



Results

Survey 78192

Number of records in this query:	259
Total records in survey:	259
Percentage of total:	100.00%





Field summary for 001

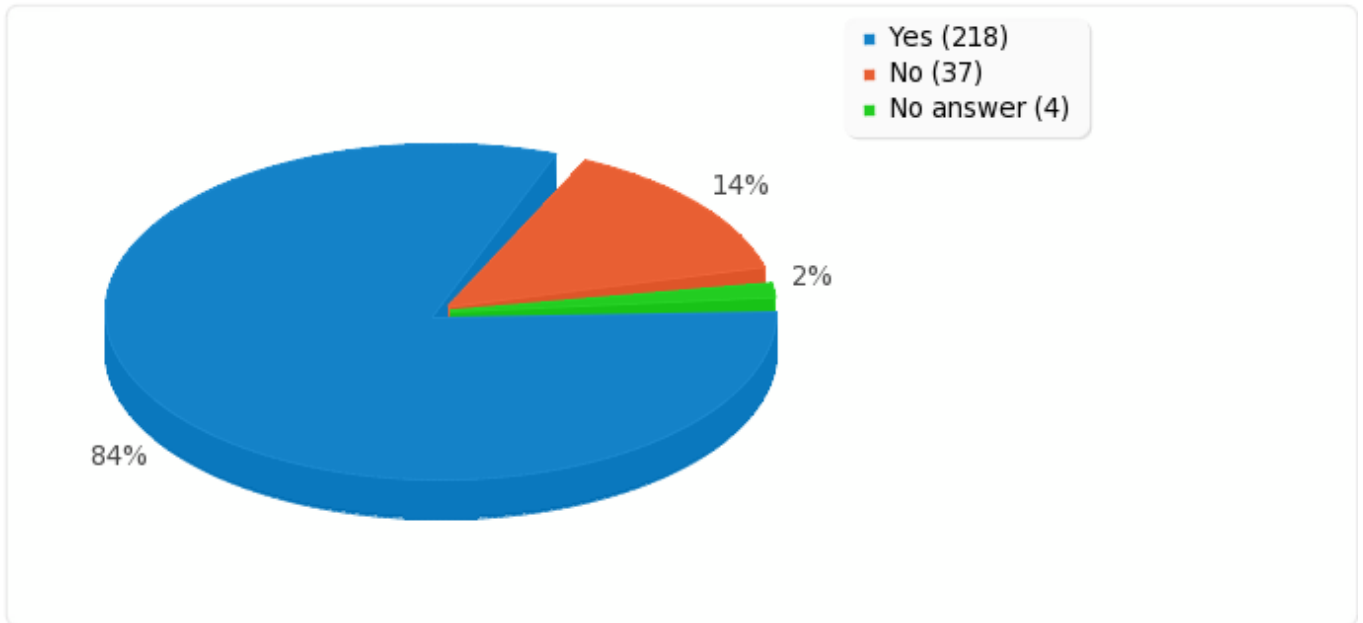
IS THE LEVEL OF CONFIDENTIALITY IN THE RECEPTION AREA SATISFACTORY FOR YOU?

Answer	Count	Percentage
Yes (Y)	218	84.17%
No (N)	37	14.29%
No answer	4	1.54%



Field summary for 001

IS THE LEVEL OF CONFIDENTIALITY IN THE RECEPTION AREA SATISFACTORY FOR YOU?





