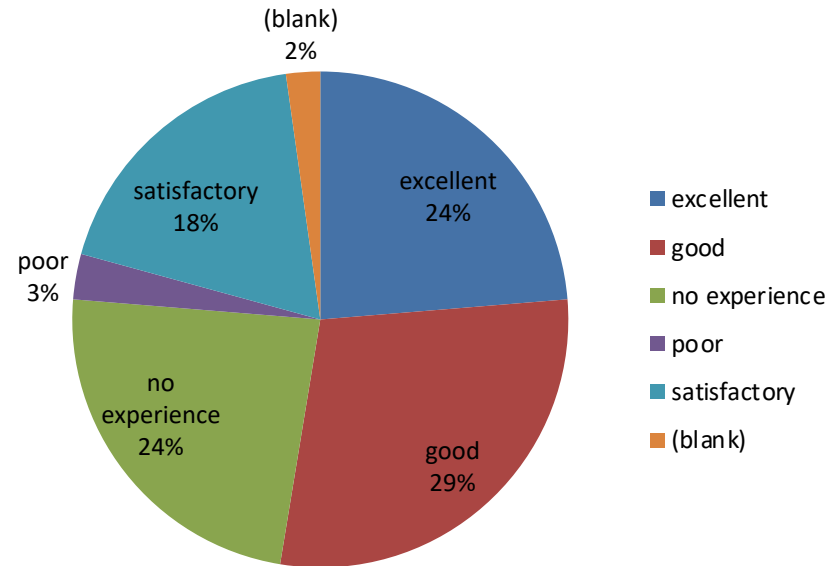


# Speed at which telephone was answered when call was transferred

2015 (n=119)

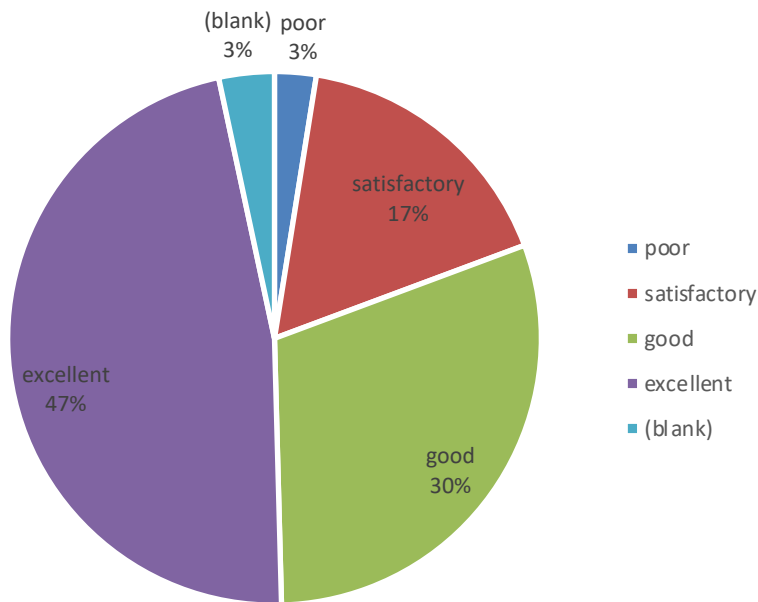


2017 (n = 132)

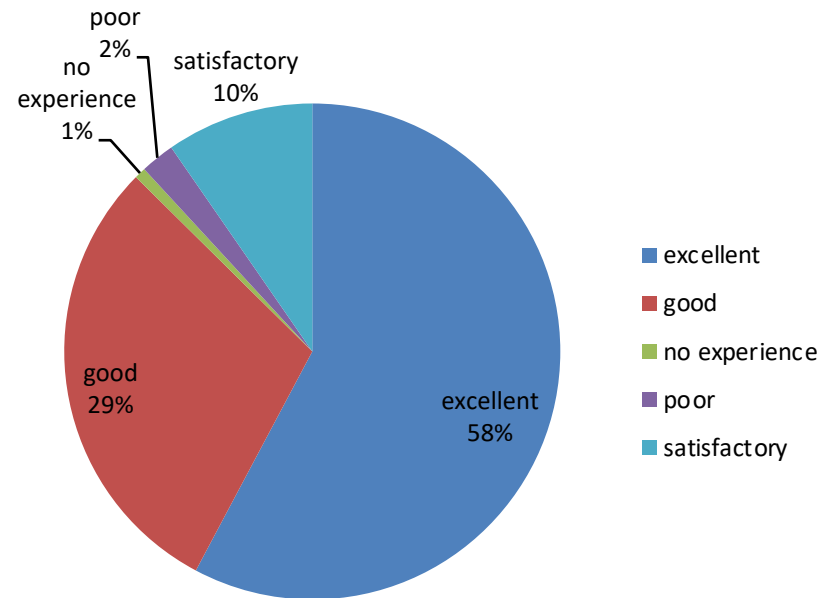


# Length of time you had to wait for an appointment

2015 (n=119)



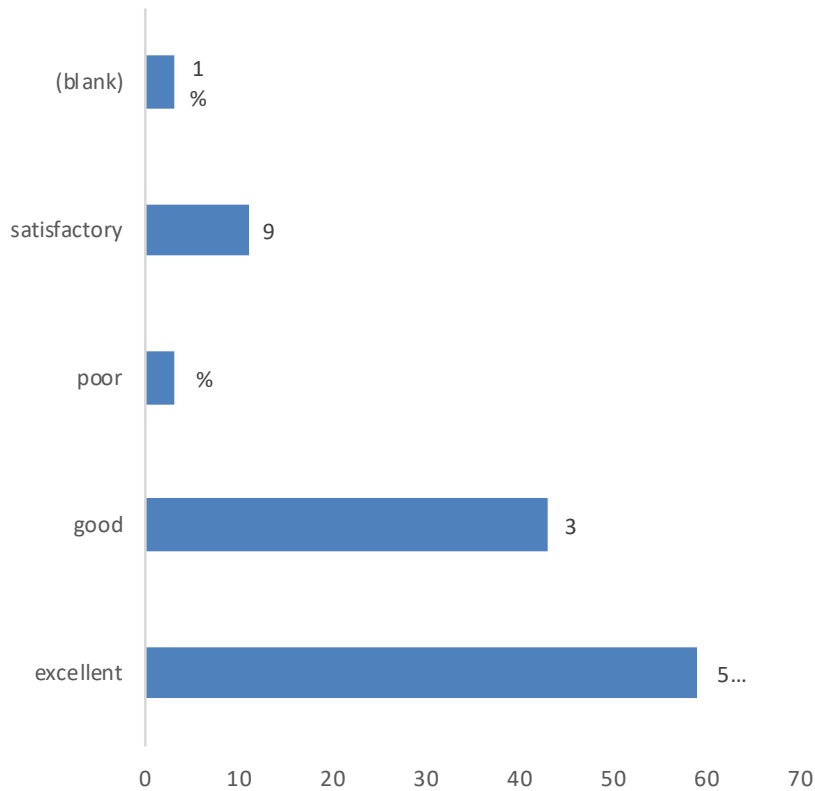
2017 (n = 135)



