

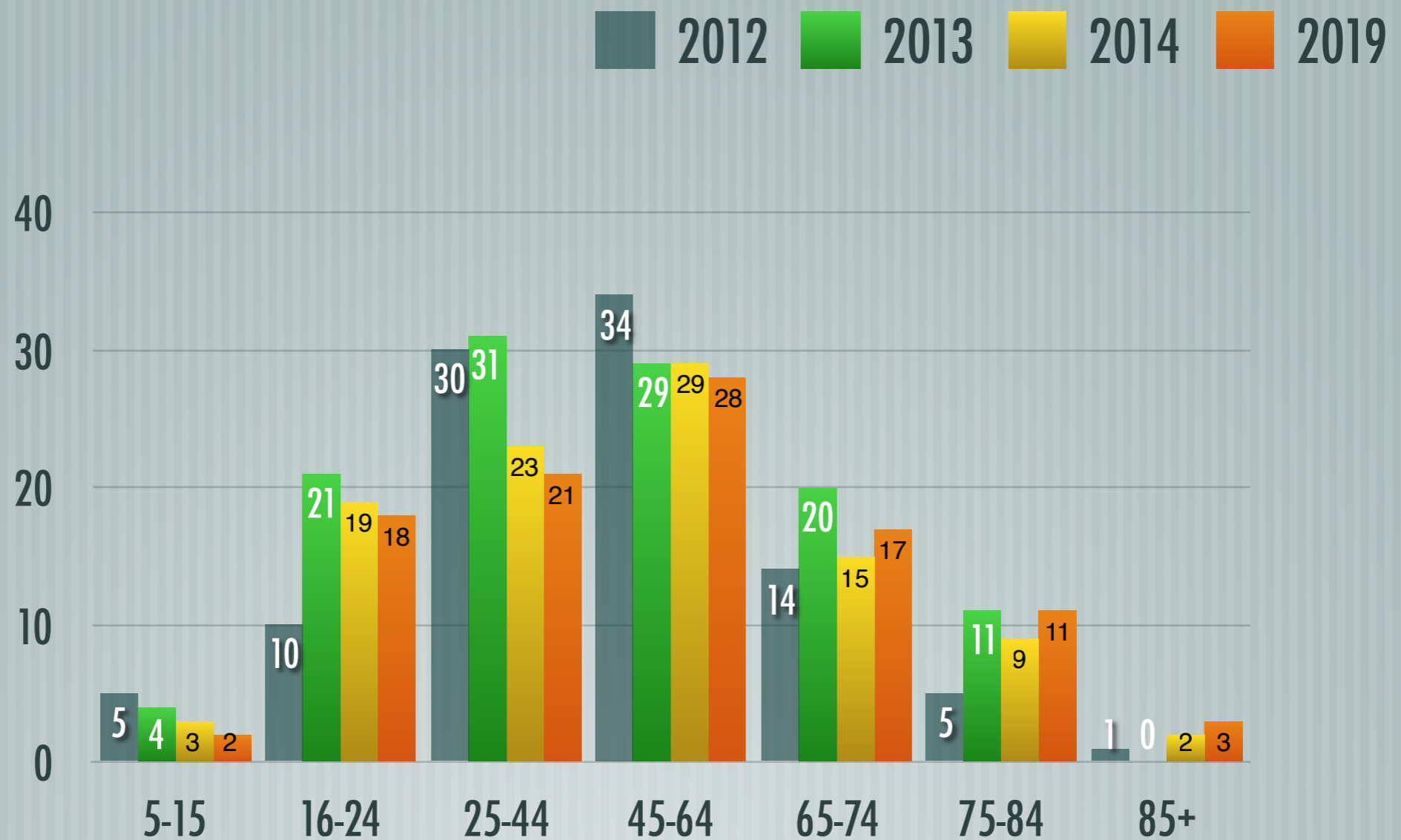
Patient Opinion

Linden Hall Surgery

About Patients 2019

- [1000 questionnaires over 2 weeks
- [including Muxton and HAU
- [after consultation with doctor
- [female 60% male 40%
- [longstanding illness YES almost 40%

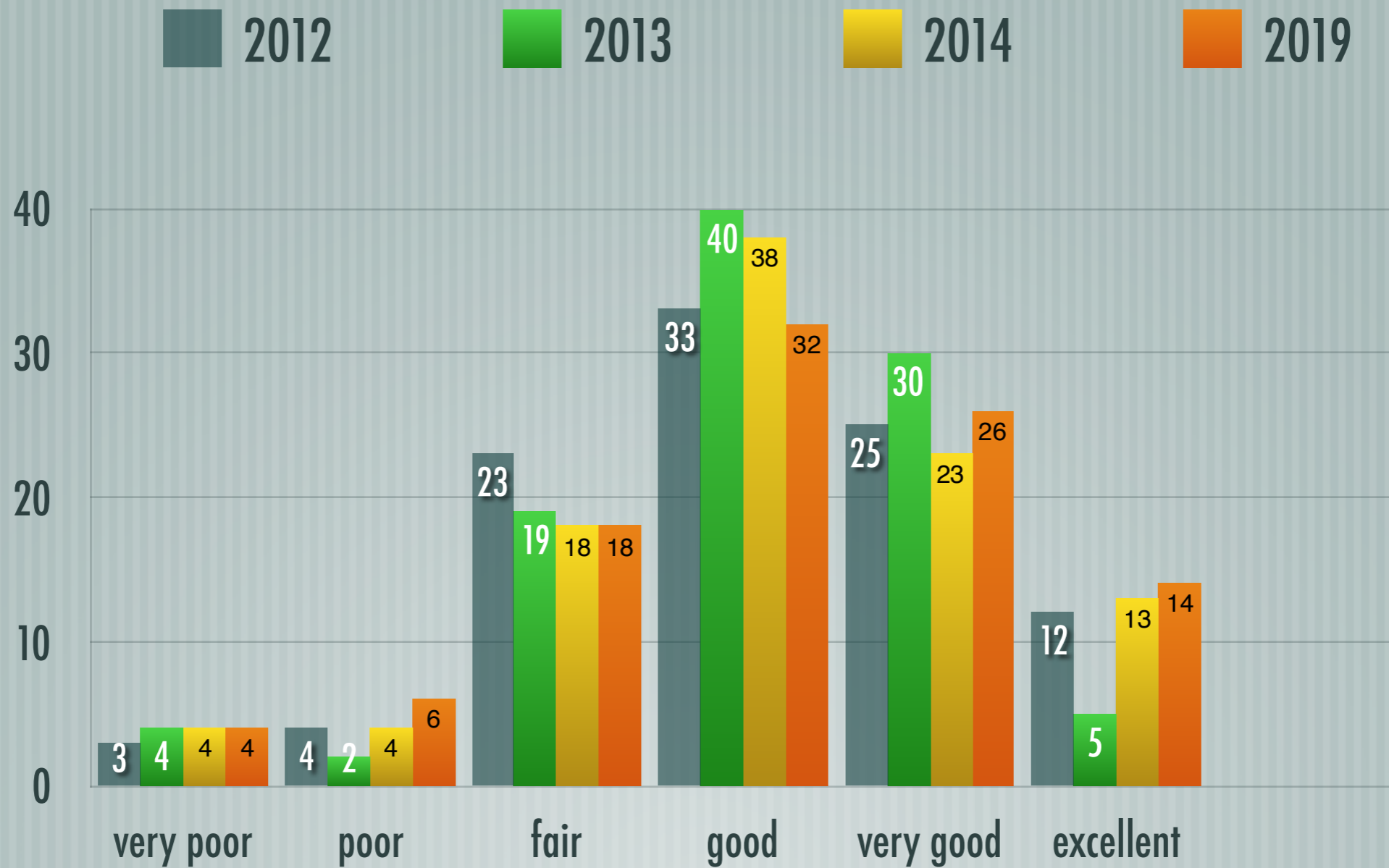
About Patients



Patient Opinion

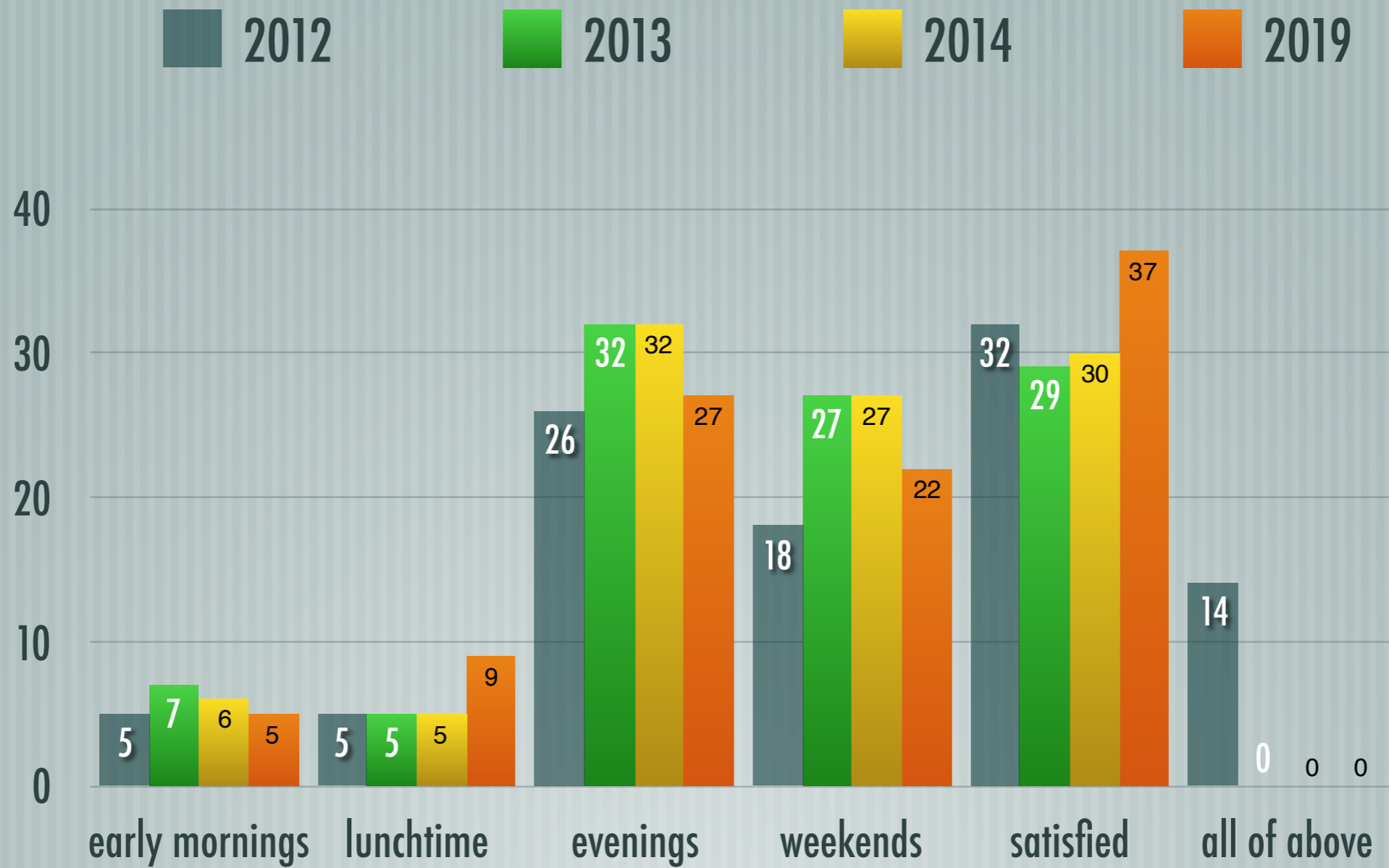
**Opening times, appointments
and getting through on the phone**

Opening Times etc.



