

Brook Square Surgery

Trafalgar Patient Survey 2014

Number of Responses: 99



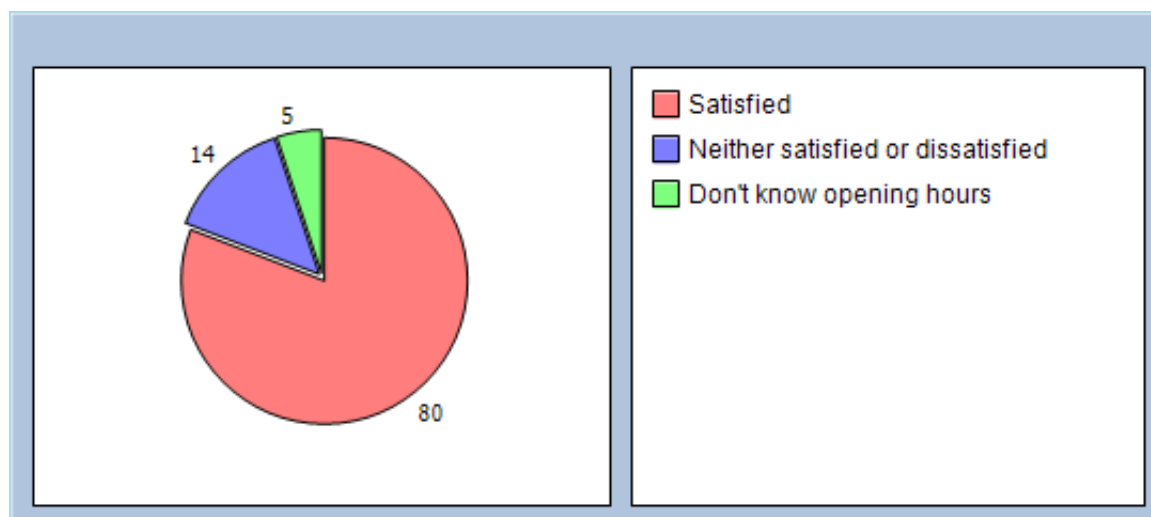
[Excel Report \(click here for full dataset\)](#)

Dear Patient,

Thank you for taking the time to complete this short survey - this will help the practice to know how we can improve our service to you and how you perceive our surgery and staff. This patient survey invites your views on the patient experience, accessibility to our services and the surgery premises. If you feel there are any improvements required please give your feedback via our feedback form available from Reception.

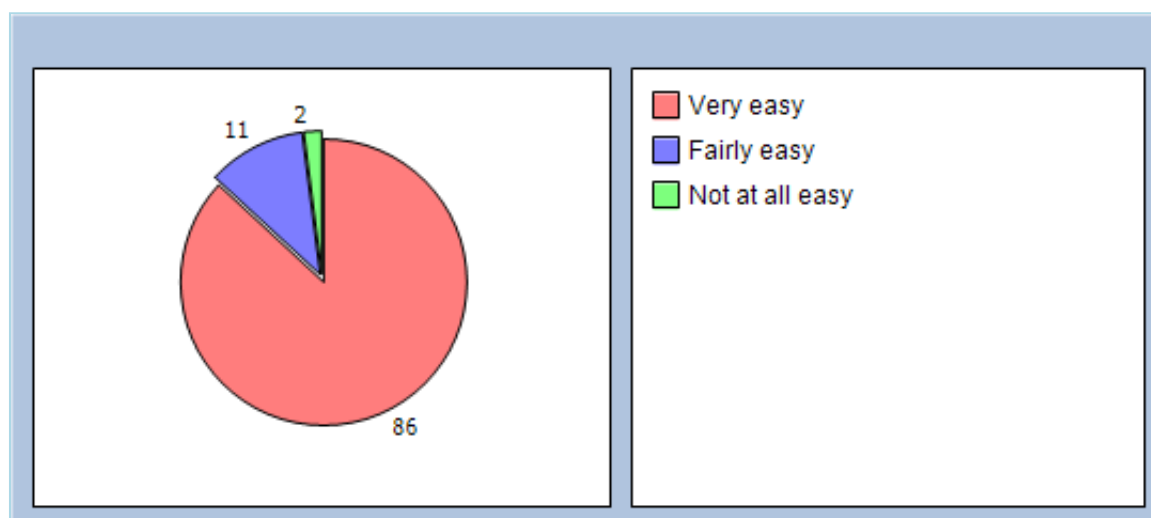
Q1. How satisfied are you with the opening hours at the surgery?