Field summary for 002

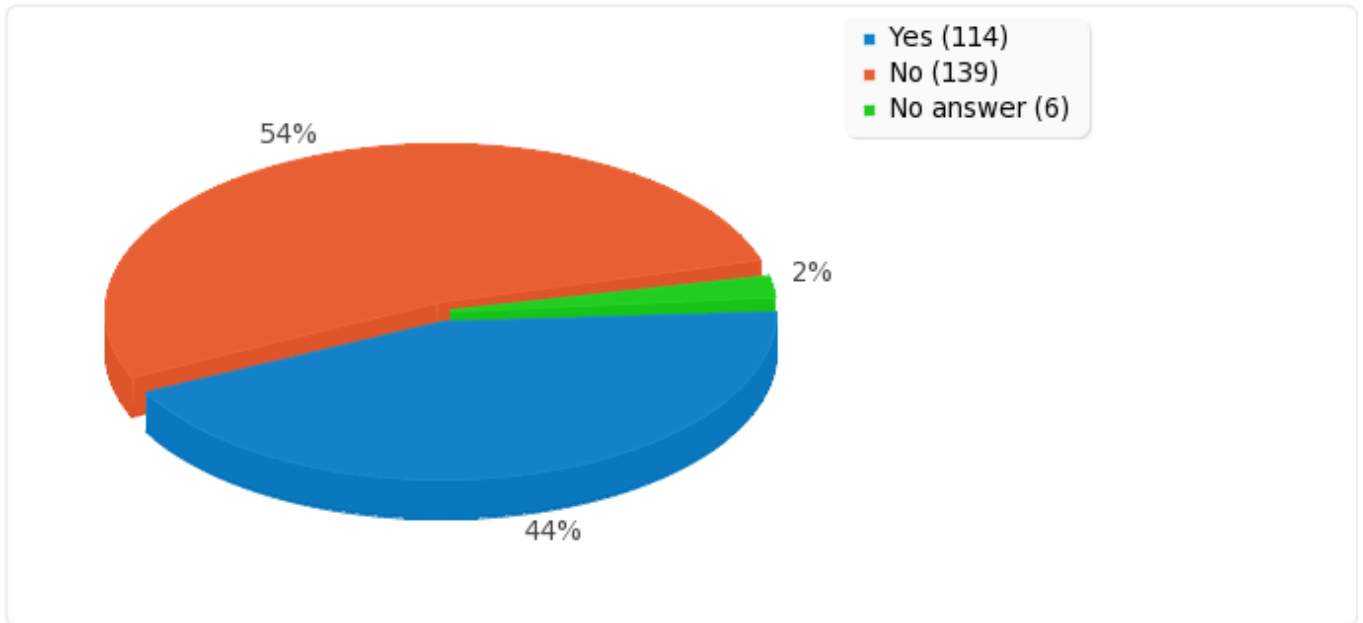
ARE YOU AWARE THE SURGERY HAS ITS OWN WEBSITE: www.newsomesurgery.co.uk

Answer	Count	Percentage
Yes (Y)	114	44.02%
No (N)	139	53.67%
No answer	6	2.32%



Field summary for 002

ARE YOU AWARE THE SURGERY HAS ITS OWN WEBSITE: www.newsomesurgery.co.uk





Field summary for 003

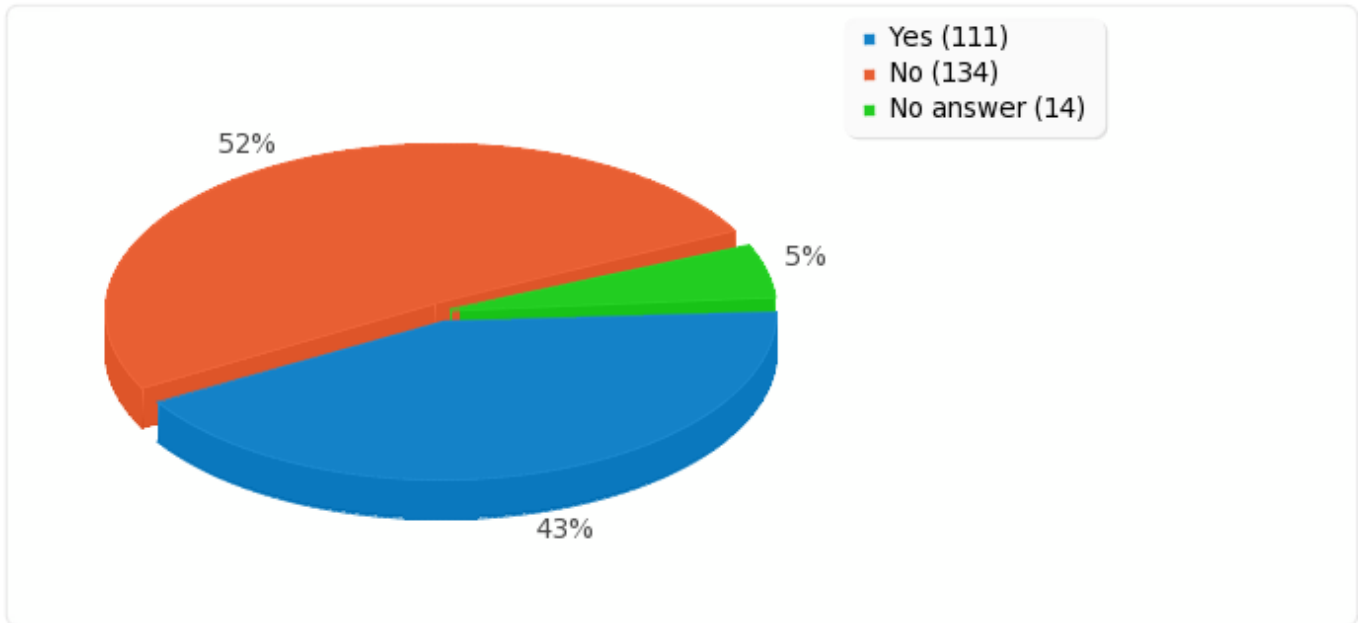
DID YOU KNOW THE SURGERY HAS A PRACTICE LEAFLET?