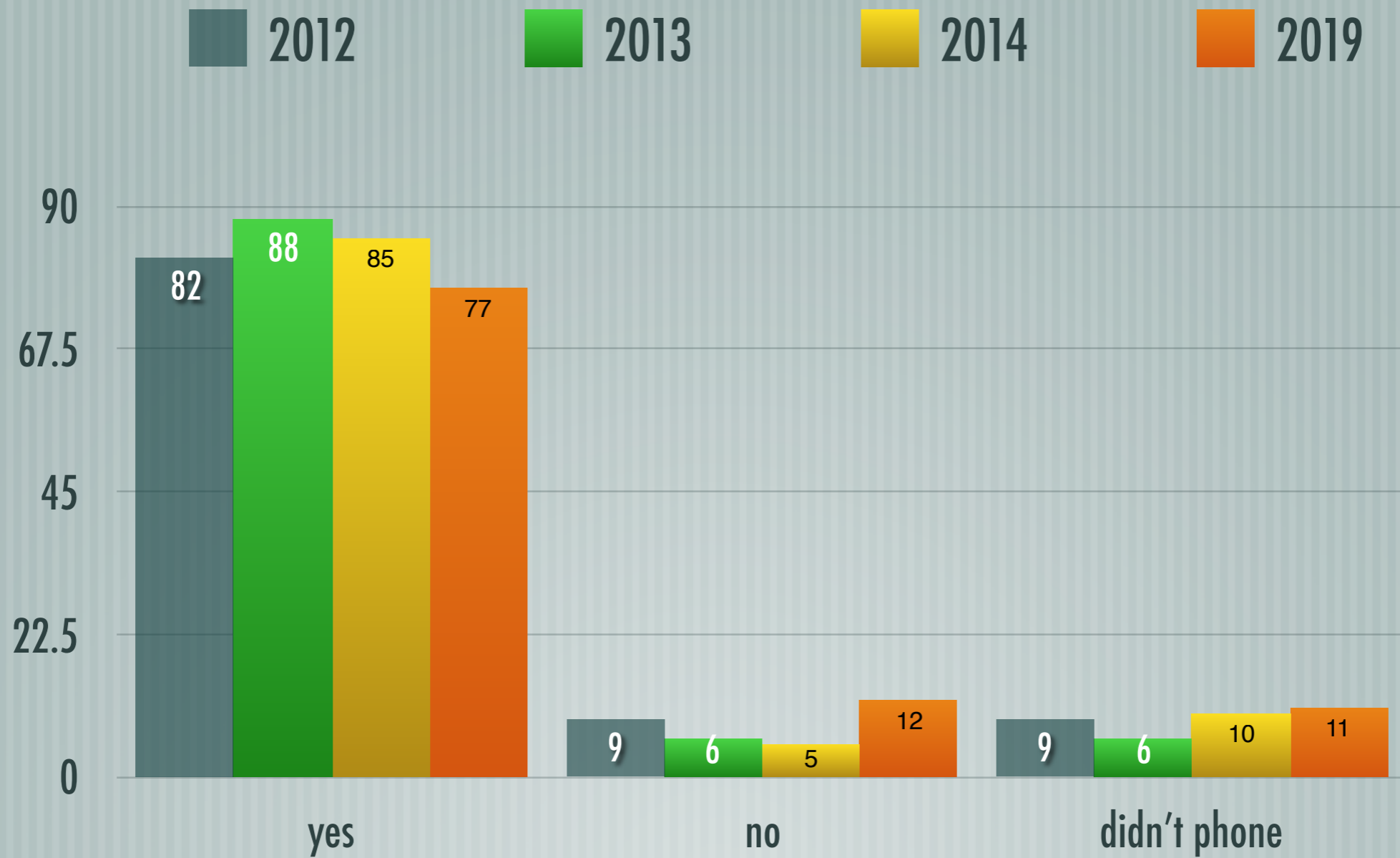
How would you rate the hours that your practice is open for appointments?

Opening Times etc.



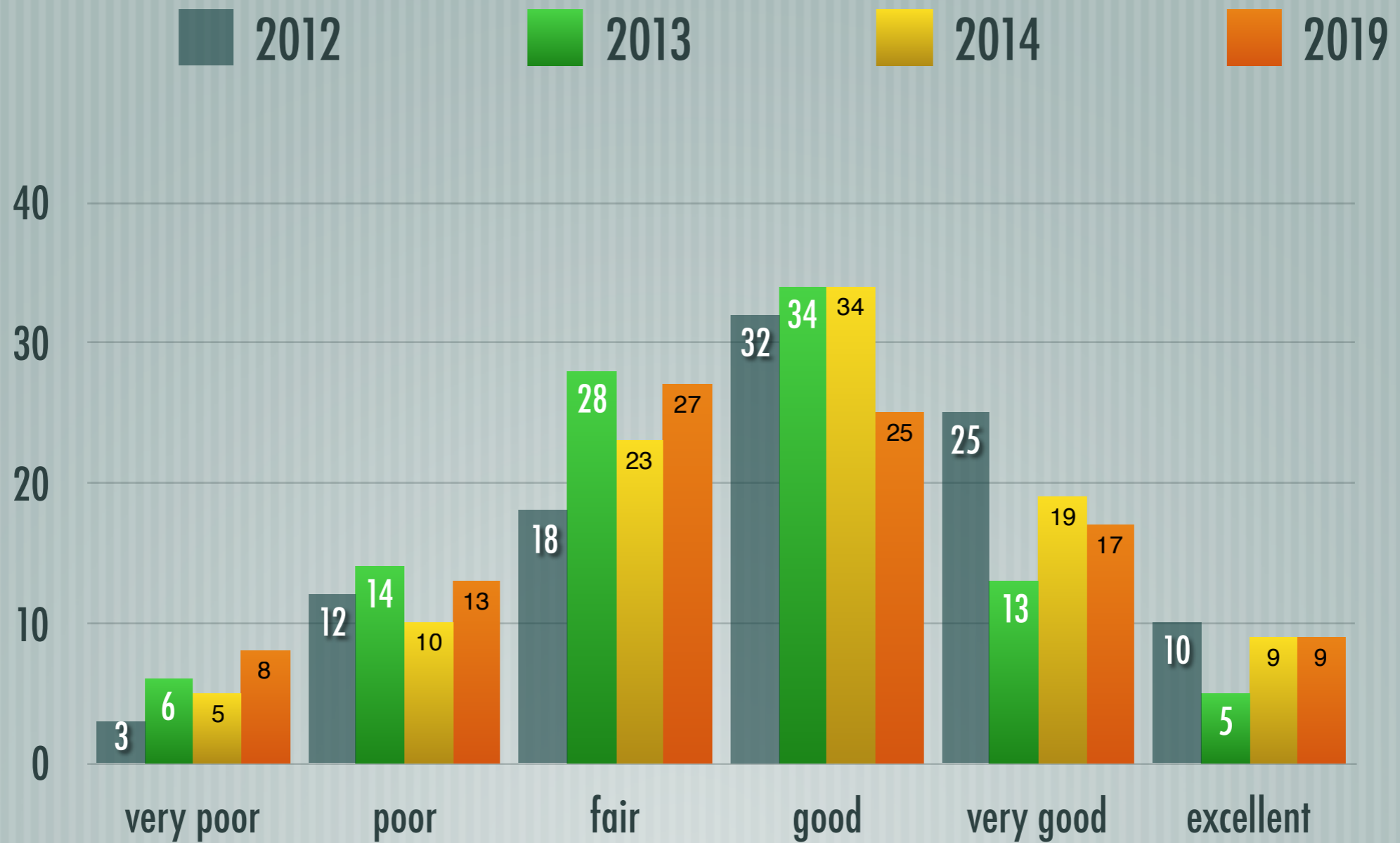
What additional hours would you like the practice to be open?

Opening Times etc.



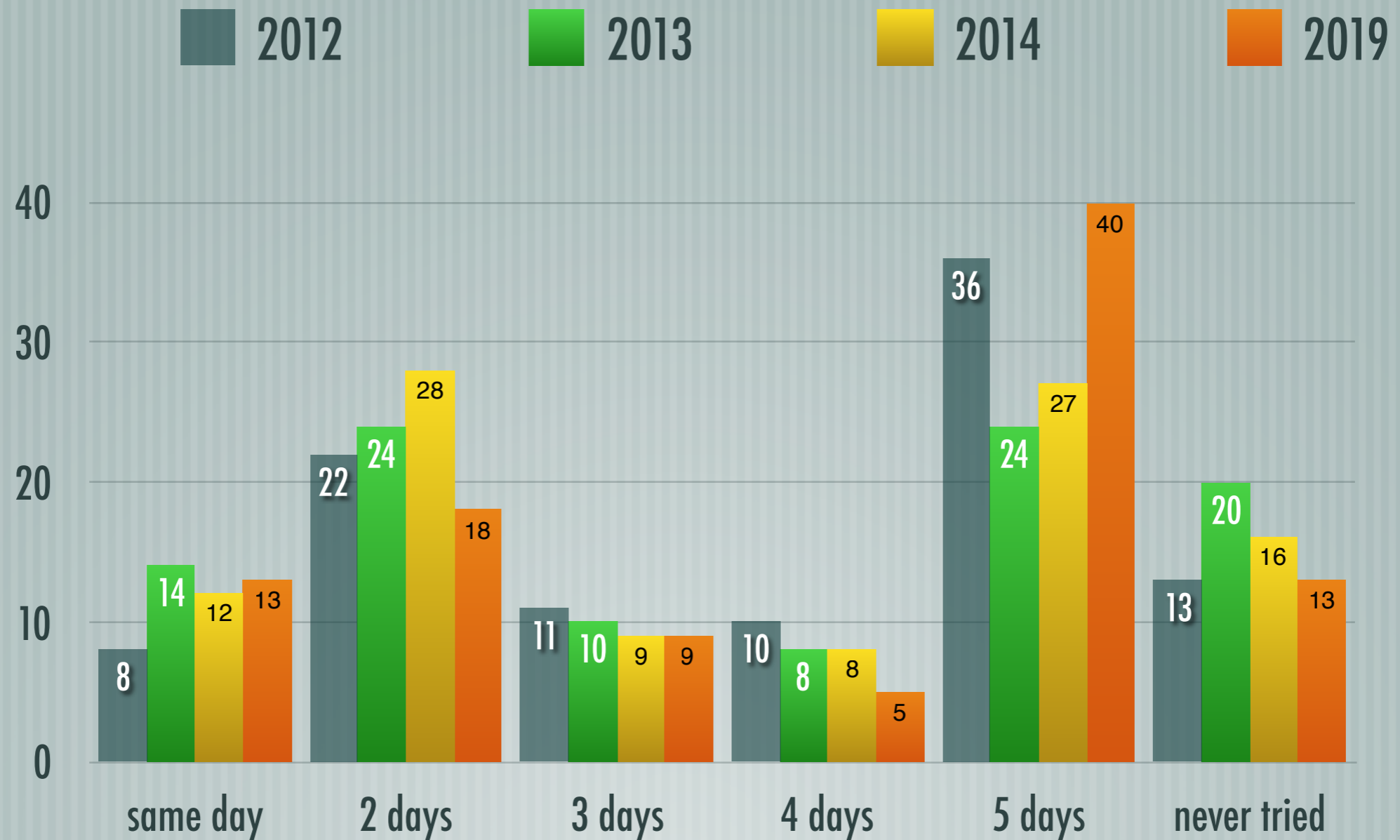
Were you able to get through on the telephone?

Opening Times etc.



How would you rate your ability to get through to the practice on the telephone?

Opening Times etc.