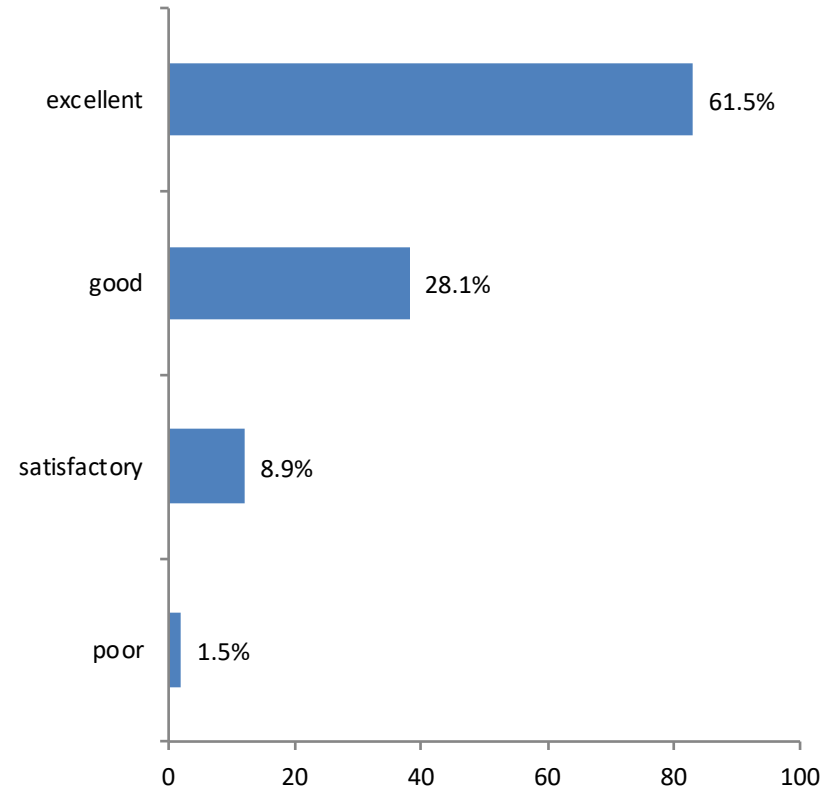


# Convenience of day and time of your appointment

**2015 (n=119)**

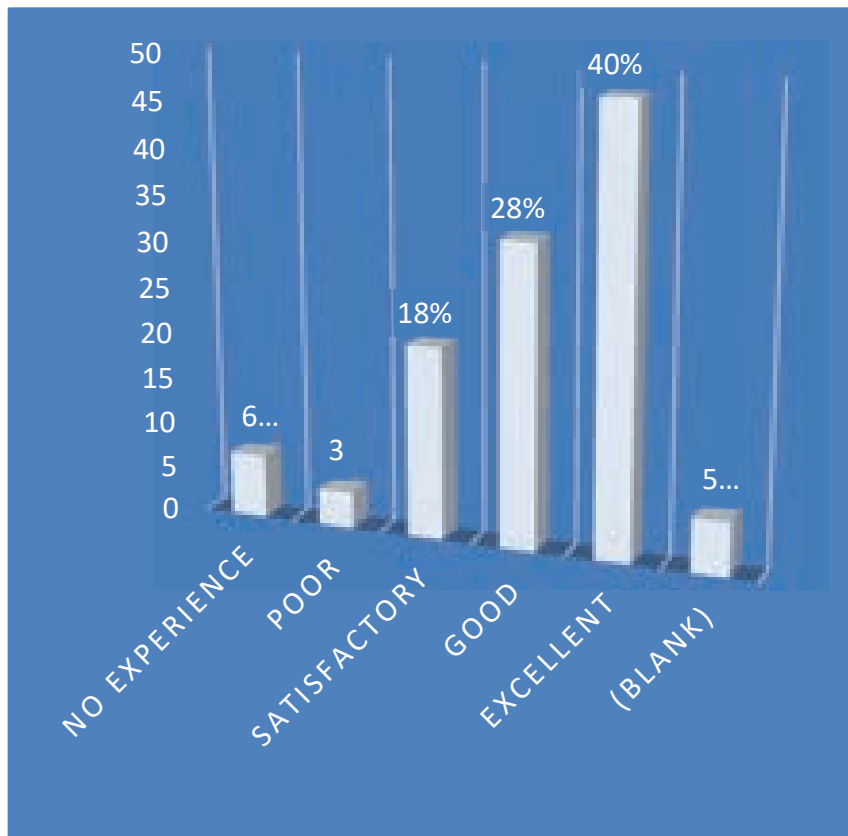


**2017 (n=135)**

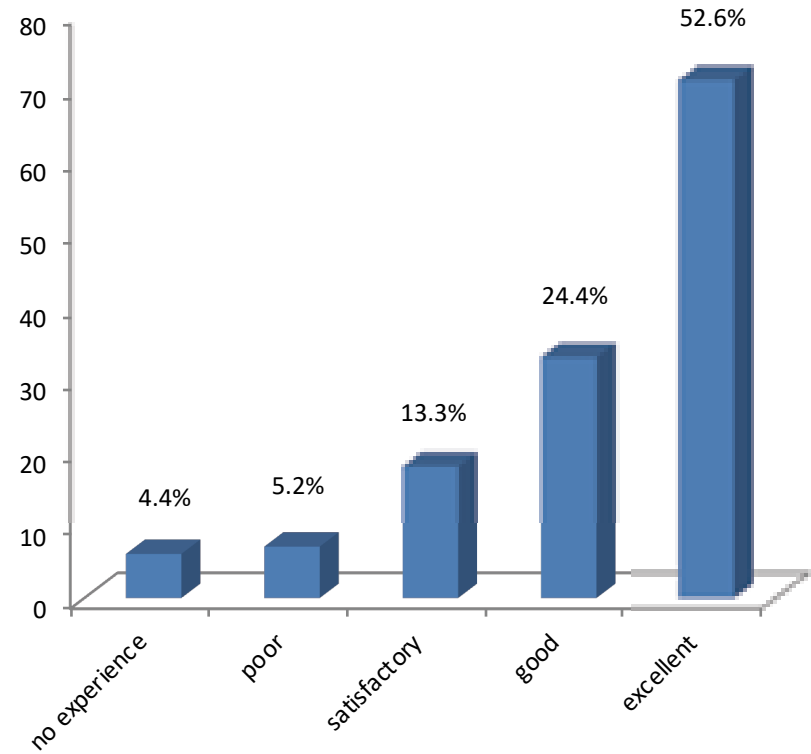


# Seeing doctor of your choice

2015 (n=119)

