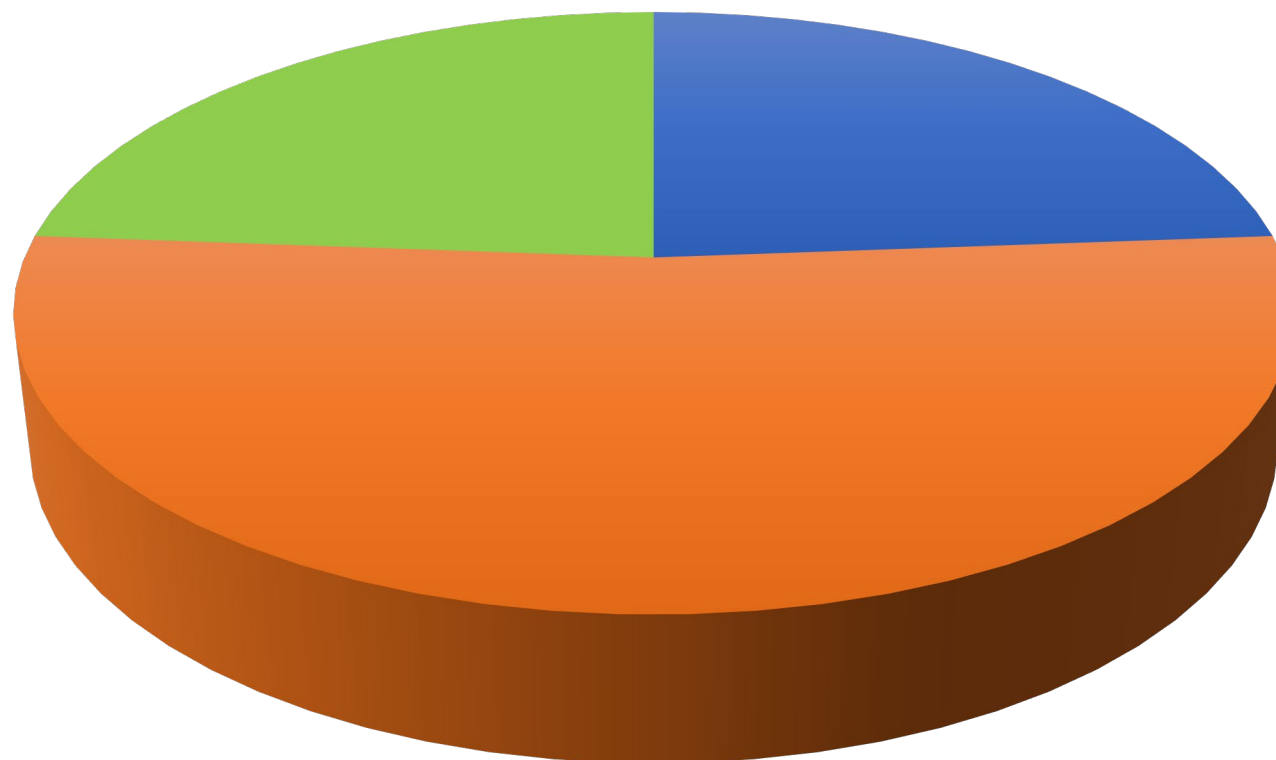


Patient Survey

2023

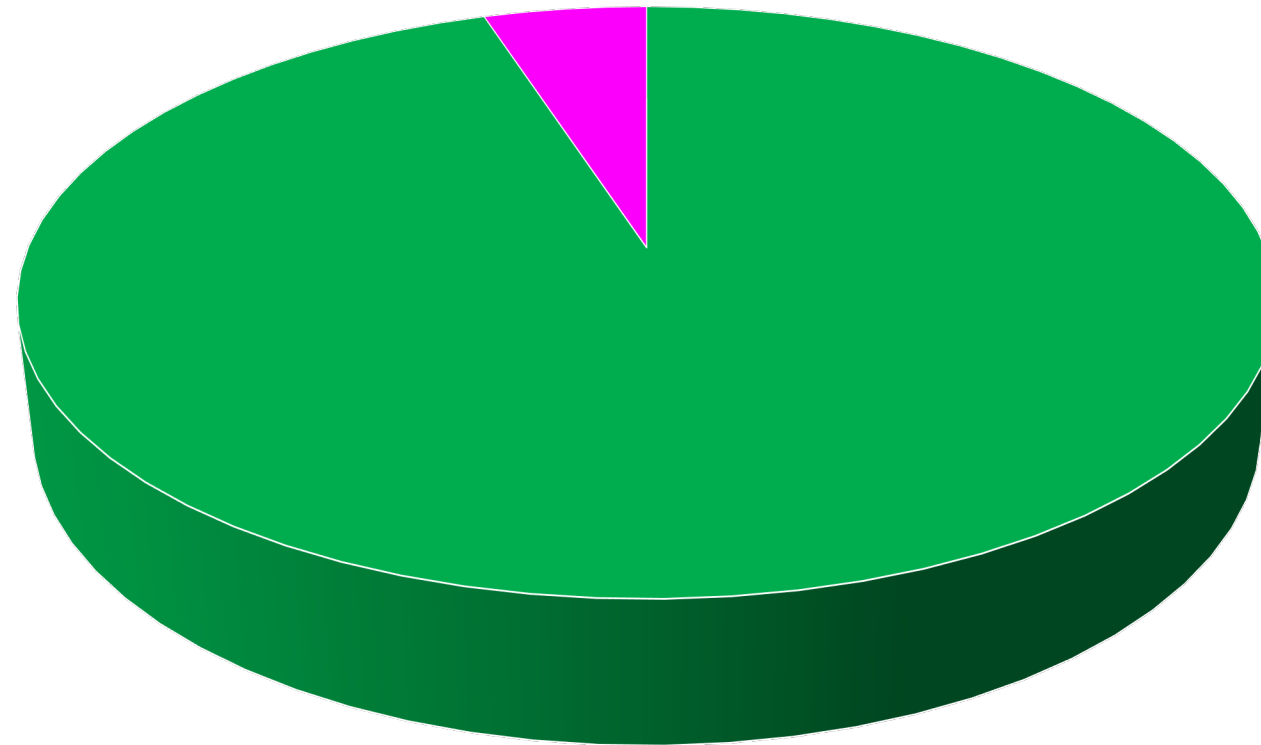
Compiled by Louise Webb – March 2023

Which Clinician did you see?