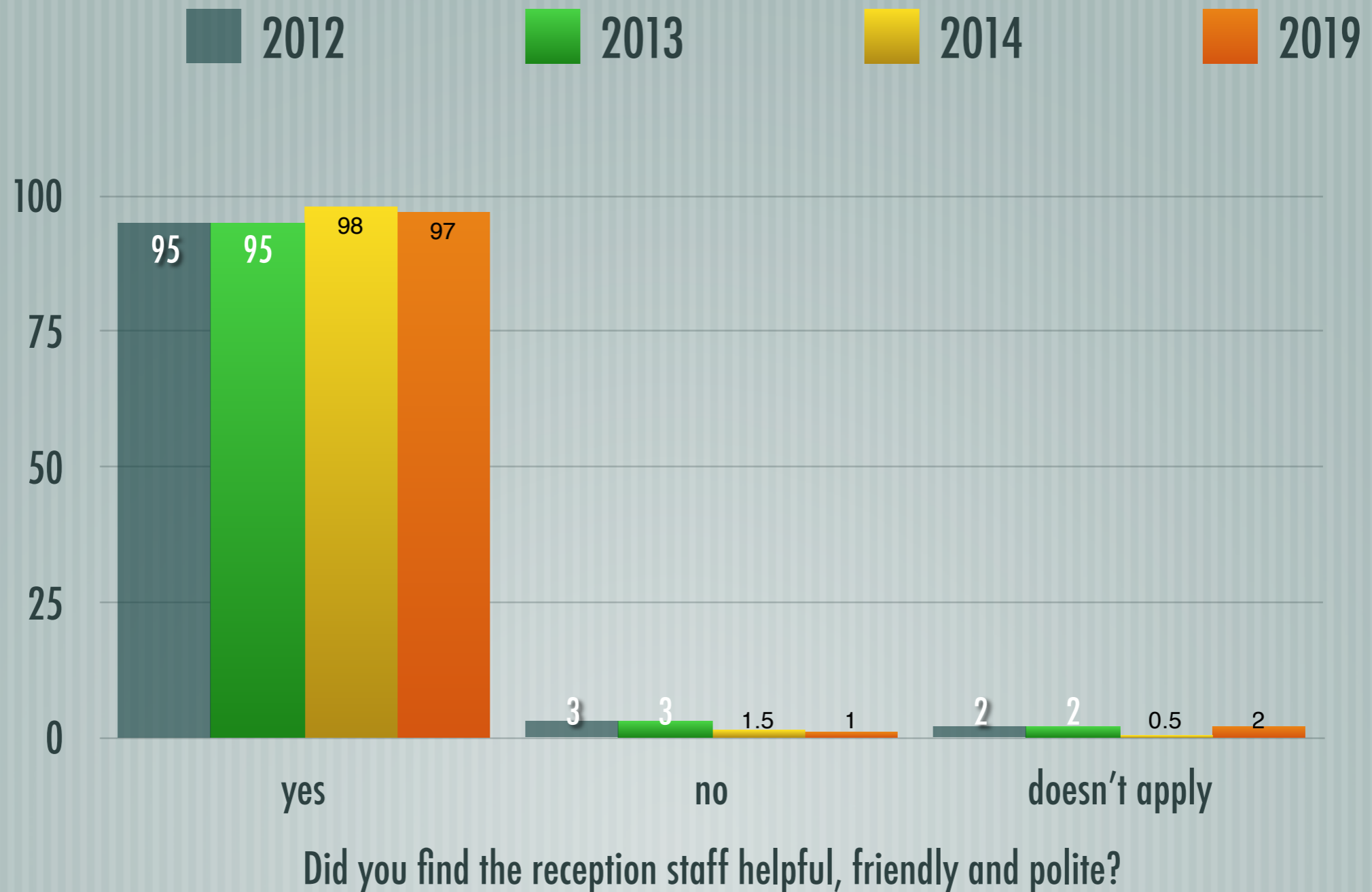


How long would you normally have to wait for a non-urgent appointment?

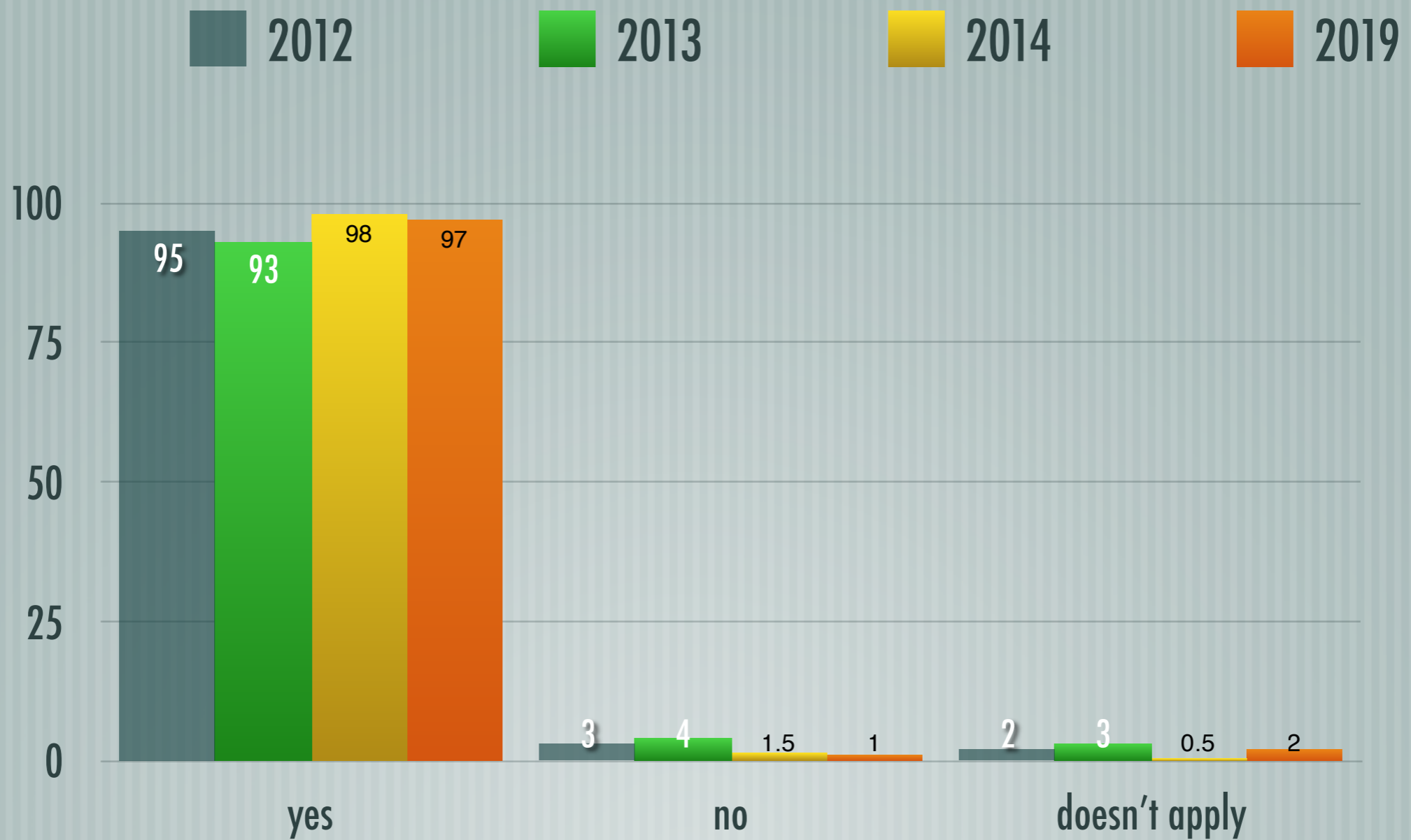
Patient Opinion

Reception and front of house staff

Reception & Staff

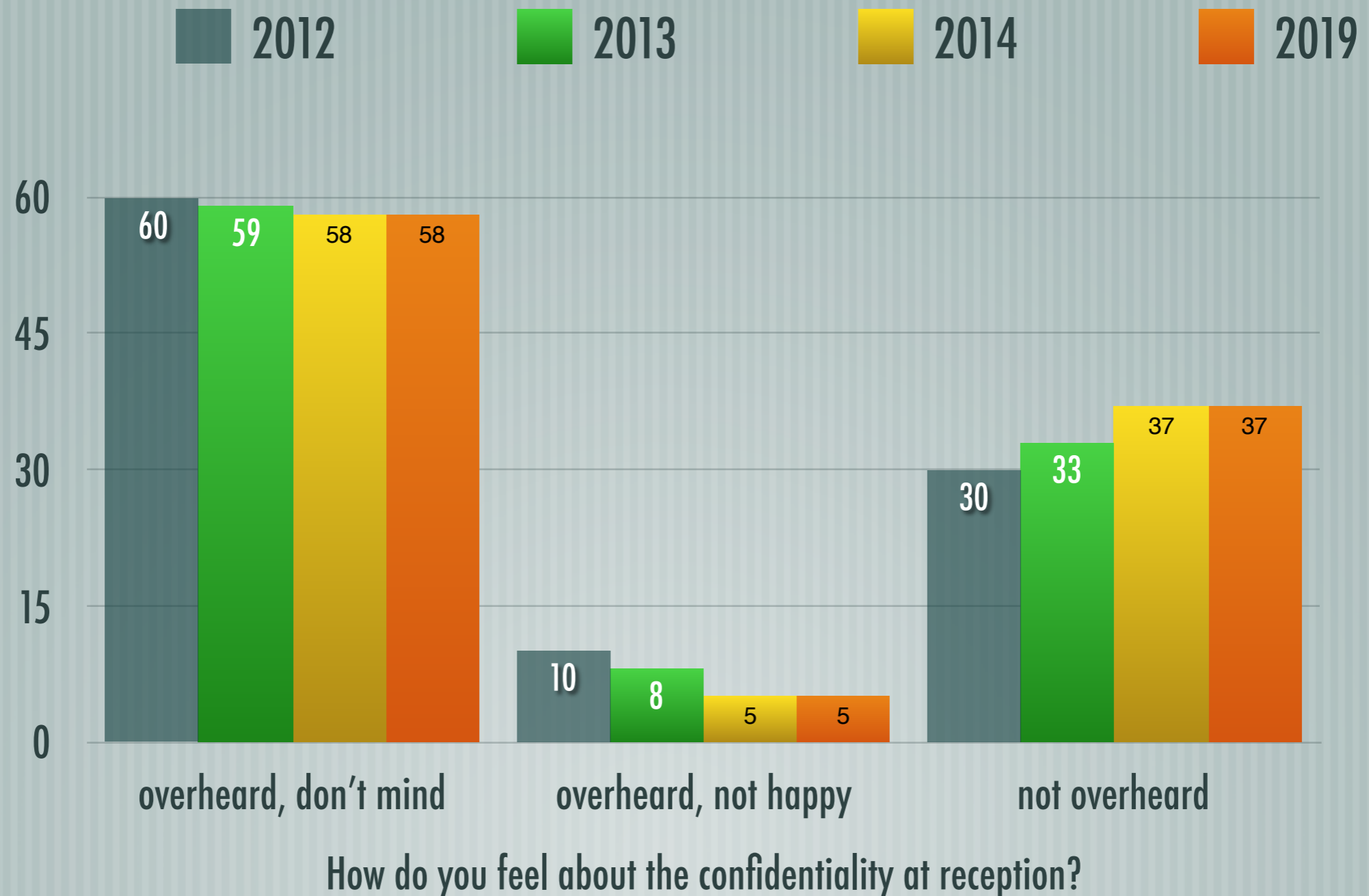


Reception & Staff



Were you seen quickly by the receptionist?

