

SHAKESPEARE SURGERY RESULTS

Q1. When did you last see a Doctor at the Surgery?

In the past 3 months	13
Between 3 and 6 months	4
More than 6 months	3

Q2. Did you have confidence and trust in the GP you saw?

Yes, definitely	17
Yes, to some extent	2
No, not at all	0
Don't know, can't say	1

Q3. When did you last see a Nurse at the Surgery?

In the past 3 months	8
Between 3 and 6 months	5
More than 6 months	7

Q4. Did you have confidence and trust in the Nurse you saw?

Yes, definitely	18
Yes, to some extent	1
No, not at all	0
Don't know, can't say	1

Q5. Have you ever tried to see the GP fairly quickly?

Yes	19
No	0
Can't remember	1

Q6. Were you able to see a GP on the same day or within the next 2 working days?

Yes	18
No	0
Can't remember	1

Q7. How easy do you find the following?

	Not tried	Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't know
Speaking to a GP on the phone	8	6	4	1		1
Speaking to a Nurse on the phone	14	3	1			2
Obtaining test results on the phone	11	6				3

Q8. Are you aware you can book an appointment more than 2 days in advance?

Yes	10
No	10

Q9. How helpful do you find the receptionists at the surgery?

Very helpful	20
Fairly helpful	0
Not very helpful	0
Not at all helpful	0

Q10. How satisfied are you with the opening hours at the surgery?

Very	17
Fairly	2
Neither satisfied or dissatisfied	0
Quite Dissatisfied	0
Very Dissatisfied	0
Don't know the opening hours	1

Q11. As far as you know is the surgery open...

At Lunchtime	17
After 6.30pm	3

Q12. Did you know the surgery has its own Website where you can order repeat prescriptions?

Yes	11
No	9

Q12. Did you know the practice has a Patient participation Group

Yes	2
No	18

Additional Comments from patients:

- **I have been registered with Shakespeare Surgery for 3 years along with both of my daughters. I have always found the Drs very helpful and never feel intimidated speaking to them about any issues I have.**
- **The staff are great**
- **I can always see a Dr when I need too.**