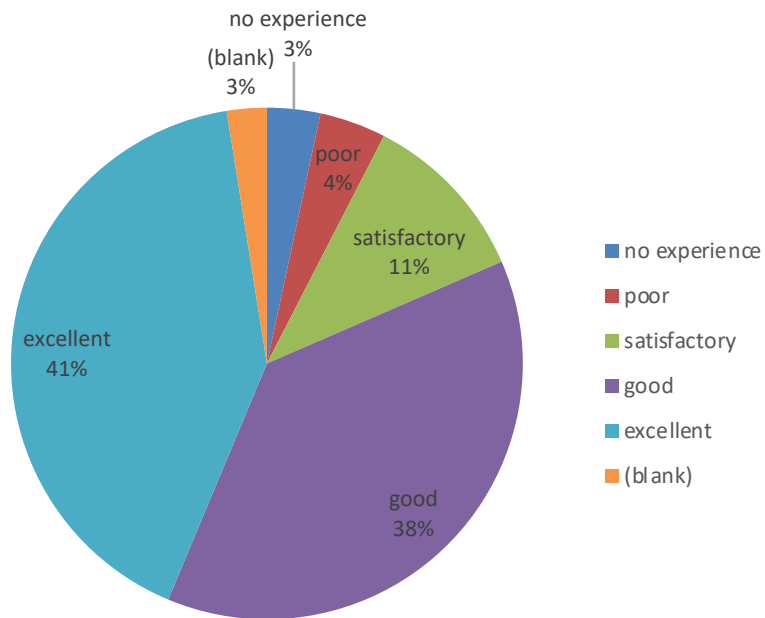


2017 (n=135)

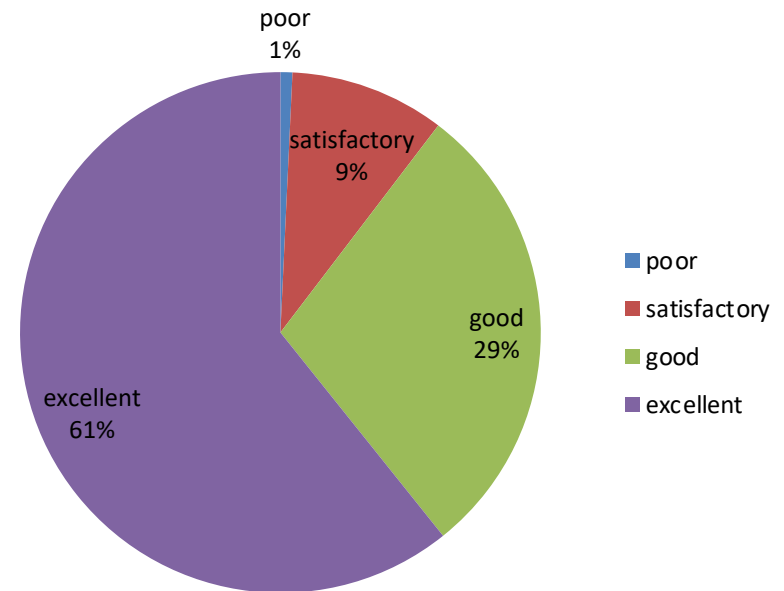


# The new check-in system

2015 (n=119)



2017 (n=135)

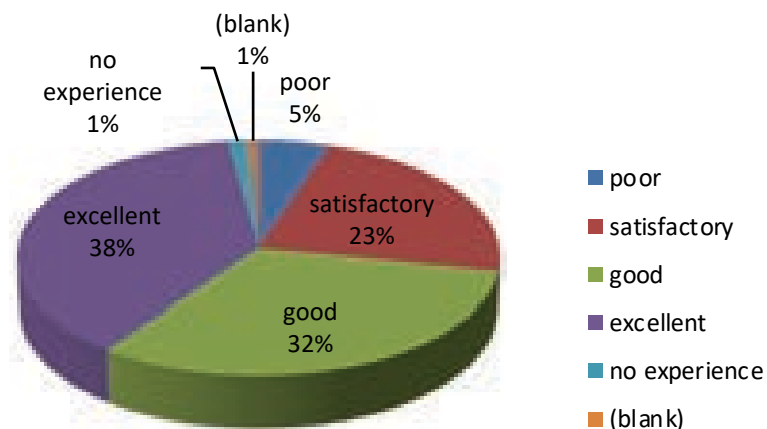


# Length of time waiting to see doctor or nurse

2015 (n=119)



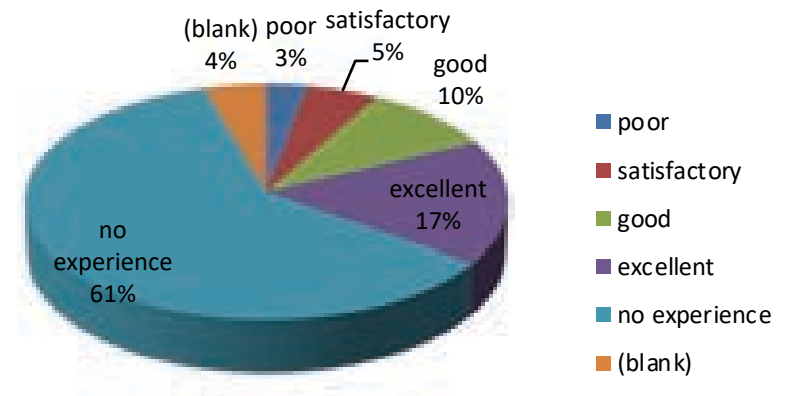
2017 (n=135)



# Opportunity of obtaining a home visit

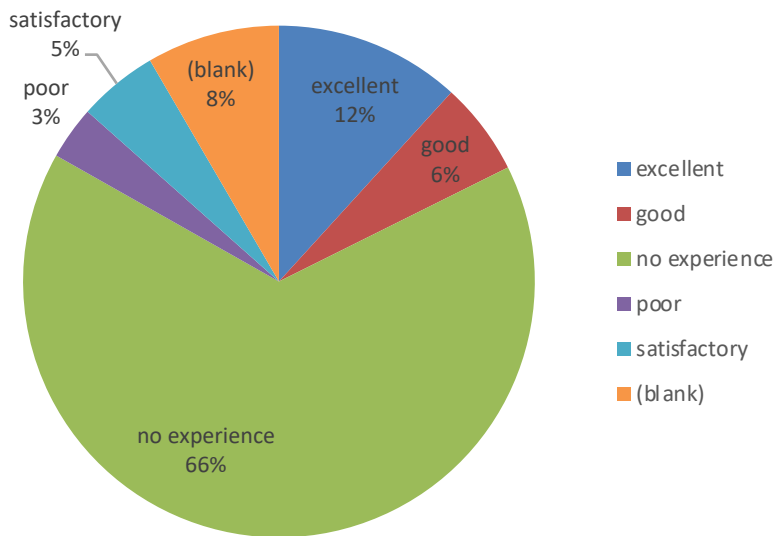


2107 (n=119)