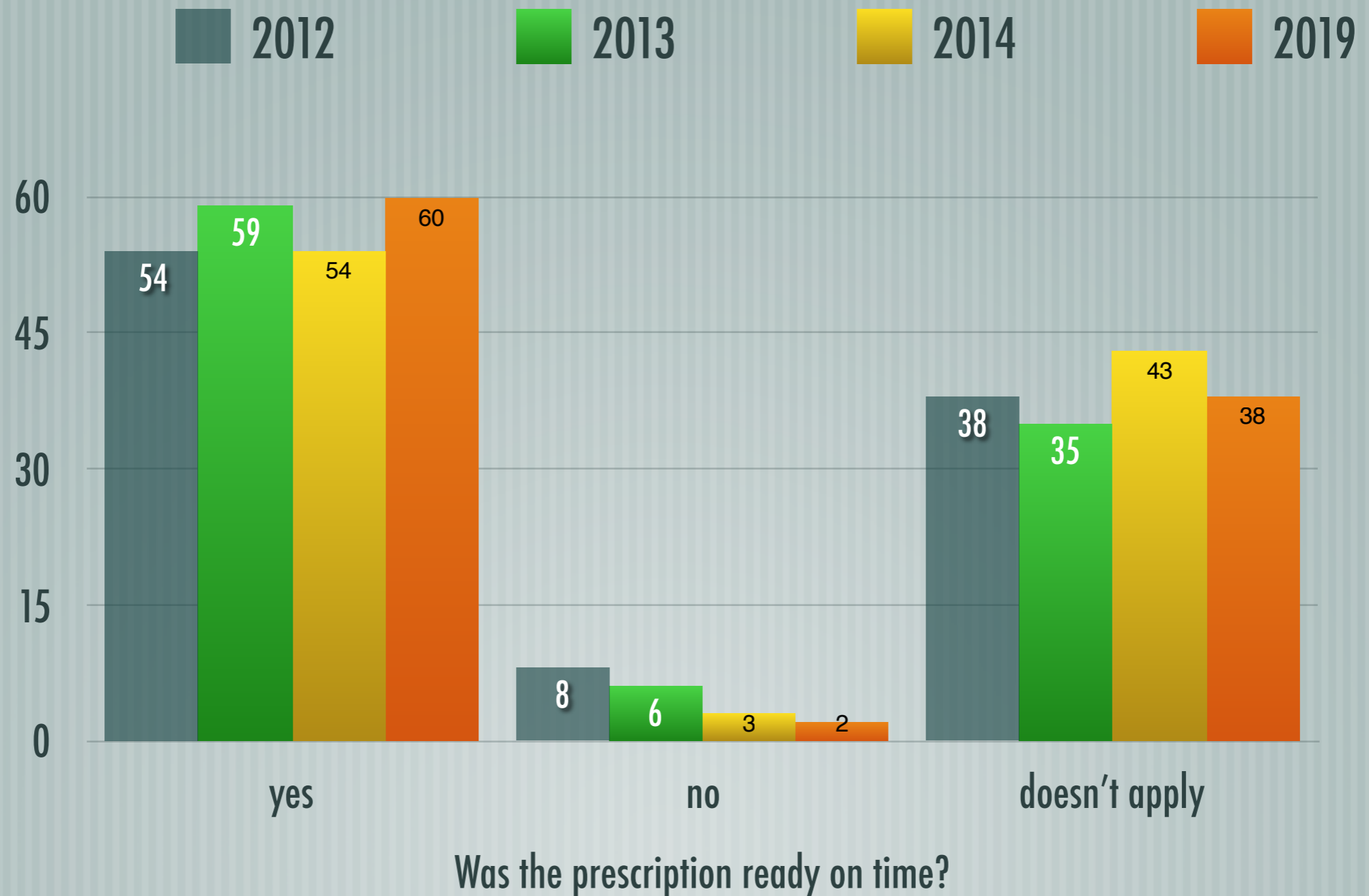
Reception & Staff



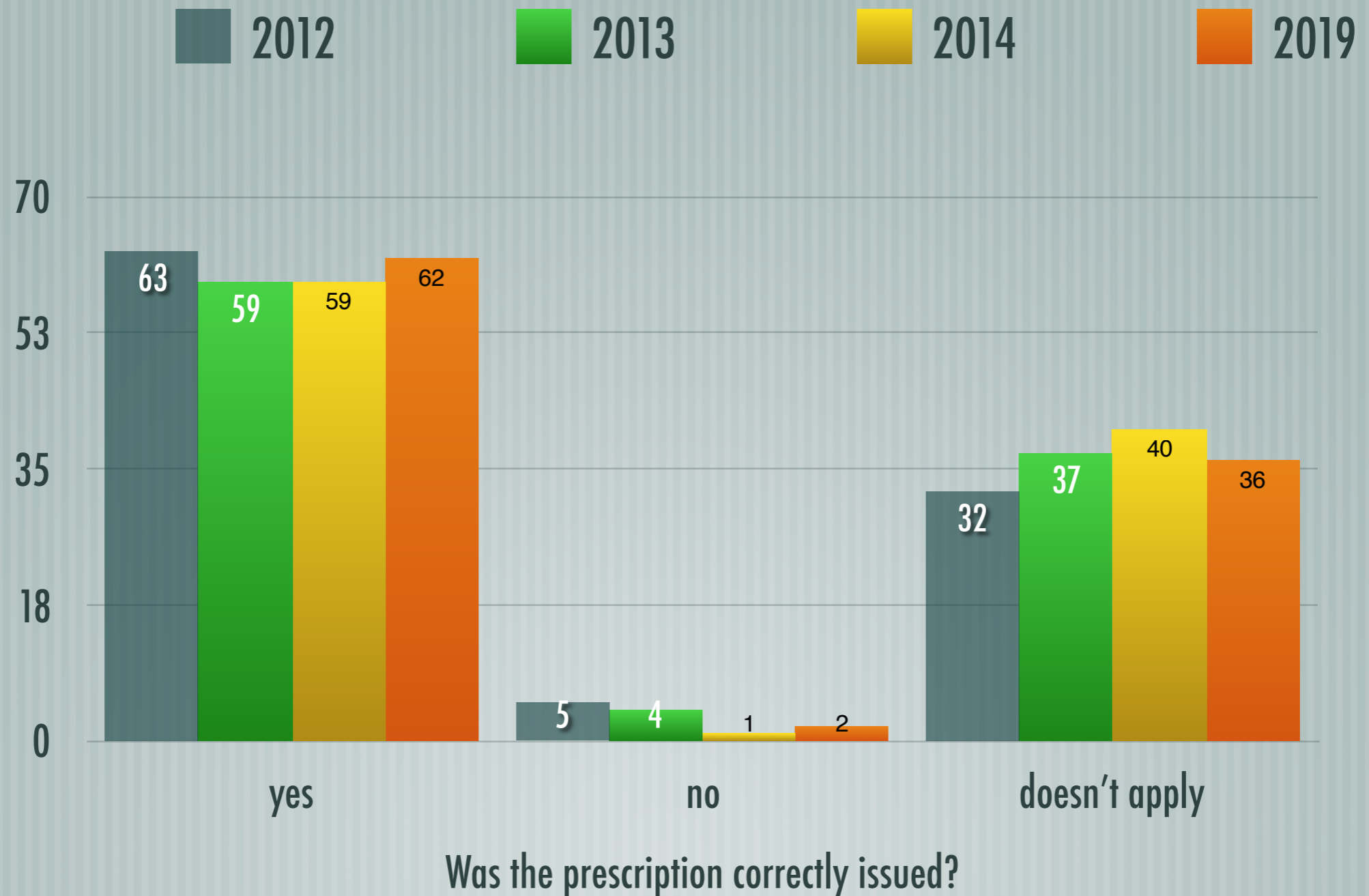
Patient Opinion

Repeat Prescriptions

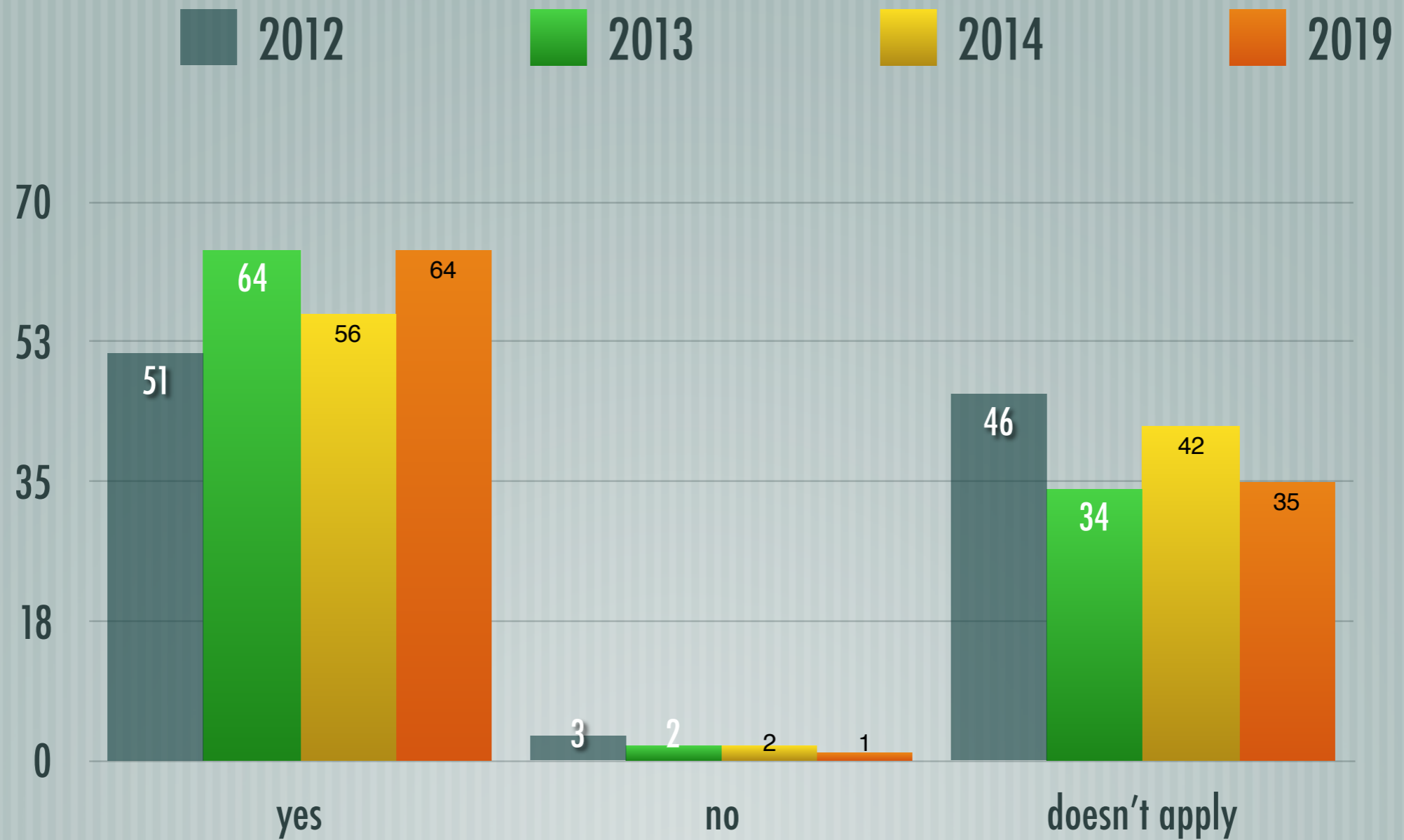
Repeat Prescriptions



Repeat Prescriptions



Repeat Prescriptions

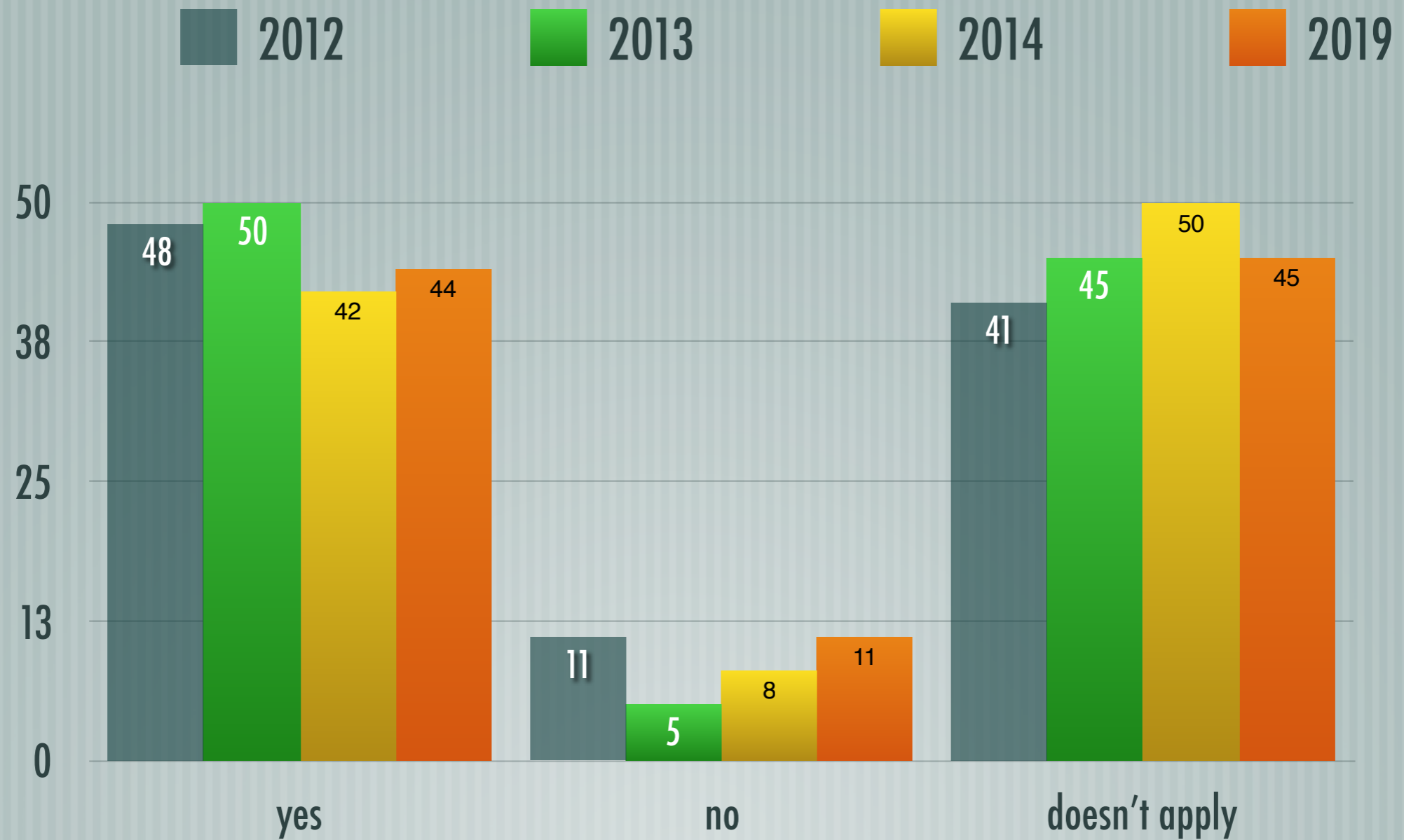


Were you happy with the handling of any queries?

Patient Opinion

