

DRHC PRACTICE QUESTIONNAIRE RESULTS 2013

Access

1. Ability to get an appointment when you need it.

	Qty	2013	2012
Excellent	64	21.33%	22.42%
Very Good	82	27.33%	33.10%
Good	60	20.00%	18.86%
Fair	57	19.00%	14.23%
Poor	36	12.00%	9.96%
Unsure	2	0.67%	1.07%

	2013	2012
Results Good & Above	68.63%	74.38%

2. The telephone system and getting to speak to someone when you need it.

	Qty	2013	2012
Excellent	70	23.33%	21.00%
Very Good	96	32.00%	29.89%
Good	79	26.33%	28.11%
Fair	40	13.33%	11.74%
Poor	13	4.33%	4.63%
Unsure	2	0.67%	4.62%

	2013	2012
Results Good & Above	81.66%	79.00%

3. The opening hours of the practice.

	Qty	2013	2012
Excellent	76	25.33%	24.20%
Very Good	94	31.33%	36.65%
Good	95	31.67%	28.83%
Fair	21	7.00%	7.83%
Poor	9	3.00%	1.07%
Unsure	4	1.33%	1.43%

	2013	2012
Results Good & Above	88.33%	89.68

4. Overall satisfaction based on your above answers.

	Qty	2013	2012
Excellent	68	22.67%	26.33%
Very Good	92	30.67%	33.10%
Good	95	31.67%	26.69%
Fair	32	10.67%	9.96%
Poor	11	3.67%	2.14%
Unsure	2	0.67%	1.77%

	2013	2012
Results Good & Above	85.01	86.12

Reception

5. How effective and relevant was the service you received on the telephone?

	Qty	2013	2012
Excellent	86	28.67%	30.60%
Very Good	99	33.00%	30.96%
Good	77	25.67%	23.84%
Fair	27	9.00%	8.19%
Poor	8	2.67%	3.56%
Unsure	3	1.00%	4.98%

	2013	2012
Results Good & Above	87.34%	85.40%

6. How effective and relevant was the service you received at the reception desk?

	Qty	2013	2012
Excellent	92	30.67%	-
Very Good	99	33.00%	-
Good	78	26.00%	-
Fair	19	6.33%	-
Poor	9	3.00%	-
Unsure	3	1.00%	-

	2013	2012
Results Good & Above	89.67%	-

7. The manner in which you were spoken to?

	Qty	2013	2012
Excellent	101	33.67%	-
Very Good	94	31.33%	-
Good	68	22.67%	-
Fair	27	9.00%	-
Poor	1	0.33%	-
Unsure	0	0.00%	-

	2013	2012
Results Good & Above	87.67%	-

8. Overall satisfaction with the reception service?

	Qty	2013	2012
Excellent	95	31.67%	40.57%
Very Good	95	31.67%	34.16%
Good	79	26.33%	18.86%
Fair	19	6.33%	5.34%
Poor	11	3.67%	0.36%
Unsure	1	0.33%	0.71%

	2013	2012
Results Good & Above	89.67%	93.59

Communication - Clinicians

9. The doctors/nurses ability to listen to you.

	Qty	2013	2012
Excellent	136	45.33%	36.30%
Very Good	102	34.00%	34.52%
Good	43	14.33%	17.08%
Fair	12	4.00%	2.85%
Poor	4	1.33%	0.36%
Unsure	3	1.00%	8.90%

	2013	2012
Results Good & Above	93.66%	87.90%

10. The doctors/nurses understanding of why you are seeking help.

	Qty	2013	2012
Excellent	134	44.67%	35.94%
Very Good	100	33.33%	33.45%
Good	44	14.67%	17.79%
Fair	15	5.00%	3.56%
Poor	5	1.67%	8.90%
Unsure	2	0.67%	0.51%

	2013	2012
Results Good & Above	92.67%	87.18%

11. The opportunity our doctor/nurse gave you to ask questions.

	Qty	2013	2012
Excellent	137	45.67%	33.10%
Very Good	93	31.00%	34.52%
Good	47	15.67%	18.86%
Fair	17	5.67%	3.91%
Poor	4	1.33%	0.36%
Unsure	2	0.67%	9.61%

	2013	2012
Results Good & Above	92.34%	86.48%

12. The way our doctor/nurse explained things to you.

	Qty	2013	2012
Excellent	137	45.67%	33.10%
Very Good	98	32.67%	34.16%
Good	46	15.33%	18.86%
Fair	13	4.33%	3.91%
Poor	5	1.67%	0.36%
Unsure	1	0.33%	9.61%