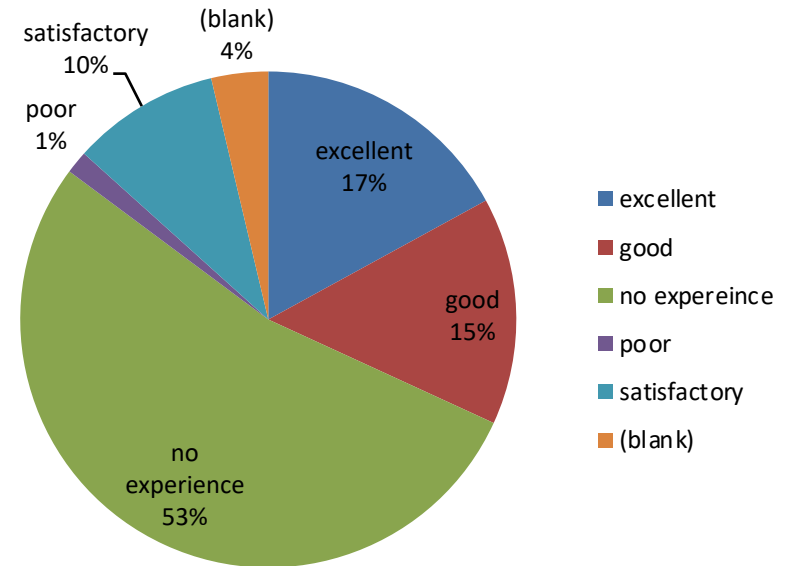


# Level of satisfaction with out of hours service

2015 (n=119)

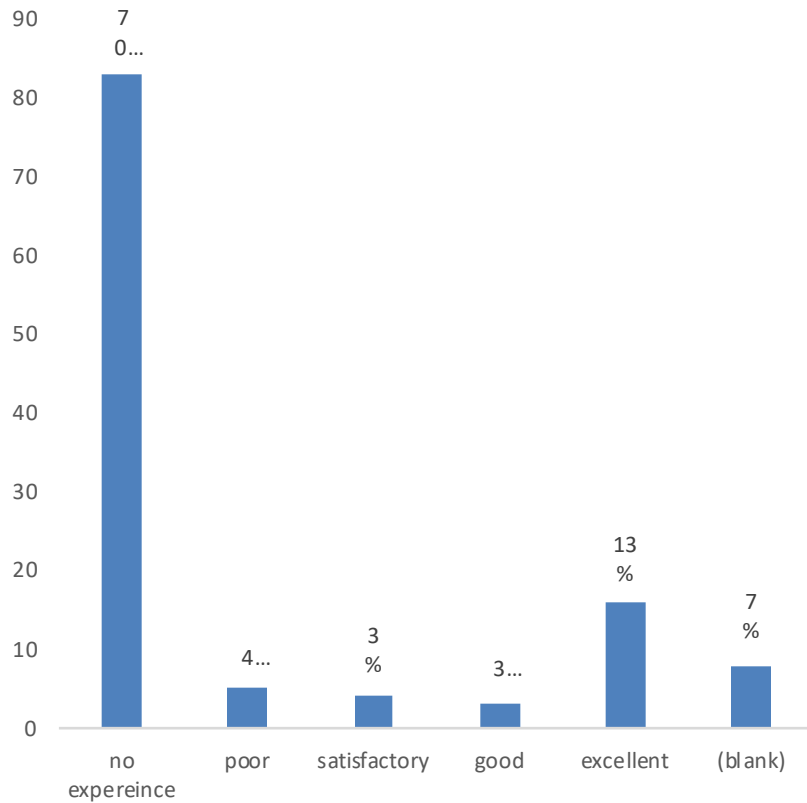


2017(n=135)

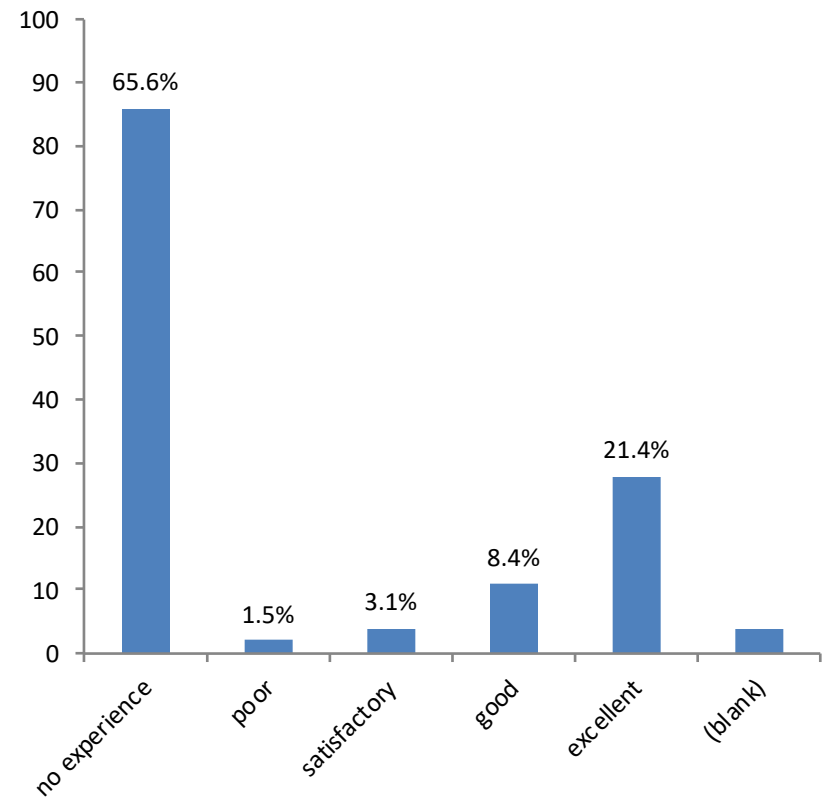


# Experience with on-line appointments

2105 (n=119)