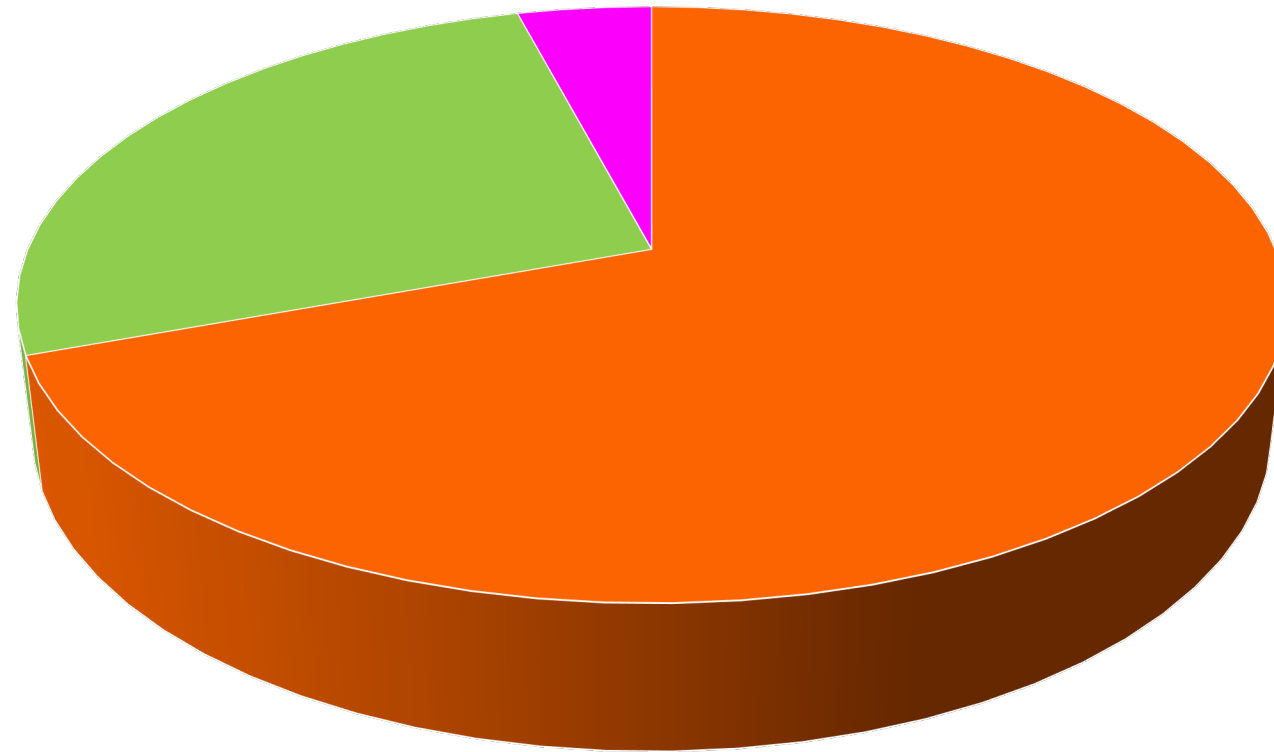
■ Phlebotomist 25% ■ Doctor 55% ■ Nurse 25%

How would you rate your overall appointment experience?