Satisfied	80%
Neither satisfied or dissatisfied	14%
Dissatisfied	0%
Don't know opening hours	5%



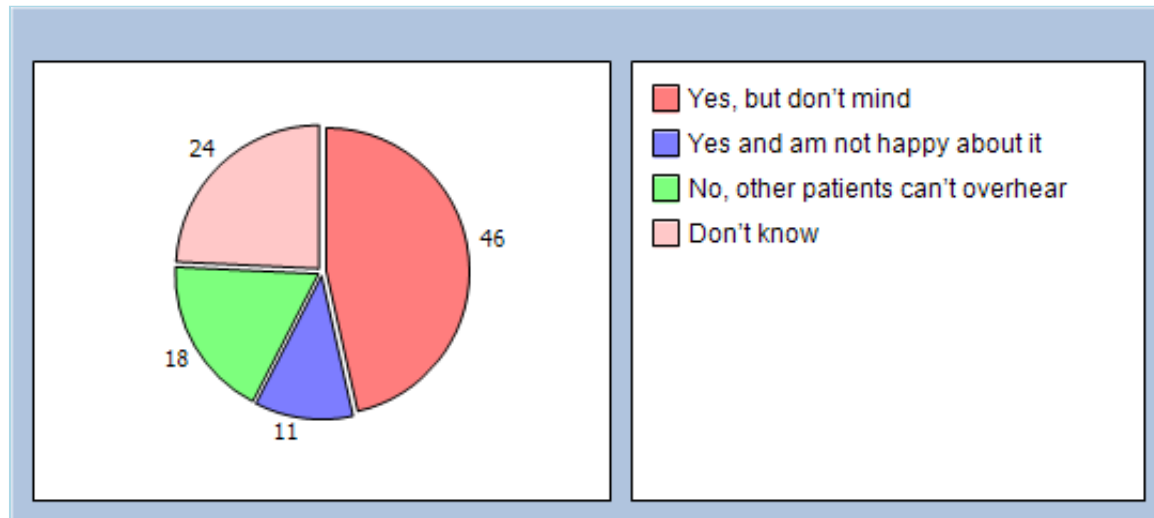
Q2. How easy do you find getting into the building at the surgery ?

Very easy	86%
Fairly easy	11%
Not very easy	0%
Not at all easy	2%



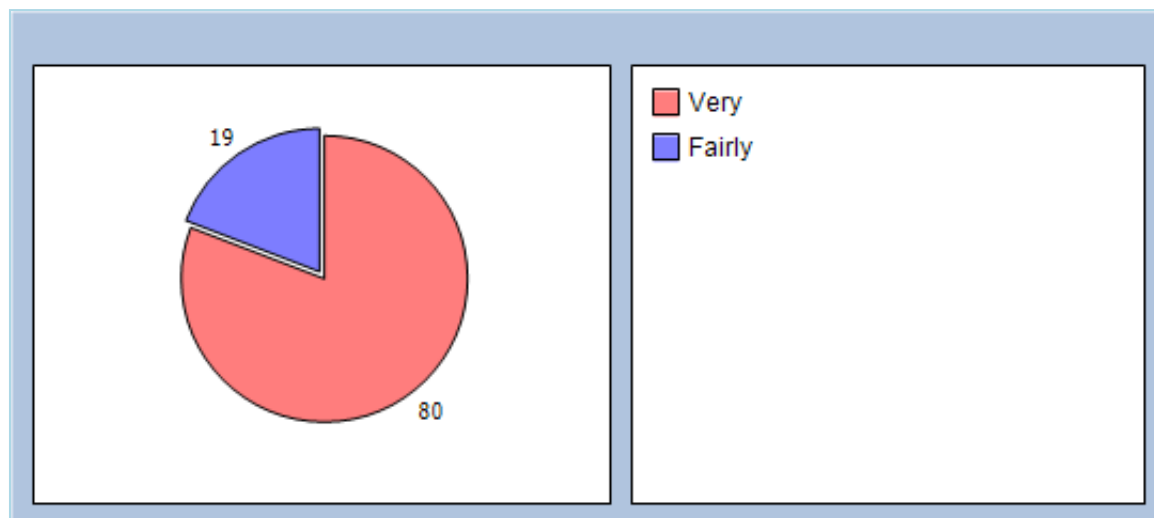
Q3. In the reception Area, can other patients overhear what you say to the receptionist?