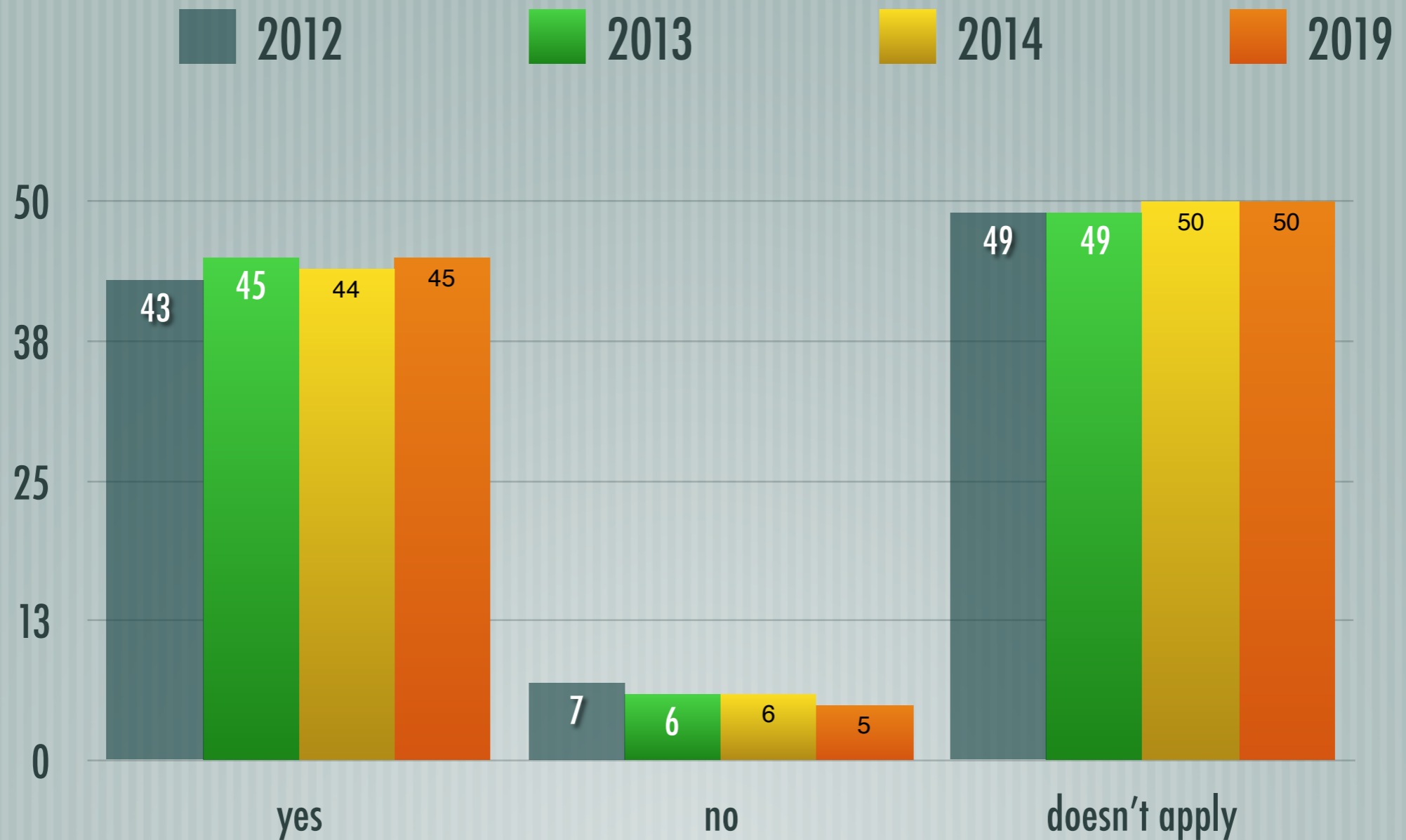
Obtaining Test Results

Obtaining Test Results



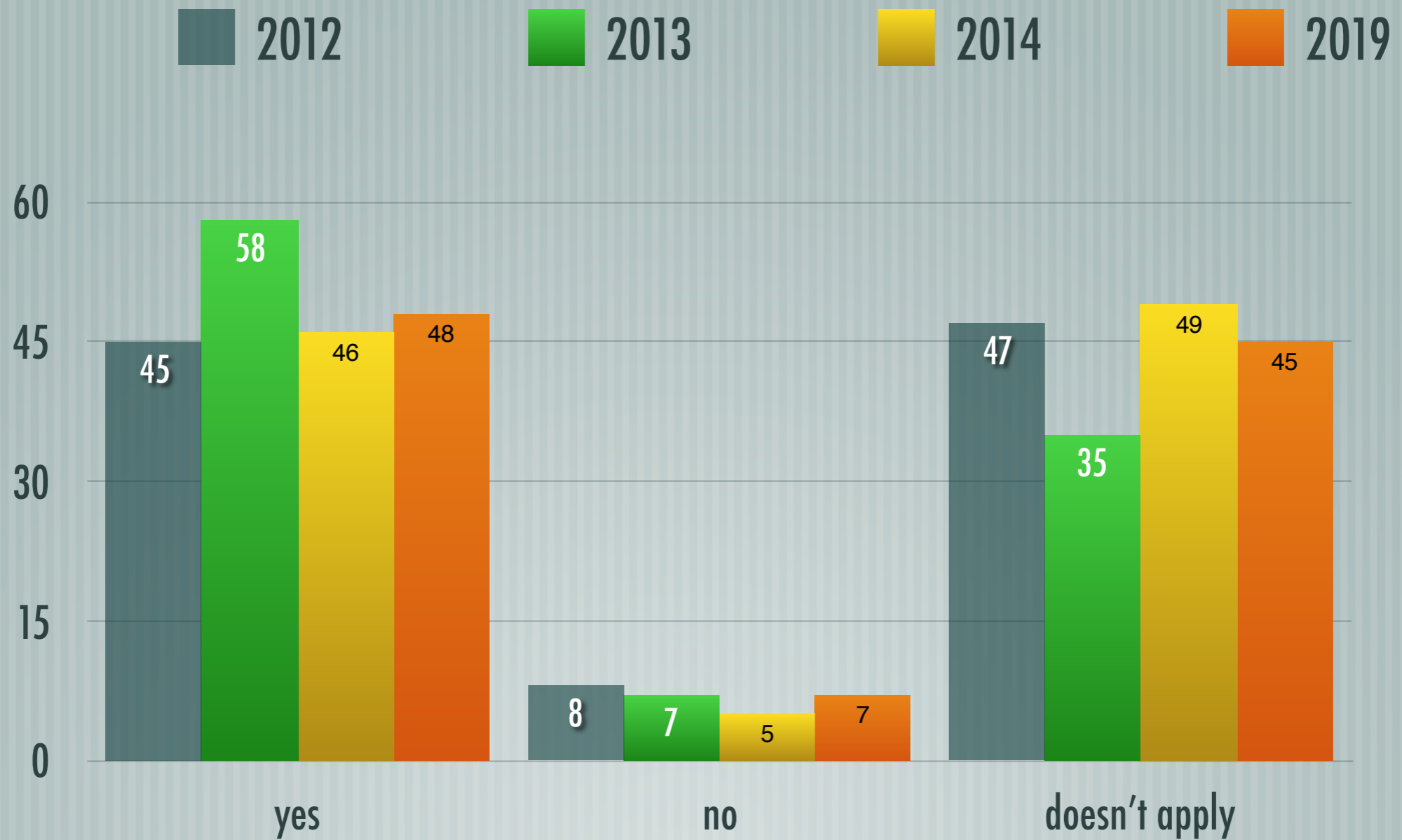
Were you told when to contact us for test results?

Obtaining Test Results



Were the results available when you contacted us?

Obtaining Test Results

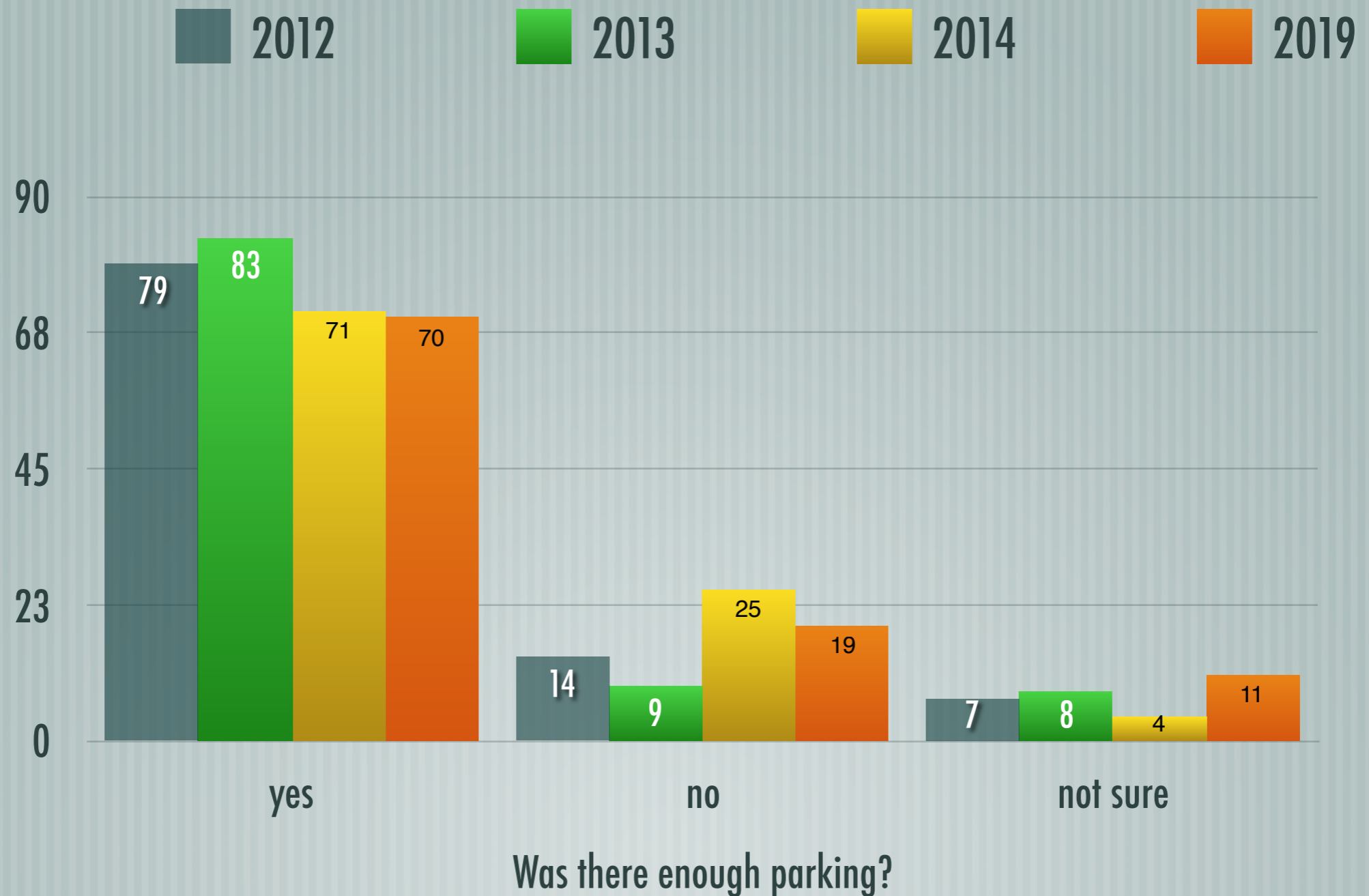


Were you satisfied with the amount of information provided?