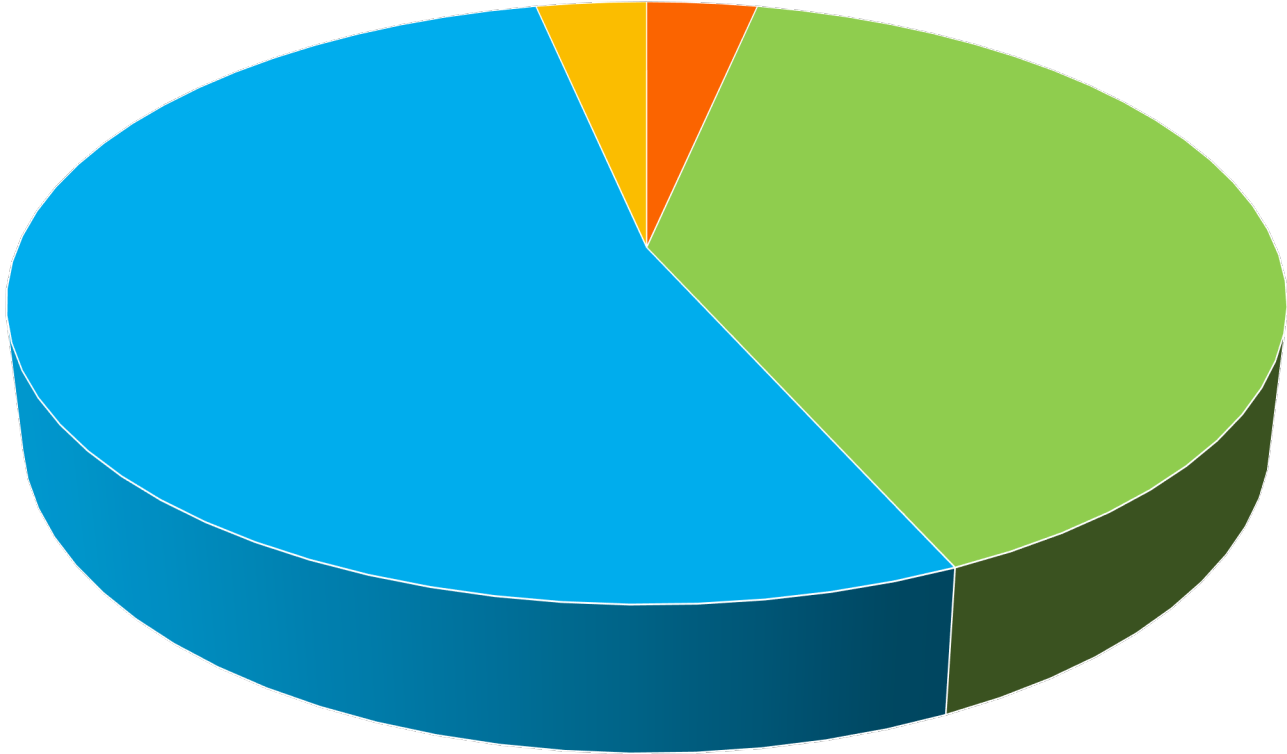
■ Excellent 95% ■ Good 5%

Please rate the service you received from the Receptionist



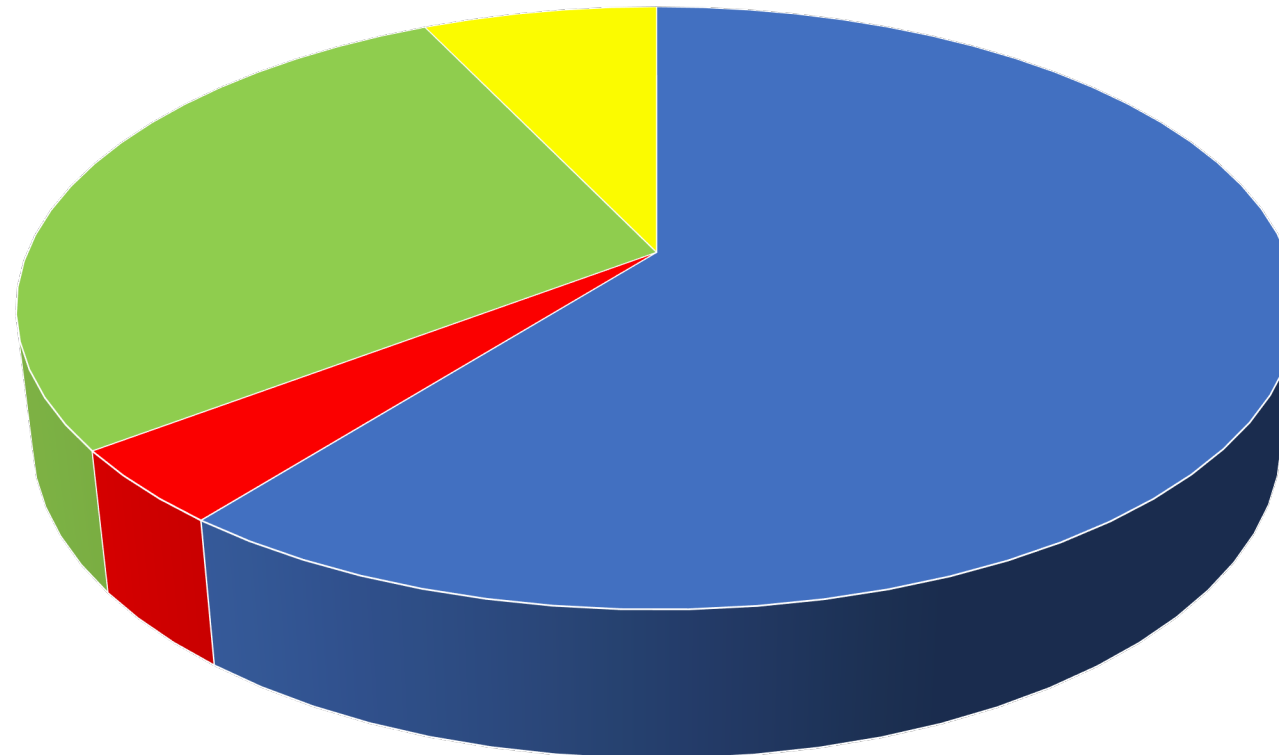
■ Excellent 68% ■ Good 26% ■ Satisfactory 4%