Yes, but don't mind	46%
Yes and am not happy about it	11%
No, other patients can't overhear	18%
Don't know	24%



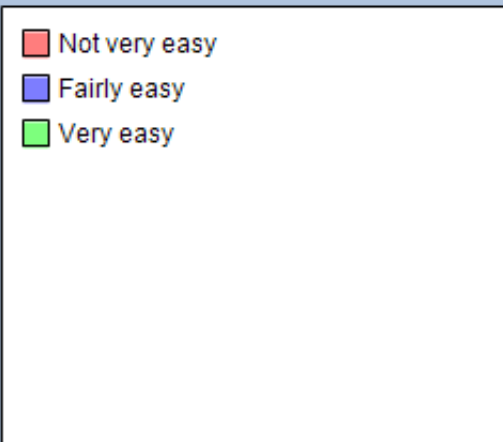
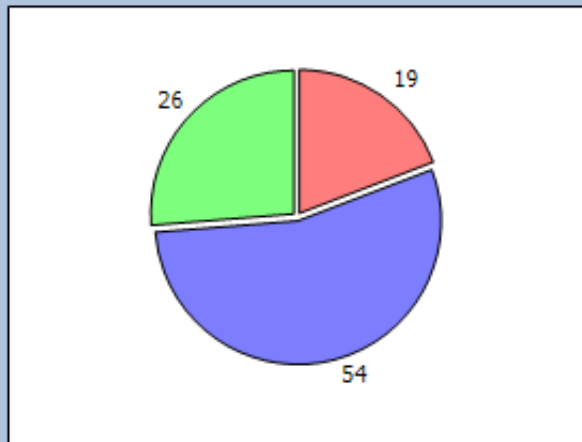
Q4. How helpful do you find the receptionists at the surgery ?

Very	80%
Fairly	19%
Not very	0%
Not at all	0%



Q5. How easy was it to get an appointment for the time you wanted?

Not very easy	19%
Fairly easy	54%
Very easy	26%

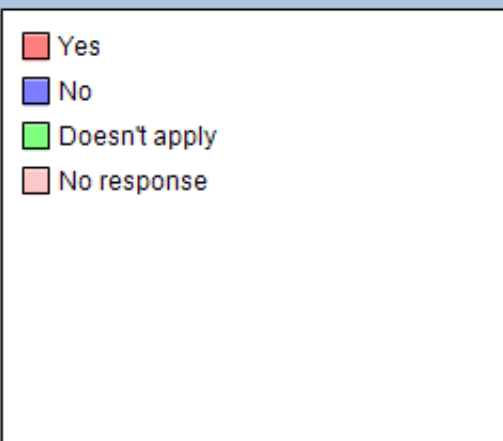
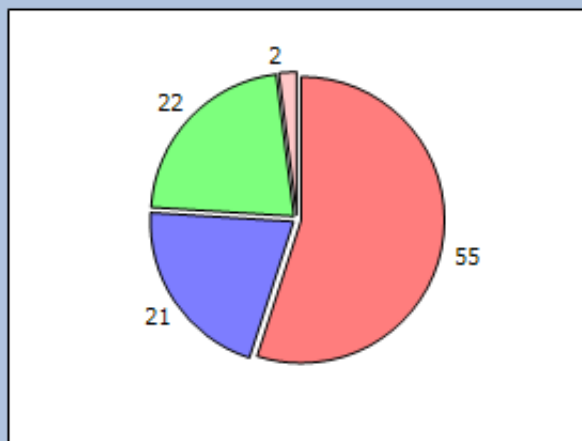


