

Meneage Street Surgery: Patient Survey 2014

Please rate each of the following areas by circling one number on each

		answers	poor	fair	good	very good	excellent				
1. Satisfaction with practice opening hours			1	% ans	2	% ans	3	% ans	4	% ans	5
	female	80	0	0.00%	5	6.25%	11	13.75%	34	42.50%	30
	male	41	0	0.00%	1	2.44%	5	12.20%	19	46.34%	16
	no demography	11	1	9.09%	1	9.09%	2	18.18%	2	18.18%	5
2. Ease of making appointments for acute illness			1		2		3		4		5
	female	78	4	5.13%	7	8.97%	13	16.67%	28	35.90%	26
	male	41	2	4.88%	5	12.20%	4	9.76%	14	34.15%	16
	no demography	10	1	10.00%	1	10.00%	3	30.00%	1	10.00%	4
3. Ease of making appointments for check ups etc			1		2		3		4		5
	female	80	6	7.50%	8	10.00%	13	16.25%	30	37.50%	23
	male	41	2	4.88%	4	9.76%	9	21.95%	11	26.83%	15
	no demography	10	1	10.00%	1	10.00%	1	10.00%	2	20.00%	5
4. Our recall system for ongoing care (if applicable)			1		2		3		4		5
	female	62	0	0.00%	4	6.45%	9	14.52%	28	45.16%	21
	male	32	0	0.00%	2	6.25%	4	12.50%	12	37.50%	14
	no demography	7	0	0.00%	0	0.00%	3	42.86%	2	28.57%	2
5. Overall medical care at the surgery			1		2		3		4		5
	female	78	1	1.28%	1	1.28%	8	10.26%	22	28.21%	46
	male	41	0	0.00%	1	2.44%	2	4.88%	13	31.71%	25
	no demography	10	0	0.00%	0	0.00%	1	10.00%	3	30.00%	6
6. Would you recommend the practice to family & friends?					YES	% ans	NO	% ans			
	female	78			76	97.44%	2	2.56%			
	male	41			40	97.56%	1	2.44%			
	no demography	10			10	100.00%	0	0.00%			
7. Are you aware of the surgery opening hours?					YES		NO				
	female	78			68	87.18%	10	12.82%			
	male	41			33	80.49%	8	19.51%			
	no demography	11			9	81.82%	2	18.18%			

8. Are you aware of the services offered by the practice?			YES		NO	
female	79		56	70.89%	23	29.11%
male	39		22	56.41%	17	43.59%
no demography	11		3	27.27%	8	72.73%

9. Are you aware of/have you visited our website?			YES		NO	
female	79		21	26.58%	58	73.42%
male	41		7	17.07%	34	82.93%
no demography	11		1	9.09%	10	90.91%

Demography: analysed below:

	>85	75-54	65-74	55-64	45-64	35-44	25-34	18-24	>18	
female: 80	1	13	14	10	14	17	9	1	1	
male: 41	0	6	13	13	6	2	1	0	0	

note: not all questions were answered; some were n/a fro some patients

each line
% ans
37.50%
39.02%
45.45%
33.33%
39.02%
40.00%
28.75%
36.59%
50.00%
33.87%
43.75%
28.57%
58.97%
60.98%
60.00%