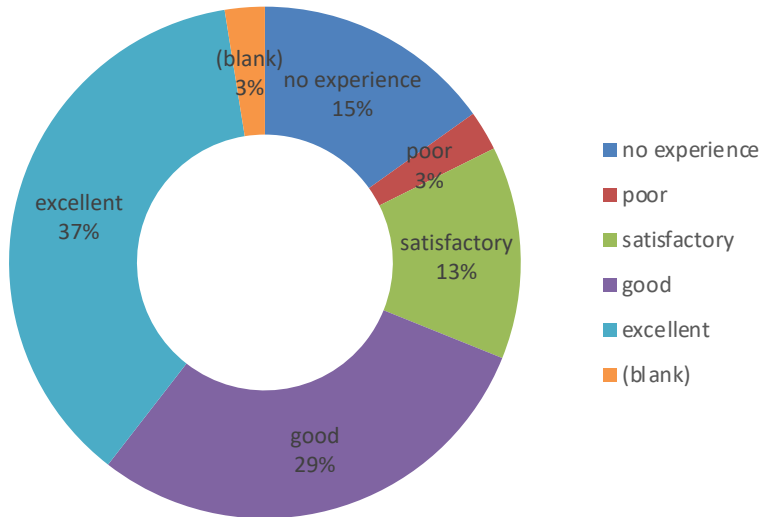


2017 (n=129)

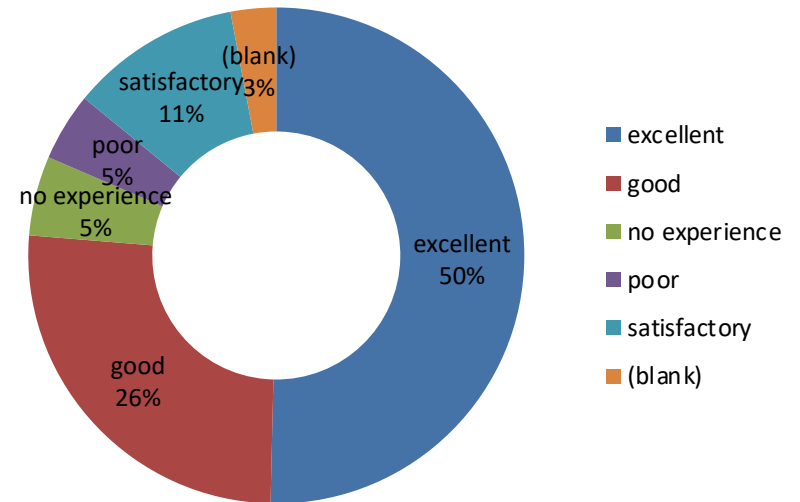


# Prescription ready on time

2015 (n=119)



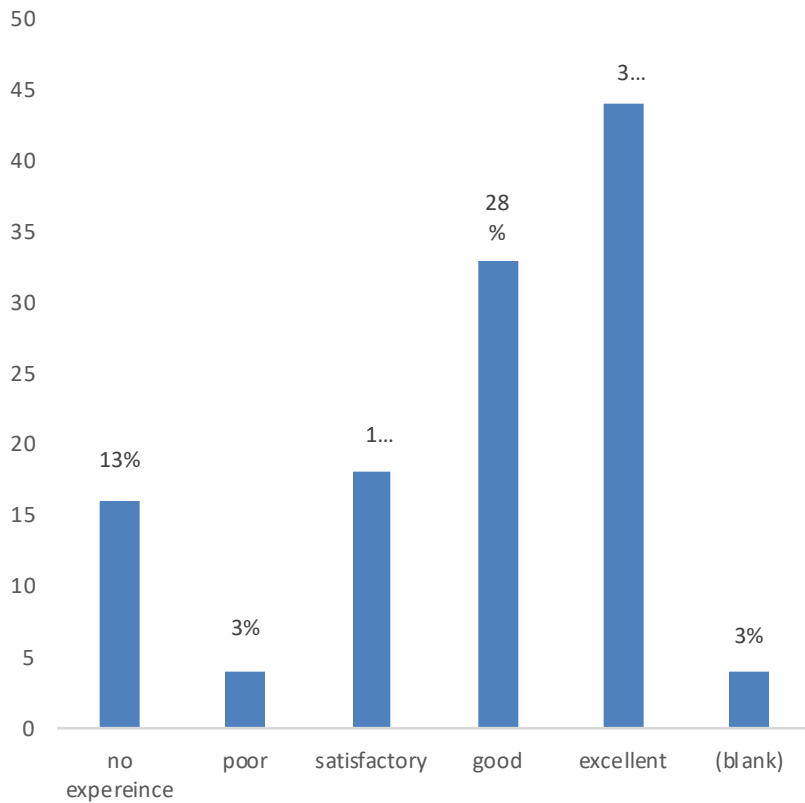
2107 (n=131)