Q6. Which of the following methods would you prefer to use to book appointments? Please tick all boxes that apply.

In person	41%
By phone	83%
Online	27%
Doesn't apply	3%

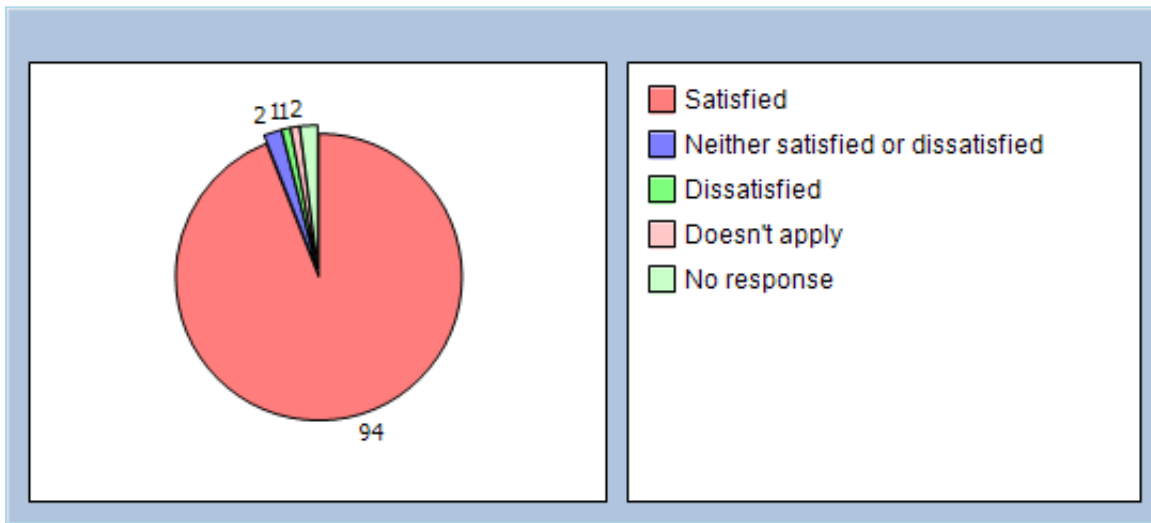
Q6. If you need to see a GP urgently, can you normally get seen on the same day?

Yes	55%
No	21%
Doesn't apply	22%
No response	2%



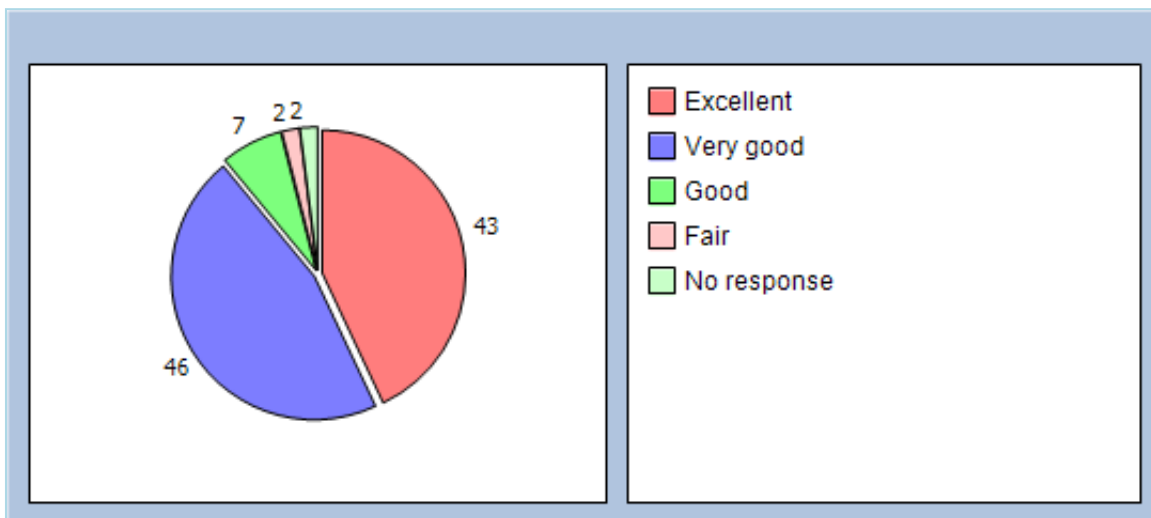
Q7. Thinking of your most recent consultation with a doctor or a nurse, how satisfied were you with the service you received from that doctor or nurse?