	2013	2012
Results Good & Above	93.67	86.12

13. The manner in which the doctor/nurse spoke to you.

	Qty	2013	2012
Excellent	145	48.33%	35.94%
Very Good	97	32.33%	34.88%
Good	41	13.67%	17.08%
Fair	13	4.33%	2.14%
Poor	3	1.00%	0.36%
Unsure	1	0.33%	9.61%

	2013	2012
Results Good & Above	94.33%	87.90

14. Overall satisfaction with the doctors/nurses communication skills?

	Qty	2013	2012
Excellent	143	47.67%	-
Very Good	101	33.67%	-
Good	39	13.00%	-
Fair	12	4.00%	-
Poor	3	1.00%	-
Unsure	2	0.67%	-

	2013	2012
Results Good & Above	94.34	-

Communication – Practice Team

15. The information provided to you by the practice when you registered as a patient.

	Qty	2013	2012
Excellent	80	26.67%	25.98%
Very Good	89	29.67%	32.38%
Good	62	20.67%	20.28%
Fair	26	8.67%	5.69%
Poor	6	2.00%	0.36%
Unsure	31	10.33%	15.30%

	2013	2012
Results Good & Above	77.01	78.64

16. The information you received about the practice (newsletters, events, news, health matters)

	Qty	2013	2012
Excellent	58	19.33%	17.44%
Very Good	86	28.67%	24.20%
Good	59	19.67%	22.42%
Fair	37	12.33%	13.88%
Poor	21	7.00%	2.49%
Unsure	34	11.33%	19.58%

	2013	2012
Results Good & Above	67.67%	64.06%

17. Our ability to understand and deal with your needs and requests.

	Qty	2013	2012
Excellent	79	26.33%	22.42%
Very Good	103	34.33%	33.81%
Good	77	25.67%	25.98%
Fair	25	8.33%	7.12%
Poor	7	2.33%	0.71%
Unsure	9	3.00%	9.96%

	2013	2012
Results Good & Above	63.33%	82.21%

18. Our attitude to you when dealing with you on the telephone or in person.

	Qty	2013	2012
Excellent	82	27.33%	25.98%
Very Good	101	33.67%	34.88%
Good	72	24.00%	23.13%
Fair	30	10.00%	14.95%
Poor	8	2.67%	0.36%
Unsure	7	2.34%	0.71%

	2013	2012
Results Good & Above	85.00%	83.99%

19. Overall satisfaction with the practice team's communication skills.

	Qty	2013	2012
Excellent	79	26.33%	28.47%
Very Good	107	35.67%	31.32%
Good	73	24.33%	24.56%
Fair	28	9.33%	6.41%
Poor	5	1.67%	0.00%
Unsure	8	2.66%	9.25%

	2013	2012
Results Good & Above	86.33%	84.35%

Practice & Premises

20. Overall satisfaction with the building?

	Qty	2013	2012
Excellent	106	35.33%	33.45%
Very Good	121	40.33%	39.86%
Good	59	19.67%	19.57%
Fair	8	2.67%	2.14%
Poor	2	0.67%	0.71%
Unsure	4	1.33%	4.06%

	2013	2012
Results Good & Above	95.33%	92.88%

21. Overall satisfaction with the service we offer?

	Qty	2013	2012
Excellent	95	31.67%	32.74%
Very Good	119	39.67%	38.08%
Good	66	22.00%	21.35%
Fair	13	4.33%	2.85%
Poor	3	1.00%	0.36%
Unsure	4	1.33%	3.56%

	2013	2012
Results Good & Above	93.34%	92.17%

22. Overall satisfaction with the doctor.

	Qty	2013	2012
Excellent	130	43.33%	42.35%
Very Good	97	32.33%	32.03%
Good	48	16.00%	17.79%
Fair	14	4.67%	6.41%
Poor	4	1.33%	0.36%
Unsure	7	2.33%	1.07%

	2013	2012
Results Good & Above	91.66%	92.17%

23. Overall satisfaction with the nurses and healthcare assistants.

	Qty	2013	2012
Excellent	132	44.00%	41.28%
Very Good	98	32.67%	33.45%
Good	51	17.00%	16.73%
Fair	8	2.67%	6.05%
Poor	3	1.00%	0.00%
Unsure	8	2.66%	2.49%

	2013	2012
Results Good & Above	93.67%	91.46%

24. Overall satisfaction with the practice team as a whole.

	Qty	2013	2012
Excellent	108	36.00%	39.50%
Very Good	112	37.33%	35.59%
Good	57	19.00%	17.44%
Fair	13	4.33%	6.76%
Poor	4	1.33%	0.00%
Unsure	6	2.00%	0.71%

	2013	2012
Results Good & Above	92.33%	92.53%