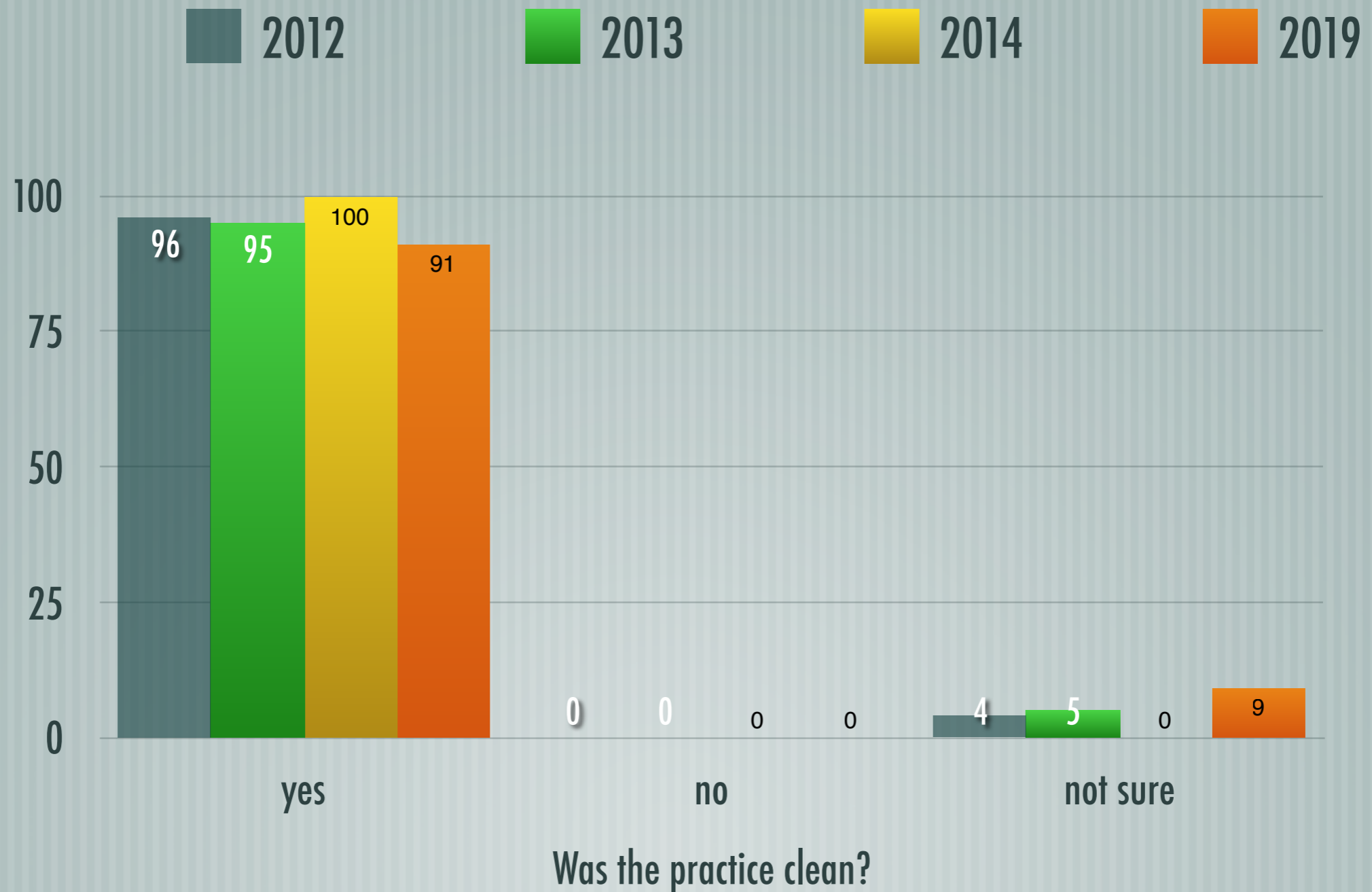
Patient Opinion

The physical environment of the surgery

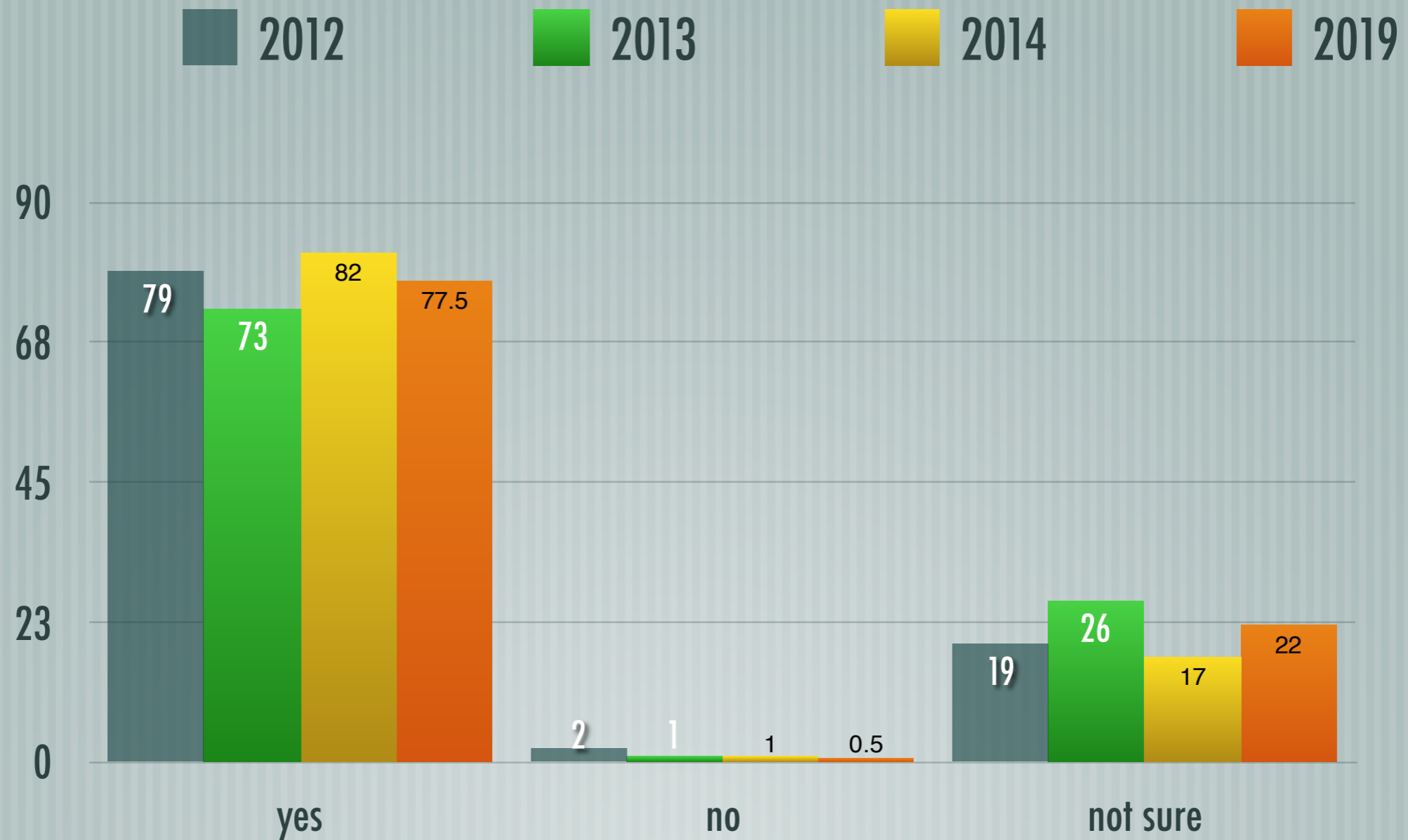
The Physical Environment



The Physical Environment



The Physical Environment



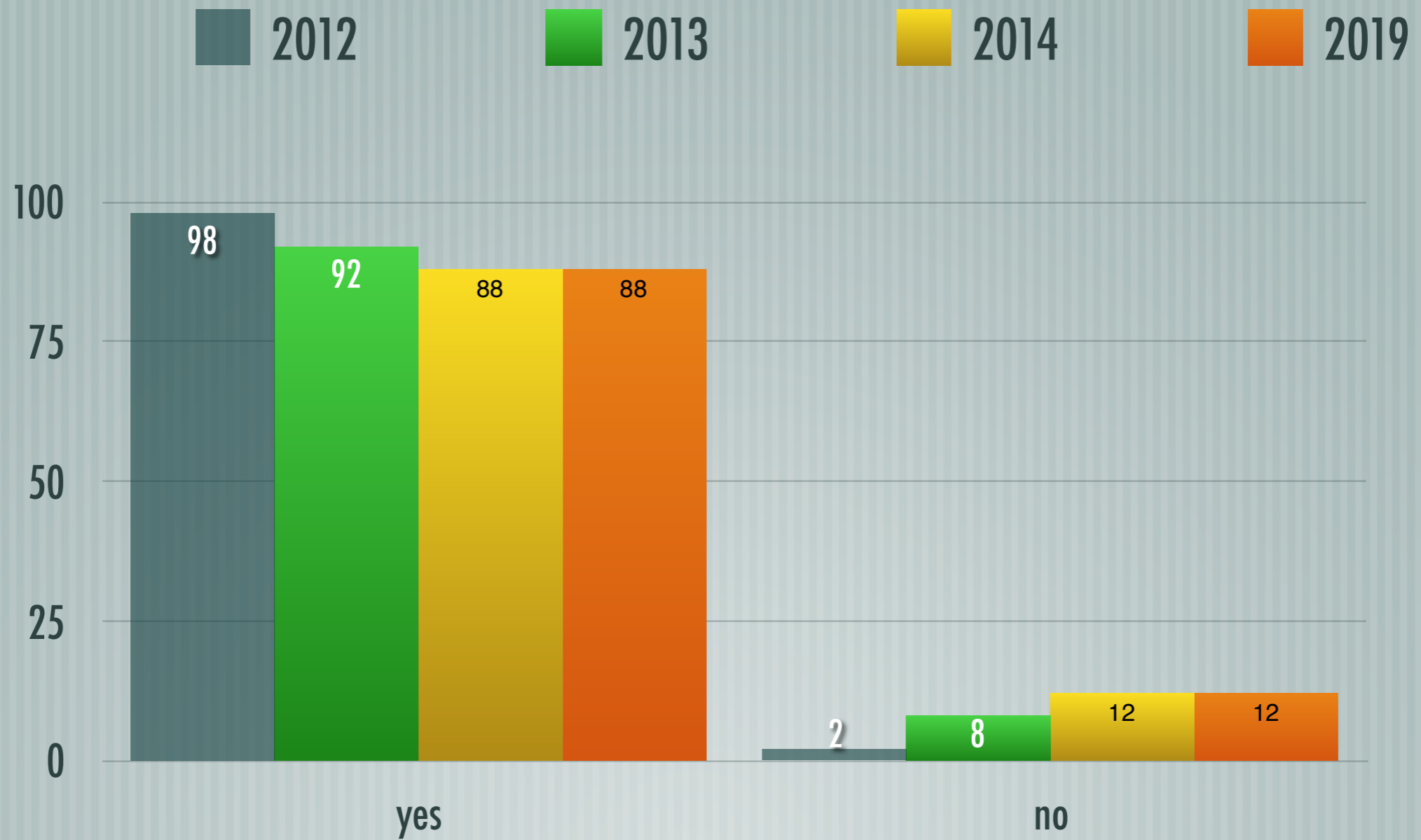
Were the posters and leaflets in the surgery informative / useful and up to date?

