

## **2013-2014 Nunhead Surgery Patient Survey**

**We had 473 questionnaire return to result are following:**

**When you recently TELEPHONED the surgery:**

**How easy was it to get through to the surgery when you telephoned?**

Very easy	336	(71.1%)
Fairly easy	129	(27%)
Not easy	6	(1.2%)
Not answered	2	(0.42%)

**Did you find the receptionists *telephone manner* polite and approachable?**

Good	426	(90%)
Acceptable	42	(8.87%)
Not Acceptable	3	(0.63%)
Not answered	2	(0.42%)

**When you recently VISITED the surgery:**

**How did you find the level of tidiness and cleanliness in the reception area?**

Good	424	(90%)
Acceptable	49	(10%)
Not Acceptable	0	
Not answered	0	

**How was the level of Patient Confidentiality in the reception area and waiting room?**

Good	359	(76%)
Acceptable	105	(22%)
Not Acceptable	4	(0.84%)
Not answered	6	(1.25%)

**How polite and approachable were the receptionists when you visited the surgery?**

Good	429	(90.6%)
Acceptable	43	(9.09%)
Not Acceptable	1	(0.21%)
Not answered	0	

**How satisfied are you with the surgery opening hours? *Mon – Fri 8am-6 30pm, late opening Tues to 7 30pm***

Satisfied	410	(86.68%)
Fairly satisfied	55	(11.62%)
Not satisfied	5	(1.05%)
Not answered	3	(0.63%)

**Would you recommend this practice to a neighbour or friend?**

Yes	447	(94.5%)
No	6	(1.26%)
Not answered	20	(4.22%)

**If you would like to join our Patient Forum please leave your details at Reception or write them here:**

Yes	33	(7%)
No	440	(93%)

**Please tell us about yourself:**

0-20 years old	23	(4.86%)
21-30 years old	81	(17.12%)
31-40 years old	126	(26.63%)
41-50 years old	89	(18.81%)
51-60 years old	68	(14.37%)
61-70 years old	35	(7.39%)
71-80 years old	20	(4.22%)
81-90 years old	3	(0.63%)
Not answered	28	(5.91%)

**Are you?**

Male	132	(28%)
Female	319	(67%)
Not answered	21	(5%)

**Do you consider yourself a carer?**

Yes	67	(14.16%)
No	370	(78.22%)
Not answered	36	(7.61%)

**Are you disabled?**

Yes	32	(6.76%)
No	402	(84.98%)
Not answered	39	(8.24%)

**Please tick your appropriate Ethnicity group**

Do NOT wish ethnicity to be recorded	<b>25 (5.28%)</b>	Question not answered	<b>23 (4.86%)</b>
White British	<b>19 (40.8%)</b>	Bangladeshi	<b>4 (0.84%)</b>
White Irish	<b>15 (3.17%)</b>	Other Asian Origin	<b>4 (0.84%)</b>
Other White	<b>50 (10.57%)</b>	Black Caribbean	<b>61 (12.89%)</b>
Mixed Black Caribbean/White	<b>10 (2.11%)</b>	Black African	<b>54 (11.41%)</b>
Mixed Black African/White	<b>1 (0.21%)</b>	Other Black Origin	<b>6 (1.26%)</b>
Mixed White/Asian	<b>3 (0.63%)</b>	Chinese	<b>2 (0.42%)</b>
Mixed other Origin	<b>9 (1.9%)</b>	Any other Ethnicity	<b>11 (2.32%)</b>
Pakistani	<b>2 (0.42%)</b>		