Satisfied	94%
Neither satisfied or dissatisfied	2%
Dissatisfied	1%
Doesn't apply	1%
No response	2%



Q8. Overall, how would you describe your experience of Trafalgar Medica Practice?

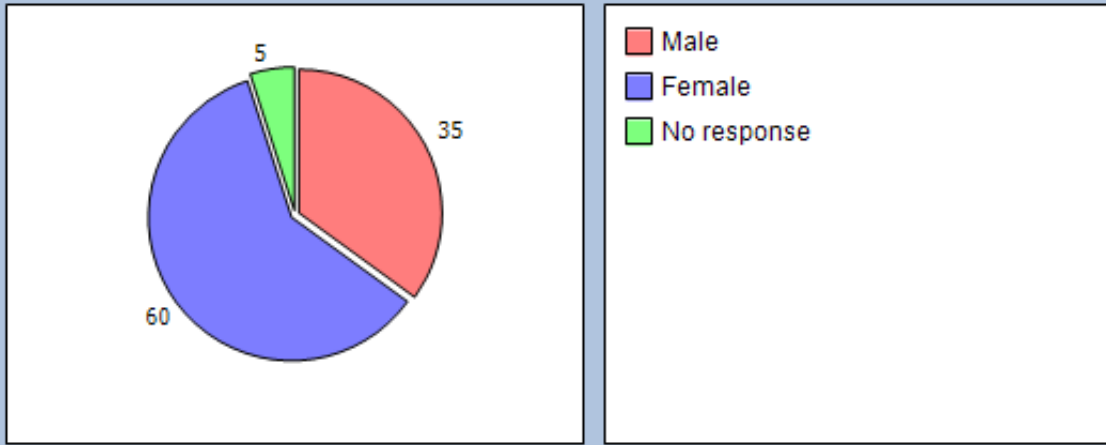
Excellent	43%
Very good	46%
Good	7%
Fair	2%
Poor	0%
Very poor	0%
No response	2%



To help us analyse your answers please tell us a few things about yourself:

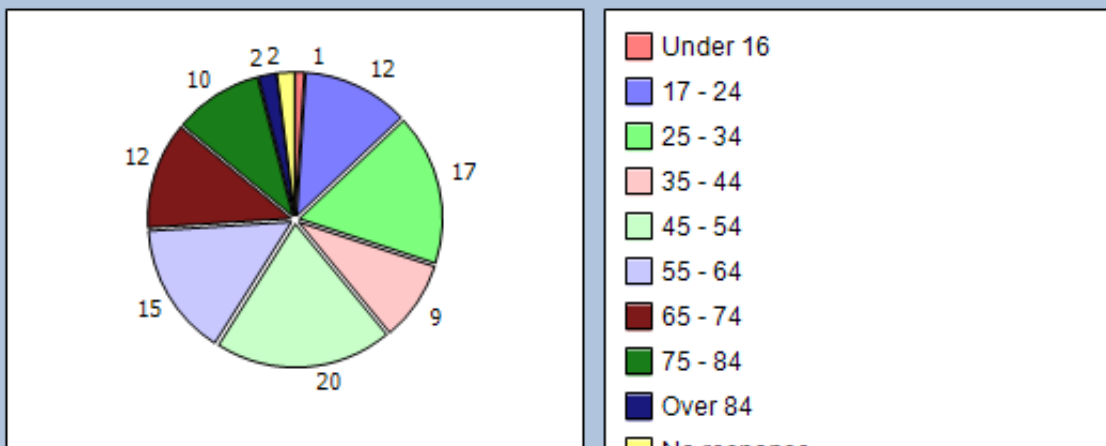
Are you male or female?

