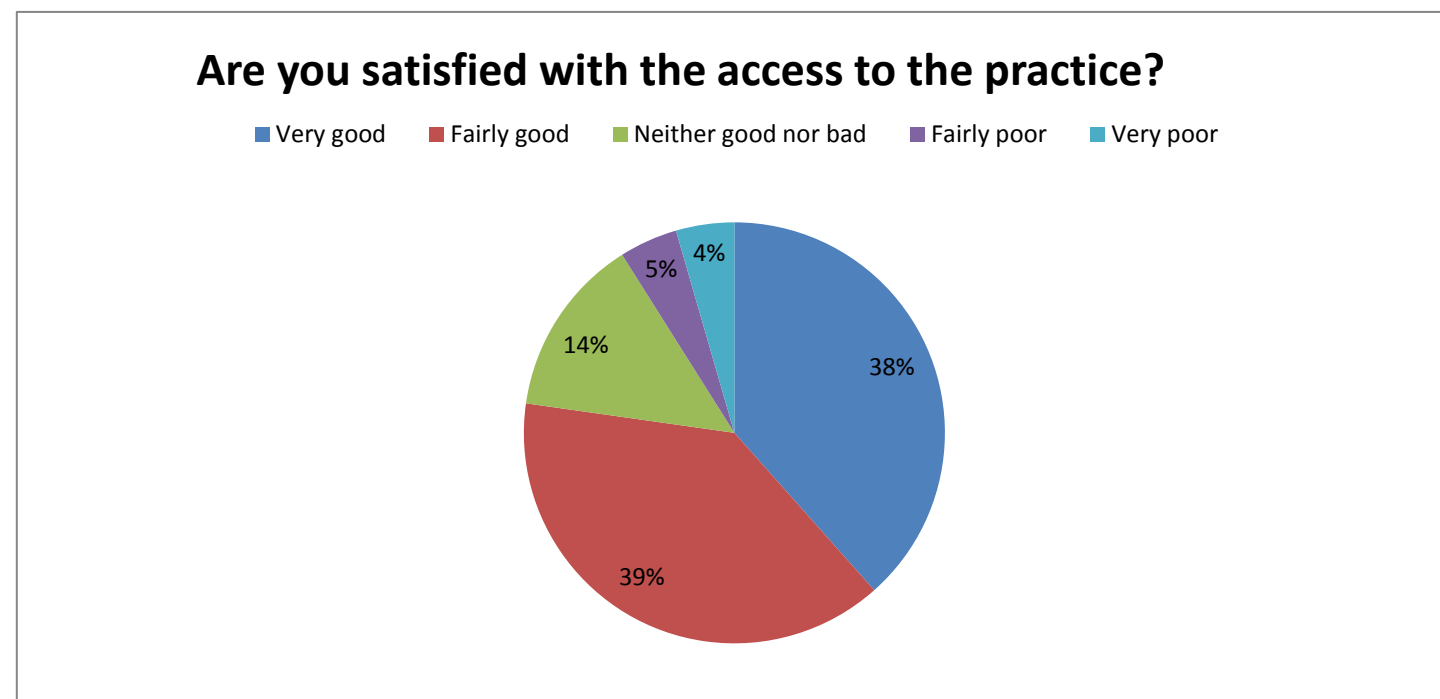
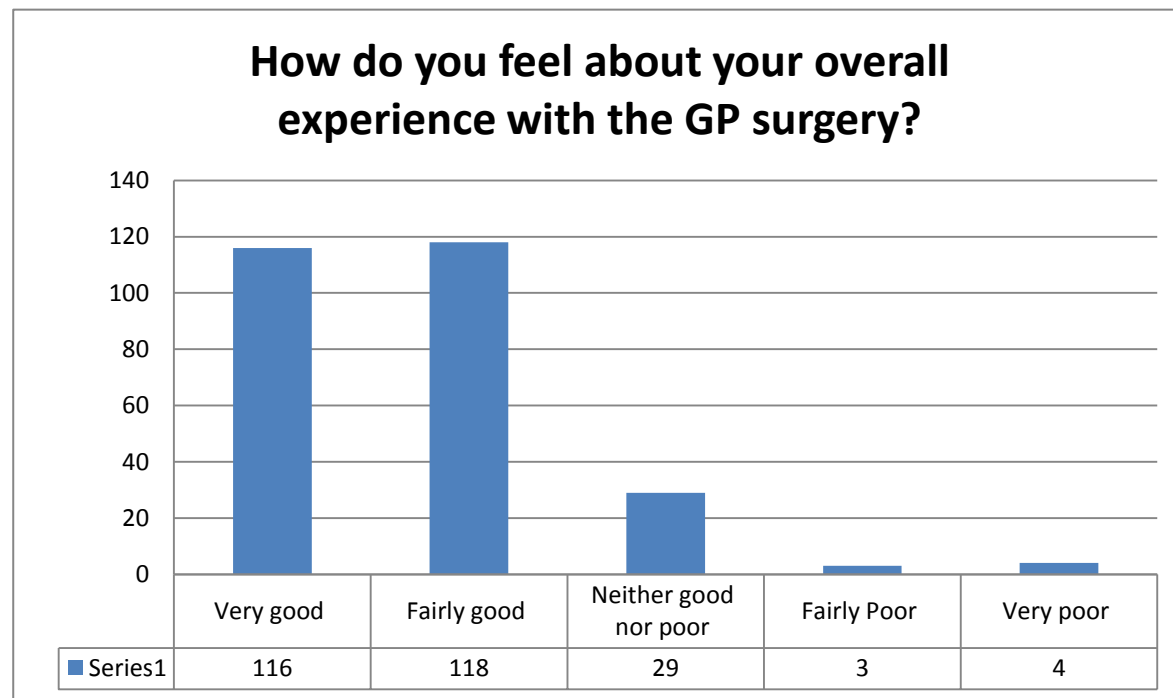


