

2019 (CONTINUED)

7 Please rate the following statement –

I am satisfied with the service I get from the surgery overall

- Strongly Agree 55 Agree 41.5 Slightly Agree 2
 Strongly Disagree .5 Disagree .5 Slightly Disagree .5

8 Please tell us how satisfied you are with each of the following for the last time used that service

	Very satisfied	Satisfied	Slightly satisfied	Slightly Dissatisfied	Dissatisfied	Very dissatisfied	N/A
The attitude of the receptionist	73	20	6	—	.5	.5	
The attitude of the doctor	76	21	2	1	—	—	
The attitude of the nurse	85	15	—	—	—	—	
The outcome from contacting reception	70	25	4	.5	.5	—	
The outcome from seeing the doctor	73	24	1.5	1	.5	—	
The outcome from seeing the nurse	78	20	2	—	—	—	
The waiting time to see the doctor once inside the surgery	31	50	11	7	.5	.5	
The waiting time to see the nurse once inside the surgery	50	28	21.5	.5	—	—	
The outcome from attending a clinic	58	40.5	—	.5	.5	.5	
Using the surgery website	72	19	7.5	.5	.5	.5	

9 The surgery offers extended opening hours. Do you find the opening times convenient to you?

- Yes 98 No 2 Don't know

If no, please suggest times that would make it easier for you to see someone

10 Did you know we have a Patient Participation Group?

- Yes 37 No 63

We would like to keep you informed of our activities by email.
Please ask for a slip at the counter and give us your details to join our email mailing list.

If you would like further information or have any suggestions you can email us at
Selsdonpark.ppg@nhs.net

You can also review our surgery at www.iwantgreatcare.org.uk

Thank you