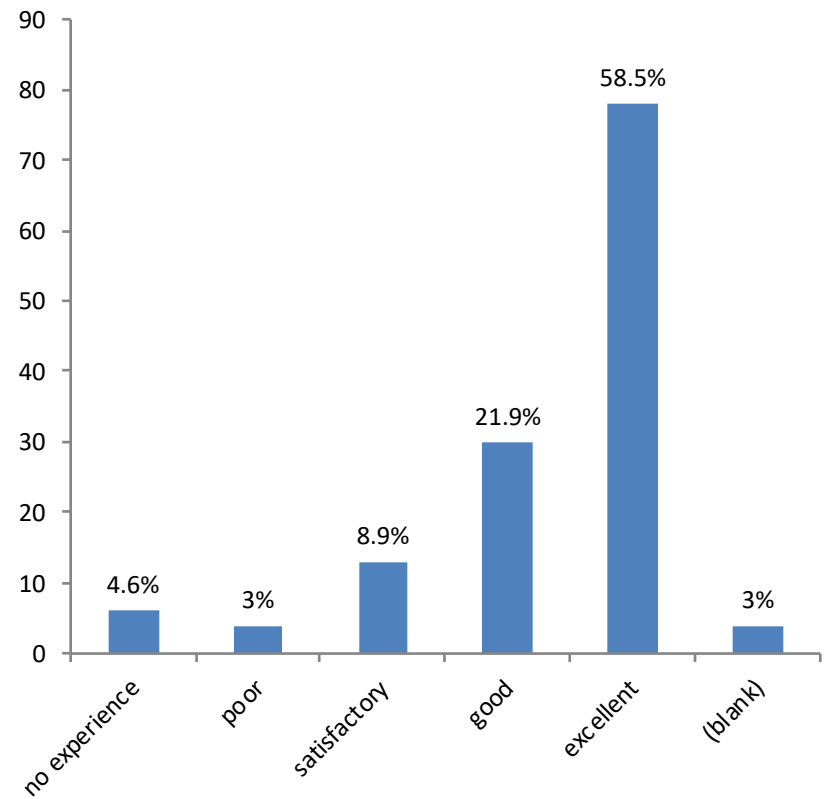


# Prescription correctly issued

## 2015 (n=119)

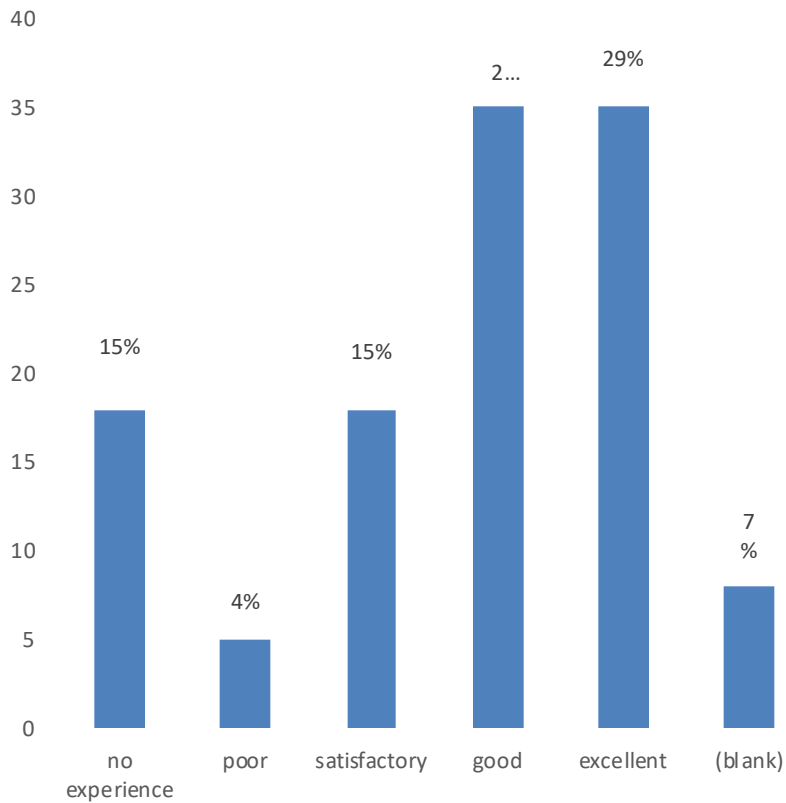


## 2017 (n=135)

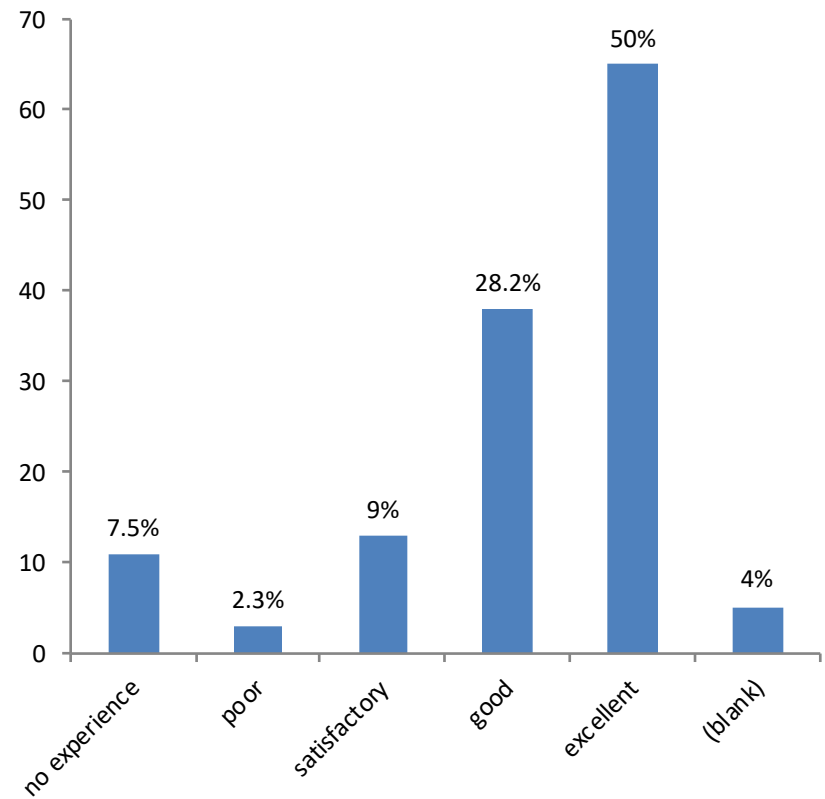


# Handling of prescription queries

**2015 (n=119)**

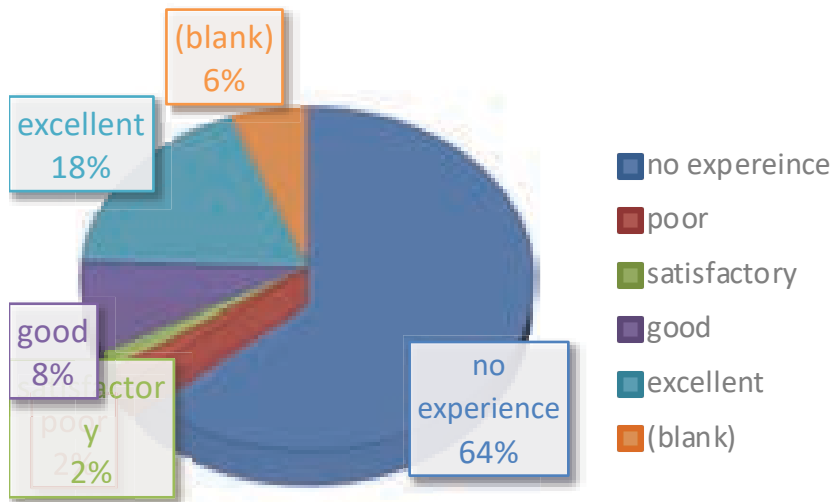


**2017 (n=135)**

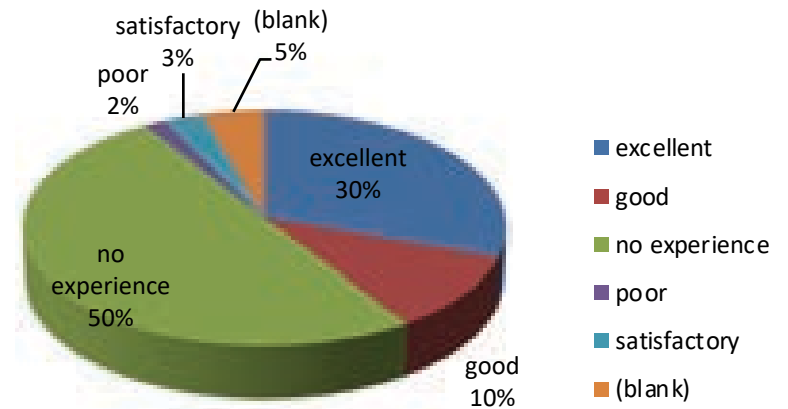


# Ordering of prescriptions on-line

2015 (n=119)