How long did you have to wait for the first available appointment?



- Chose Appointment 3%
- 1 to 3 weeks 36%
- Less than a week 48%
- 3 to 6 weeks 3%

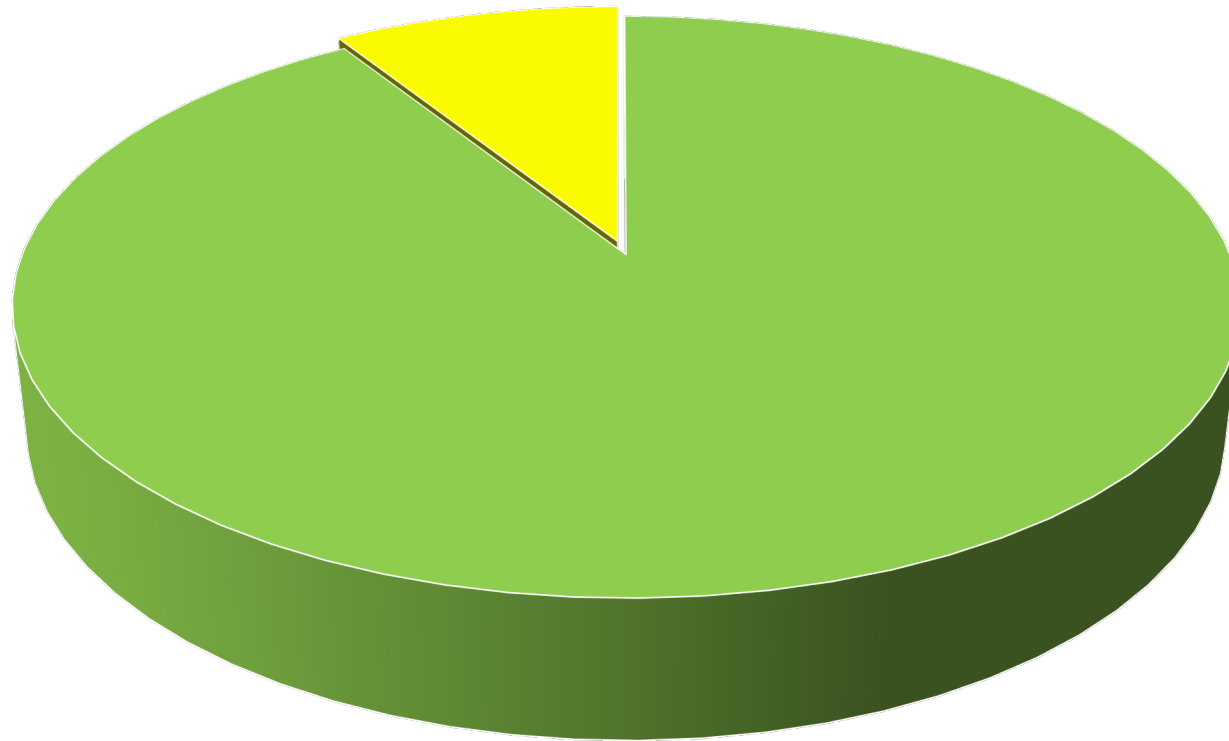
Was your appointment running to time?