Patient Opinion

Seeing Your Doctor

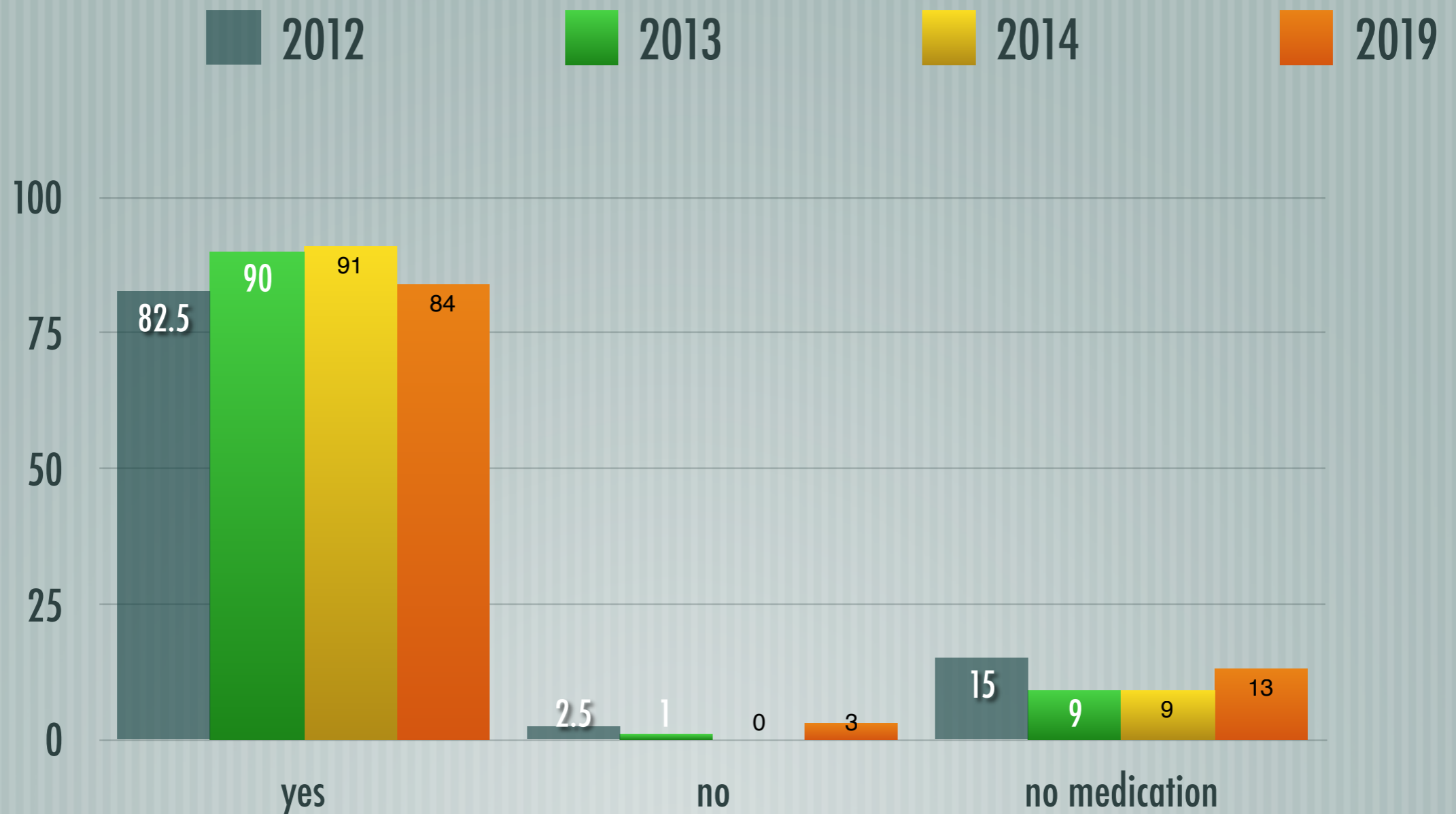
(602 completed questionnaires)

Seeing Your Doctor



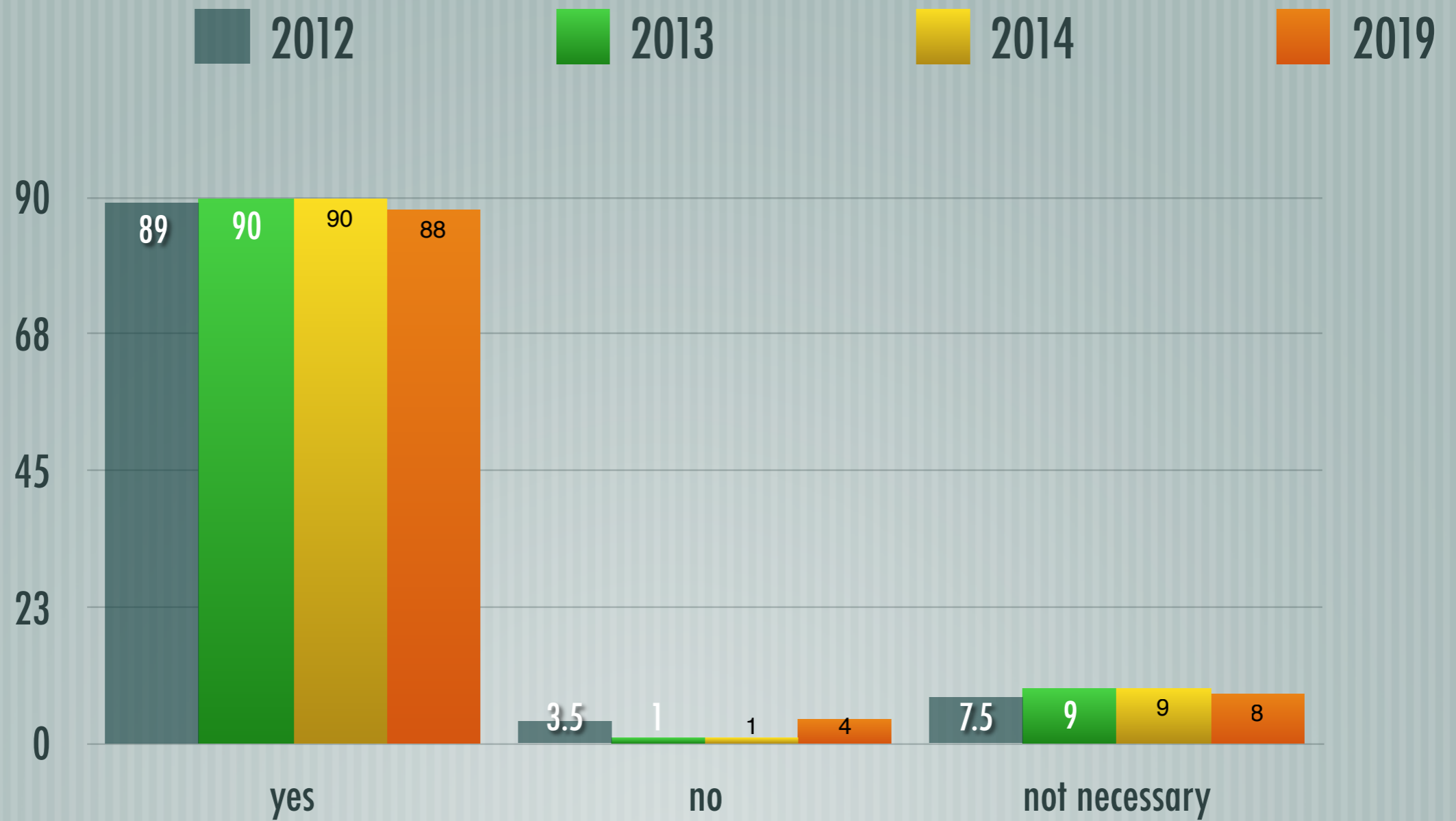
Were you happy with the waiting time to see the doctor?

Seeing Your Doctor



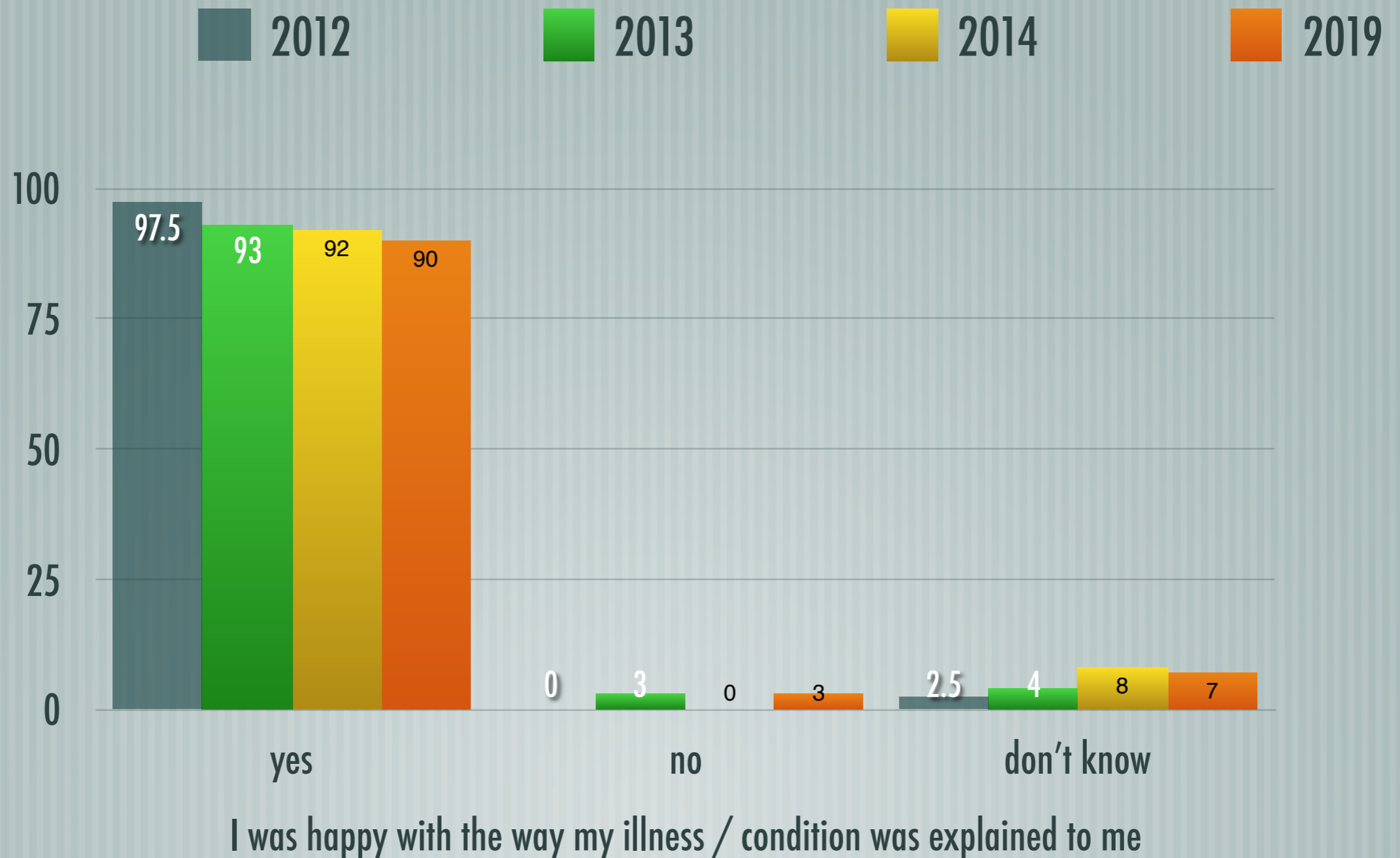
I was happy with the advice and information the doctor gave me about my medication

