**Patient Survey Results 2019/20**

**Questionnaire**

Included in questionnaire:

**Recommendation Question:**

*‘Would you recommend your GP practice to someone who has just moved into the local area?’*

**Follow-up Question:**

*‘Please can you give us a reason for the score you have given?’*

**Results:**

**Responses:** Total questionnaires printed: 200

Total responses: 184

Percentage response for each category:

**Question 1: *‘Would you recommend your GP practice to someone who has just moved into the local area?’ (Note: 183/184 patients completed this part of the questionnaire)***

Extremely likely: 47%

Likely: 35%

Neither likely nor unlikely: 4%

Unlikely: 7%

Extremely unlikely: 1 %

Don’t know: 6%

**Follow-up Question:**

The response to the follow-up question **(*‘Please can you give us a reason for the score you have given?’)***was tremendous.

Because of the range of answers given we decided to group them into different categories in order to get an overall view of patient’s opinions of our practice.

**Categories determined from responses given:** *(Note: The majority of patients wrote more than one comment and some patients did not leave any comment).*

Excellent care from doctors and nurses/Receptionists are helpful, understanding, friendly, efficient & responsive/Excellent /Good services provided/Doctors listen to you: **123**

Location is good: **5**

Waiting time too long for appointments/Practice is too busy: **32**

Too many patients at this practice/Not enough doctors: **6**

Parking difficult: **1**

Overall 77% of responses provided were positive.

**We would like to thank all patients who kindly agreed to complete our questionnaire.**