Male	35%
Female	60%
No response	5%



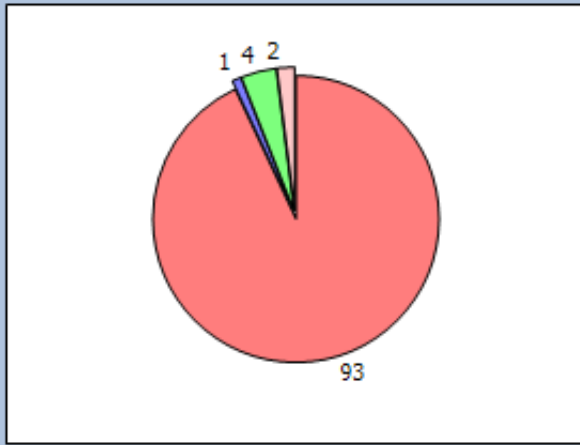
What age are you?

Under 16	1%
17 - 24	12%
25 - 34	17%
35 - 44	9%
45 - 54	20%
55 - 64	15%
65 - 74	12%
75 - 84	10%
Over 84	2%
No response	2%



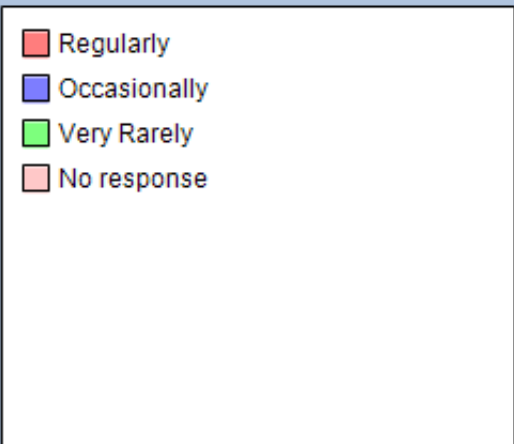
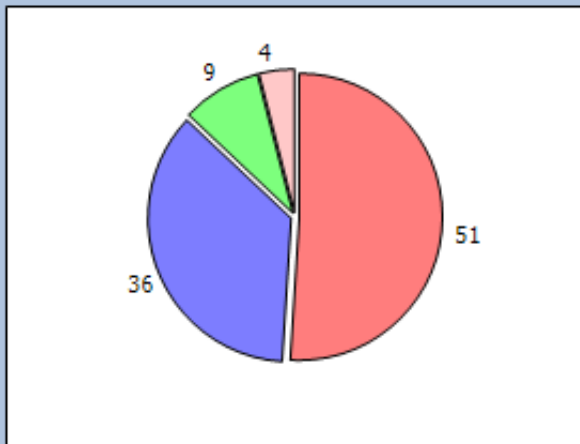
What is the ethnic background with which you most identify?

White British	93%
White Irish	0%
Mixed White & Black Caribbean	0%
Mixed White & Black African	1%
Mixed White & Black Asian	0%
Indian	0%
Pakistani	0%
Bangladeshi	0%
Black Caribbean	0%
Black African	0%
Chinese	0%
Other	4%
No response	2%



How would you describe how often you come to the practice?

Regularly	51%
Occasionally	36%
Very Rarely	9%
No response	4%



Many thanks for your time in answering the questions on this survey.

Delete Responses