■ Ran to time 60%
■ Up to 10 minutes late 28%

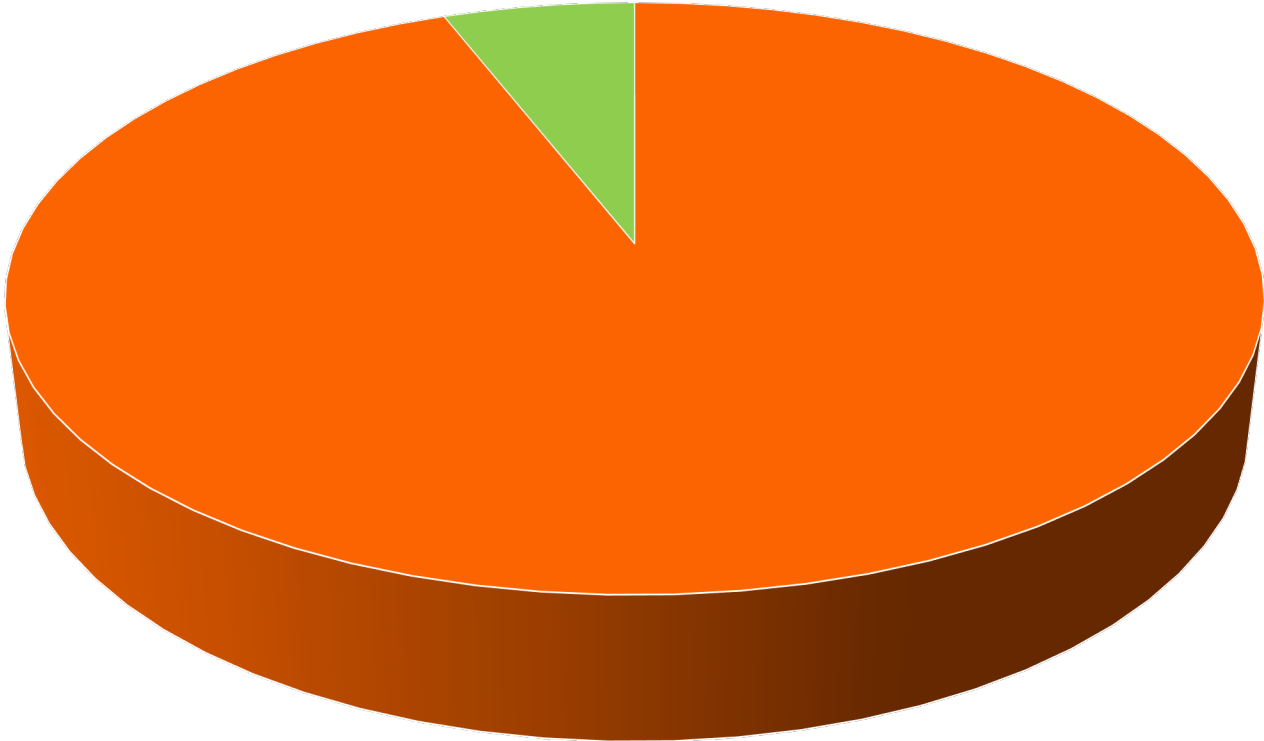
■ Up to 30 minutes 4%
■ Up to 20 minutes late 7%

How would you rate the clinician you were seen by?



■ Excellent 91% ■ Good 9%

How would you rate the surgery overall?



■ Excellent 64% ■ Good 4%