Seeing Your Doctor

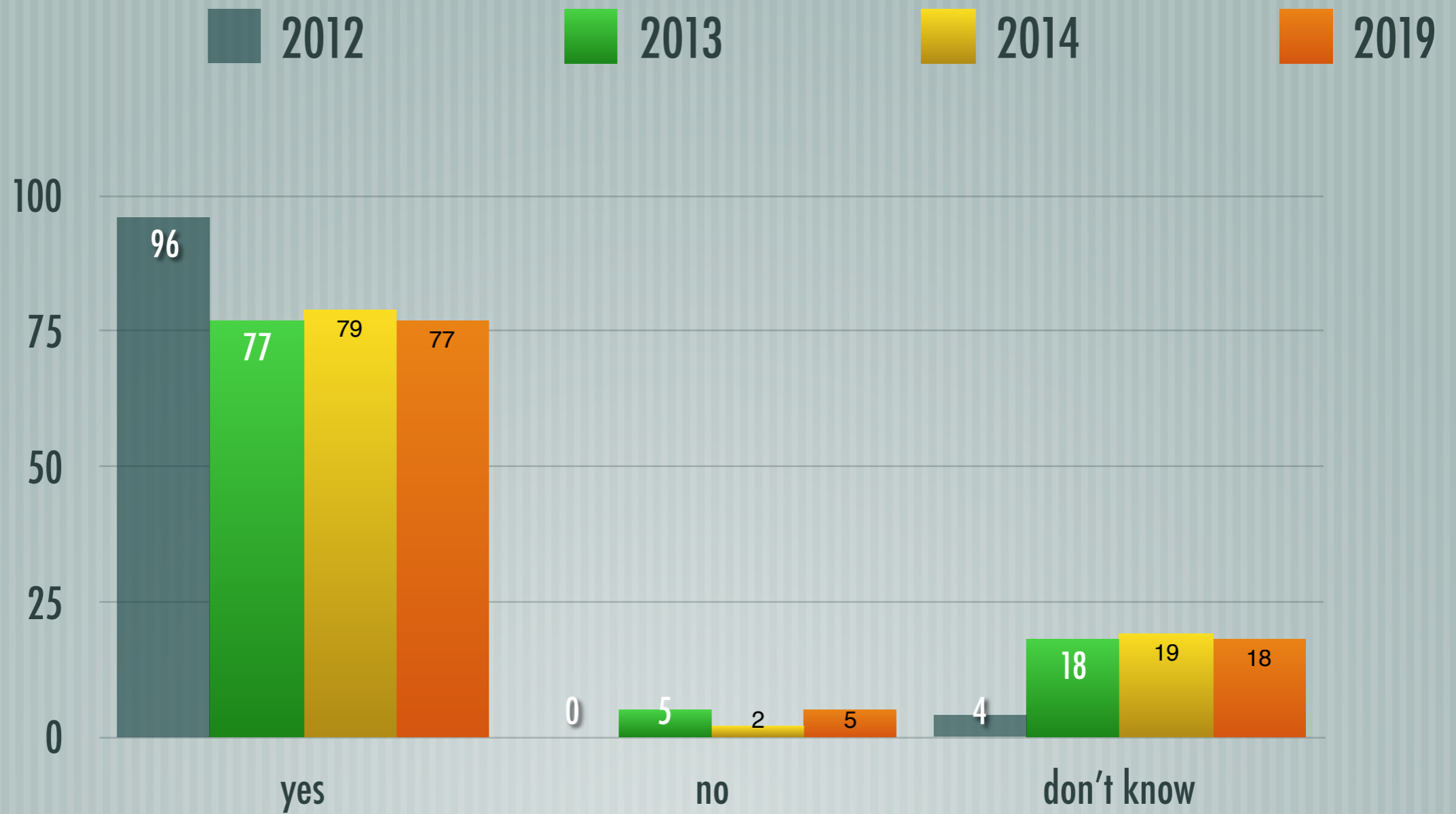


I was happy with how thoroughly my treatment options were explained to me

Seeing Your Doctor

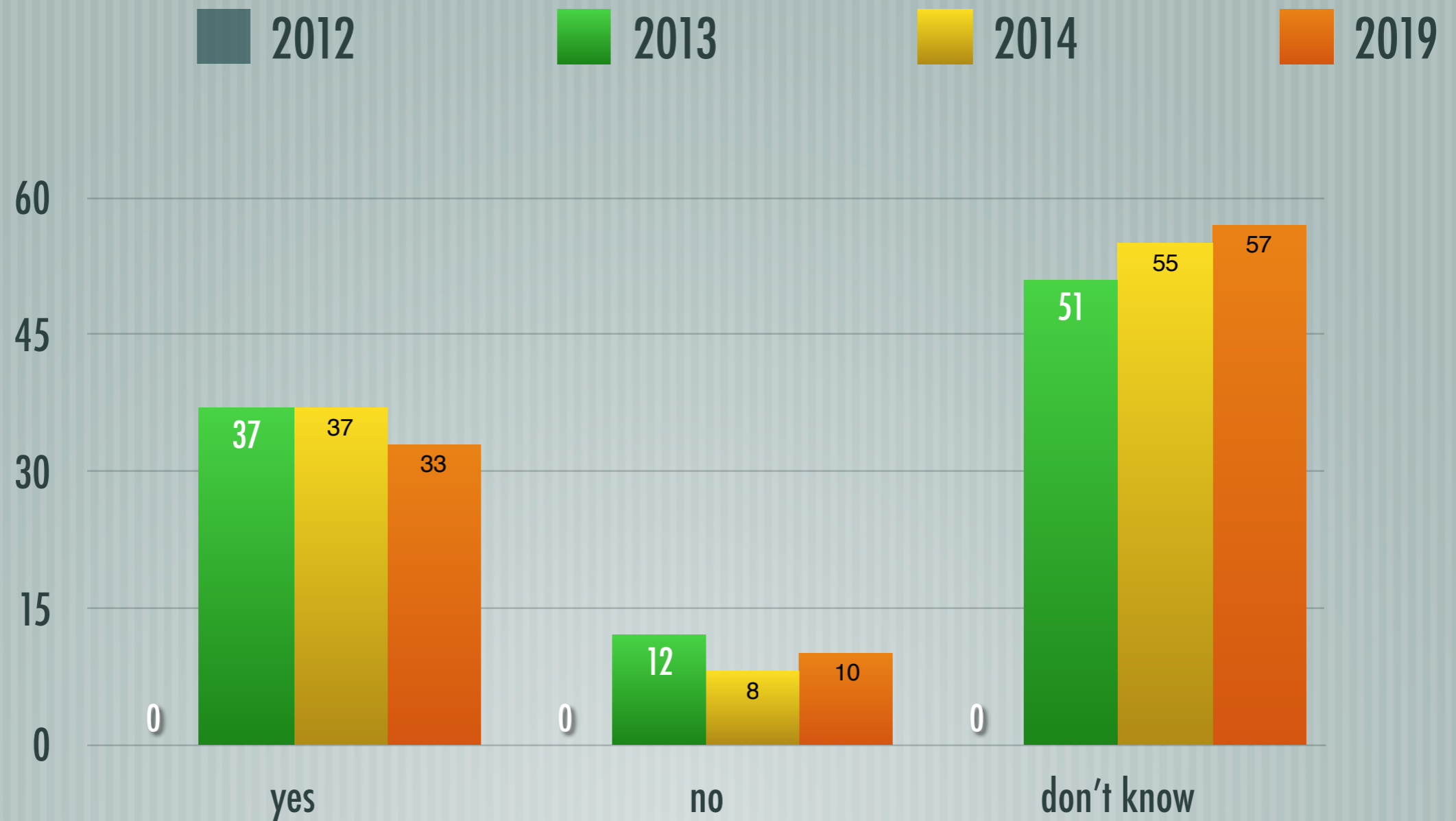


Seeing Your Doctor



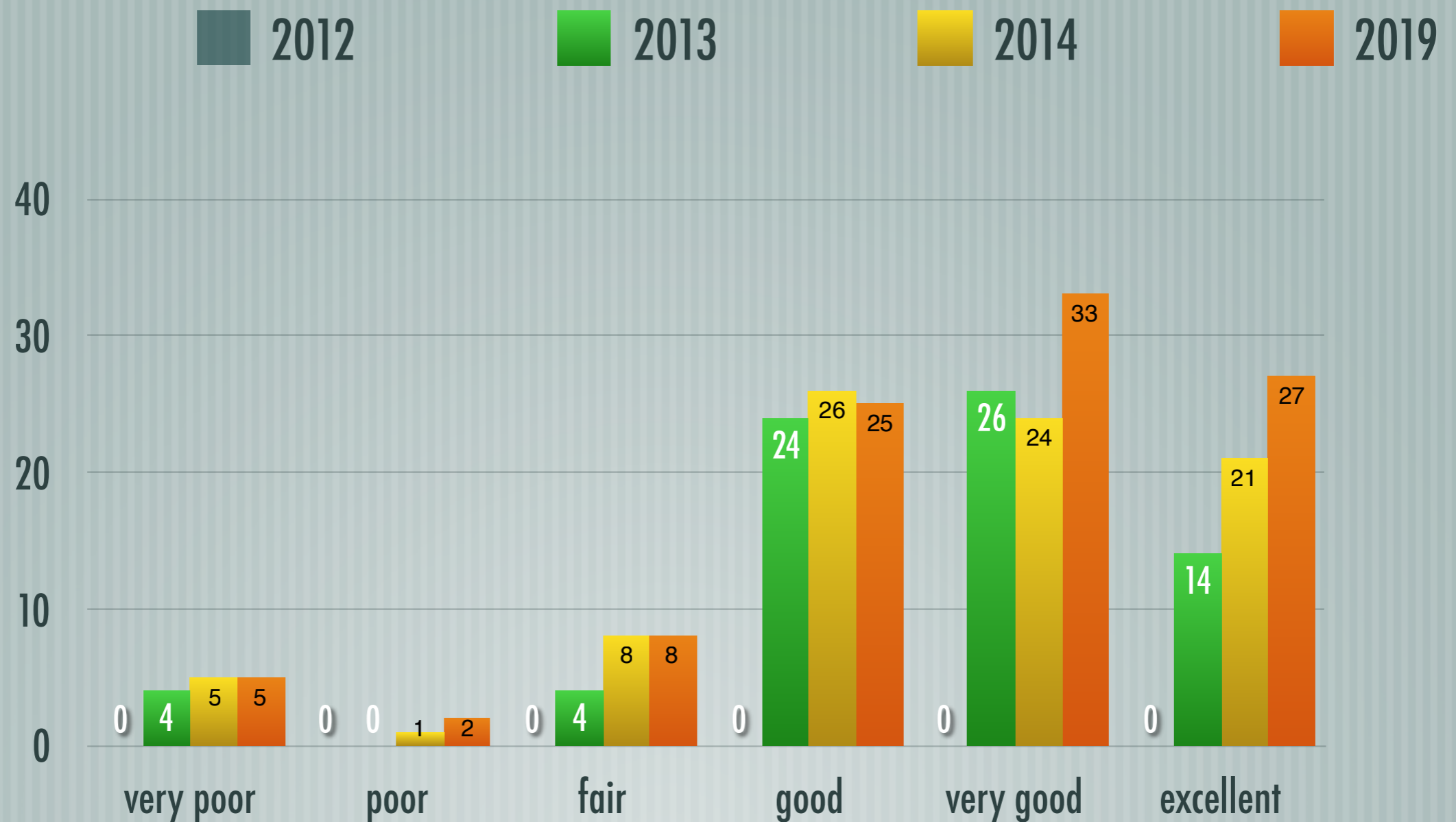
Do you feel able to control your illness / condition after speaking to the doctor today?

Seeing Your Doctor



Where you given information about other services?

Seeing Your Doctor



How would you rate the information given to you about other services?