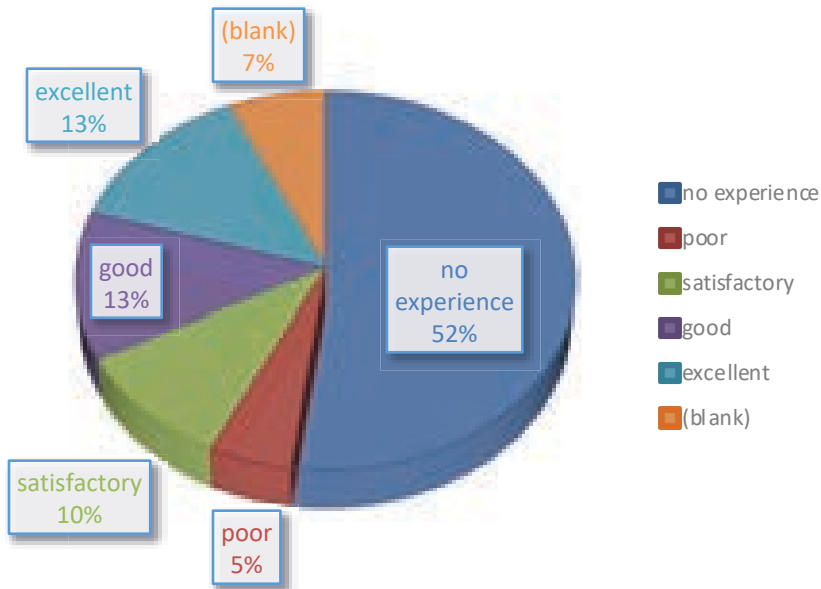


2017 (n=135)

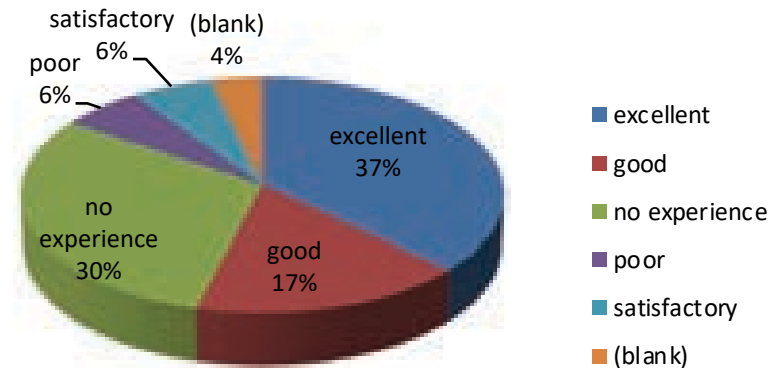


# Electronic transfer of prescriptions from surgery to pharmacy

2015 (n=119)

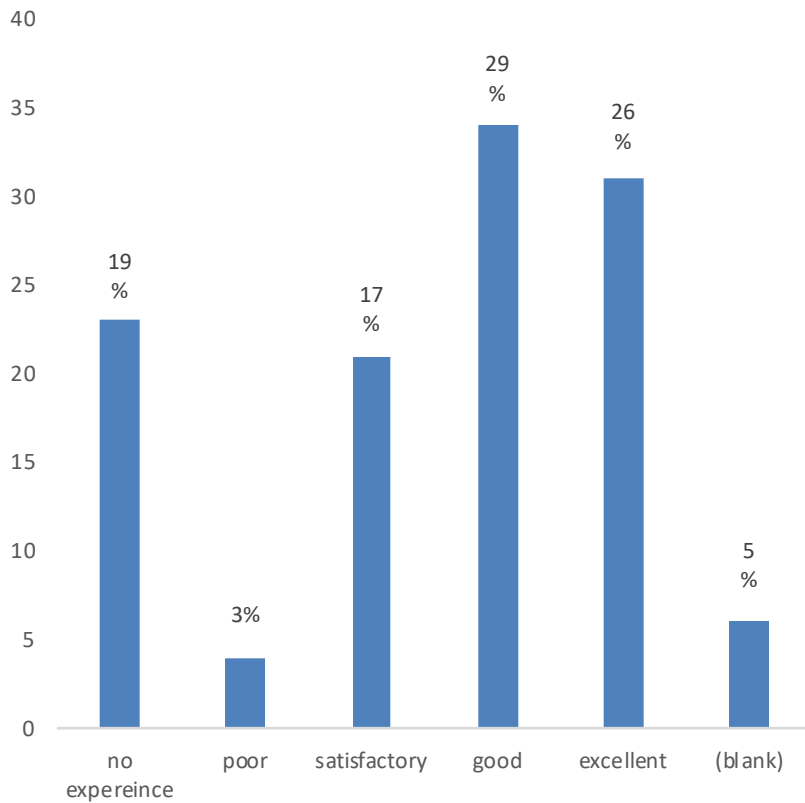


2017 (n=135)

