**MCKENZIE GROUP PRACTICE**

**PATIENT SURVERY QUESTIONNAIRE 2015**

**RESULTS**

**PATIENT DEMOGRAPHICS**

**We learnt the following information about the group of patients who completed the Patient Survey Questionnaire 2015**

**PATIENT QUESTIONNAIRE DATA**

**PATIENTS WERE ASKED THE FOLLOWING QUESTIONS IN THE SURVERY.**

**THEIR RESPONSES ARE DETAILED BELOW EACH QUESTION.**

1. **Have you had a telephone consultation with a GP in the last 3 months?**

**If yes, how many times?**

**How satisfied were you with the telephone consultation?**

1. **Have you had a surgery consultation with a GP in the last (3) months?**

**If yes, how many times?**

1. **Have you visited the practice nurse in the last year?**

**How satisfied were you with your consultation with the nurse**

1. **Have you visited our specialist nurse practitioner in the last 3 months?**

**If yes, how many times?**

**How satisfied were you with your consultation with the specialist nurse practitioner?**

1. **The last time you telephoned the surgery for a consultation how many times did you telephone before you got an answer?**
2. **The last time you telephoned the surgery for a consultation how long did you wait for the doctor to return your call?**
3. **Has the new APPOINTMENT SYSTEM number improved getting through to the surgery?**
4. **How do you rate the times that the practice is open for appointments?**
5. **What additional times would you like the practice to open (tick all that applies)?**
6. **Are you aware that the practice offer on-line services for prescriptions and telephone call backs?**