<u>Satisfaction survey results Q1</u>	<u>Overall</u>	<u>06.05.2019</u>	<u>07.05.2019</u>	<u>08.05.2019</u>	<u>09.05.2019</u>	<u>10.05.2019</u>	<u>13.05.2019</u>	<u>14.05.2019</u>	<u>15.05.2019</u>	<u>16.05.2019</u>	<u>17.05.2019</u>
Q1. experience											
Very good	116	8	7	4	10	14	12	14	13	9	25
Fairly good	118	4	7	4	8	12	10	19	6	15	33
Neither good nor poor	29		1	2	1	3	1	9	4	3	5
Fairly Poor	3						1	1			1
Very poor	4							3	1		
Q2. access											
Very good	103	7	5	3	9	11	10	14	10	9	25
Fairly good	104	5	7	4	8	12	9	15	6	14	24
Neither good nor bad	37		1	3		2	4	9	6	3	9
Fairly poor	12		1		1	2	1	2	1	1	3
Very poor	12		1		1	3		4	1		2
Q3a.reception staff											
Very good	174	8	12	6	13	21	16	27	18	18	35
Fairly good	79	4	1	4	5	7	7	12	4	9	26
Neither good nor bad	10		2	1	1		1	3	1		1
Fairly poor	6					1		3	1		1
Very poor	3							3			
Q3b. Nursing staff											
Very good	182	7	8	8	13	21	16	30	19	20	40
Fairly good	60	4	2	2	5	6	5	9	2	6	19
Neither good nor bad	17		3	1		2		6	3		2
Fairly poor	1					1					
Very poor	1									1	
Q3c. GP's											
Very good	147	8	9	5	14	16	12	24	12	13	34
Fairly good	80	3	3	3	4	10	8	11	7	10	21
Neither good nor bad	27		2	2	1	2	1	9	4	3	3
Fairly poor	4			1			1	1			1
Very poor	6						1	3	1		1
Q4.suggestions											
no sugestion left	212	12	14	10	15	26	20	35	12	23	45
satisfied already	2										2
more professional	3			1							2
better communication in reception	3			1	1			1			
reception staff to be more attentative	3						1		1		1
online appointments/prescriptions	2								1		1
permement lady dr	3			1					1		1
more appointments /evening clinics	13		1	1	1	3	1		4	1	1

more drs	5							1		3		1
reduce waiting time	8			1		1			3	1		1
urdu interpretations	1									1		
support groups for mental health	1										1	
over the desk emergency appt	5					1		1	1			1
bell at reception desk	1										1	
Q5. further comments												
no comment	219	12	15	9	17	26		21	35	17	22	45
slow service	4							1	1	1		1
good service	1								1			
excellent service/friendly and approachable	9			1	1	2		1	1		1	2
good reception staff	2											2
inconvenient door handle	3							1	1			1
improve communication between staff	4				1					2		1
appointment problems	1								1			
Drs don't listen	2					1				1		
good nursing staff	2									2		
Saturday clinics	1					1						
too many locums	1			1								
parking	1										1	
good drs	1											1
training	1											1

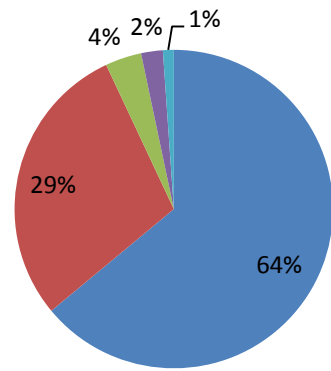


Are you satisfied by the level of care provided by reception staff?

Are you satisfied by the level of care provide by nursing staff?

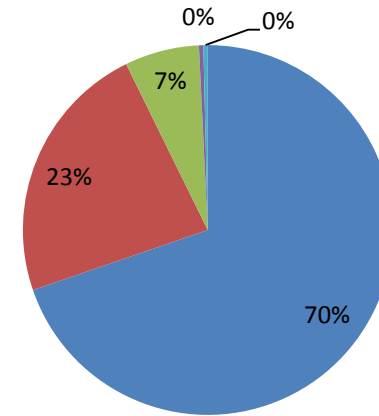
reception staff:

■ Very good ■ Fairly good ■ Neither good nor bad ■ Fairly poor ■ Very poor



nursing staff:

■ Very good ■ Fairly good ■ Neither good nor bad ■ Fairly poor ■ Very poor



Are you satisfied by the level of care provided by GP's?

■ Very good ■ Fairly good ■ Neither good nor bad ■ Fairly poor ■ Very poor