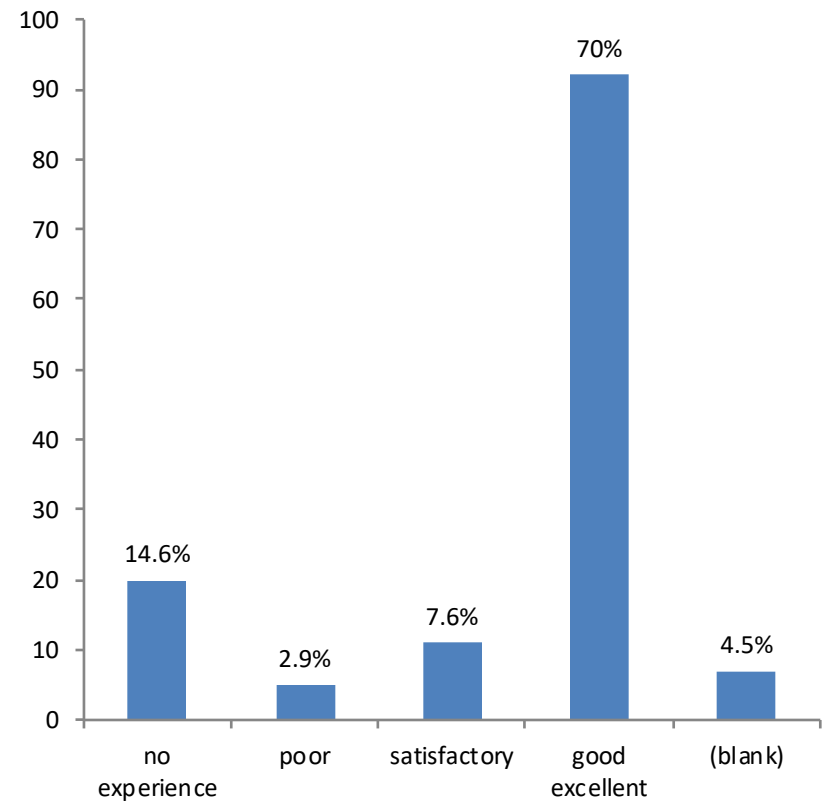


# Told when to contact surgery for results

## 2015 (n=119)

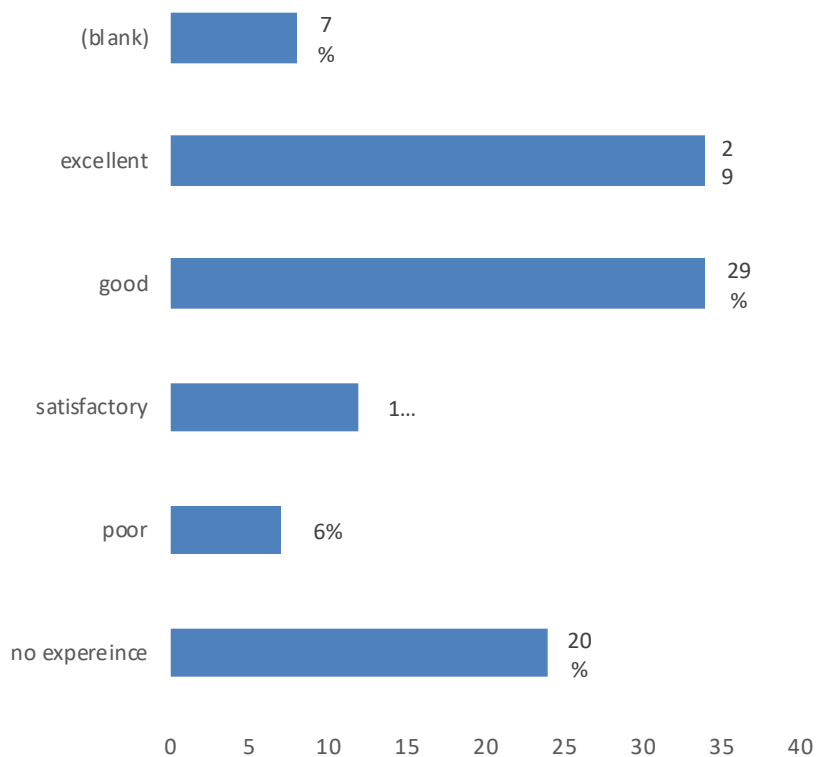


## 2017 (n=135)

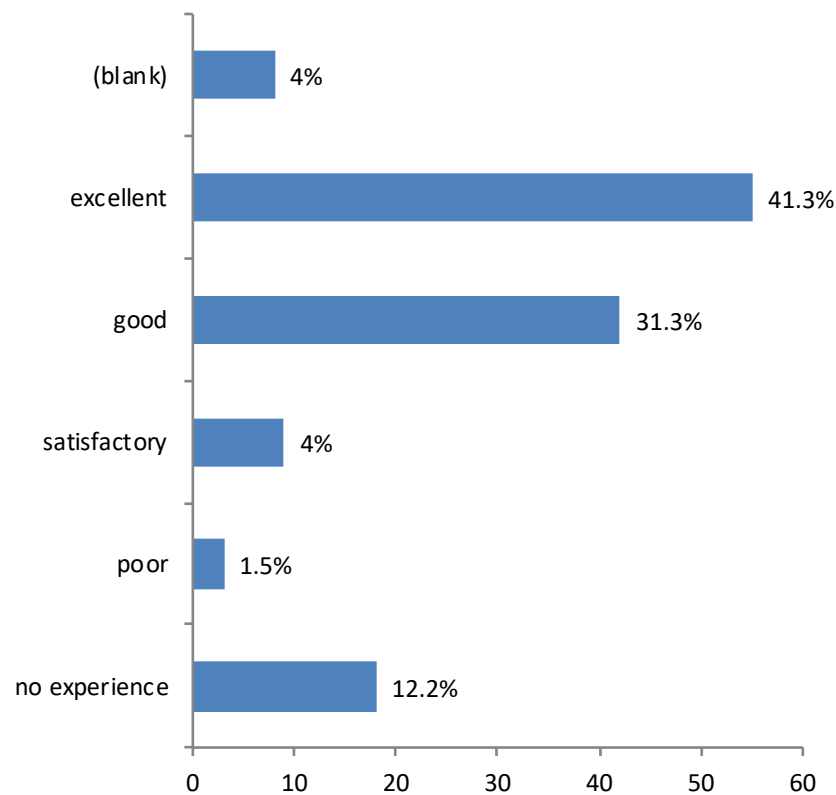


# Results available when you contacted surgery

## 2015 (n=119)

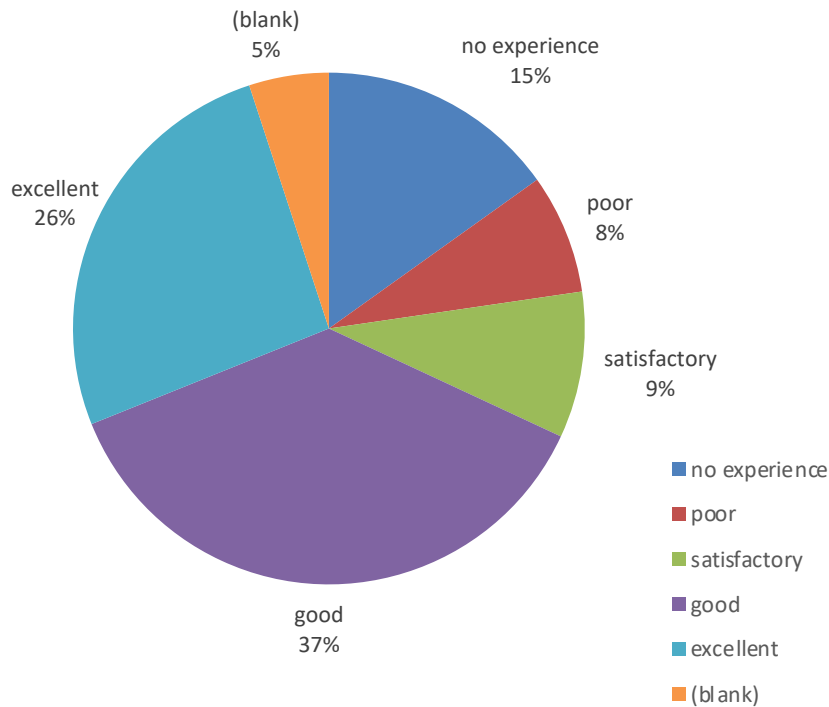


## 2017 (n=135)



# Satisfaction with the amount of information provided

2015 (n=119)



2017 (n=135)