Answer	Count	Percentage
Yes (Y)	111	42.86%
No (N)	134	51.74%
No answer	14	5.41%



Field summary for 003

DID YOU KNOW THE SURGERY HAS A PRACTICE LEAFLET?





Field summary for 004

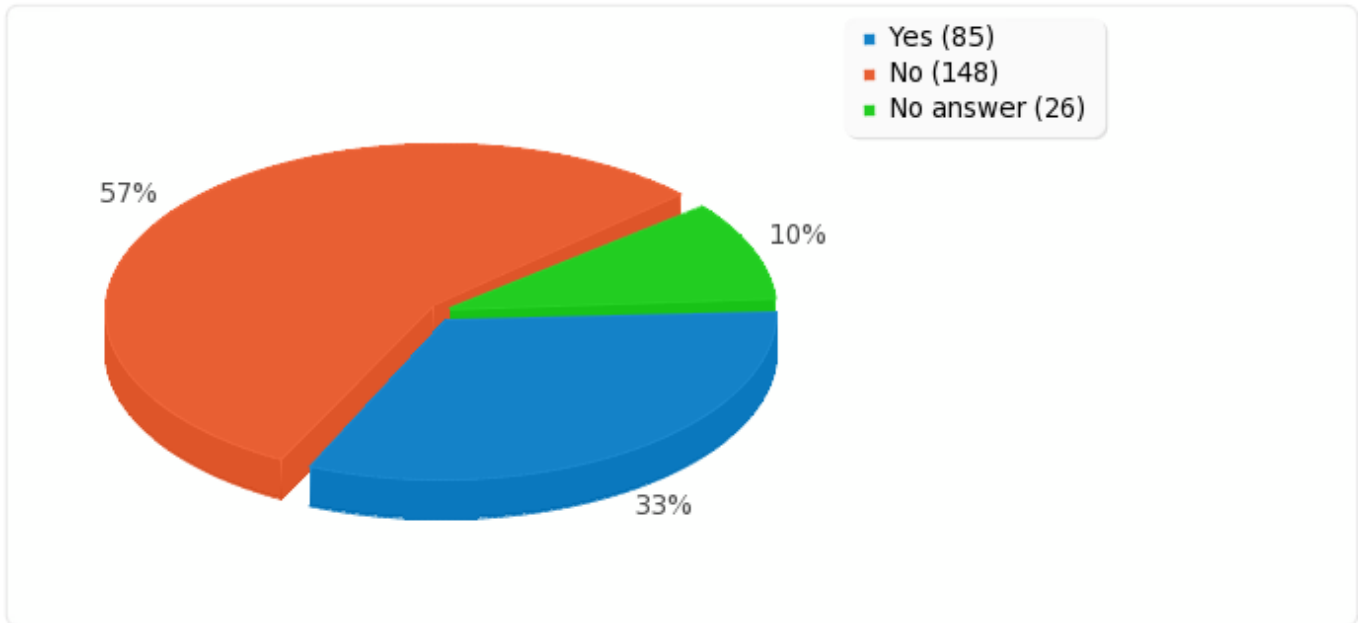
HAVE YOU SEEN A PRACTICE LEAFLET?

Answer	Count	Percentage
Yes (Y)	85	32.82%
No (N)	148	57.14%
No answer	26	10.04%



Field summary for 004

HAVE YOU SEEN A PRACTICE LEAFLET?





Field summary for 005

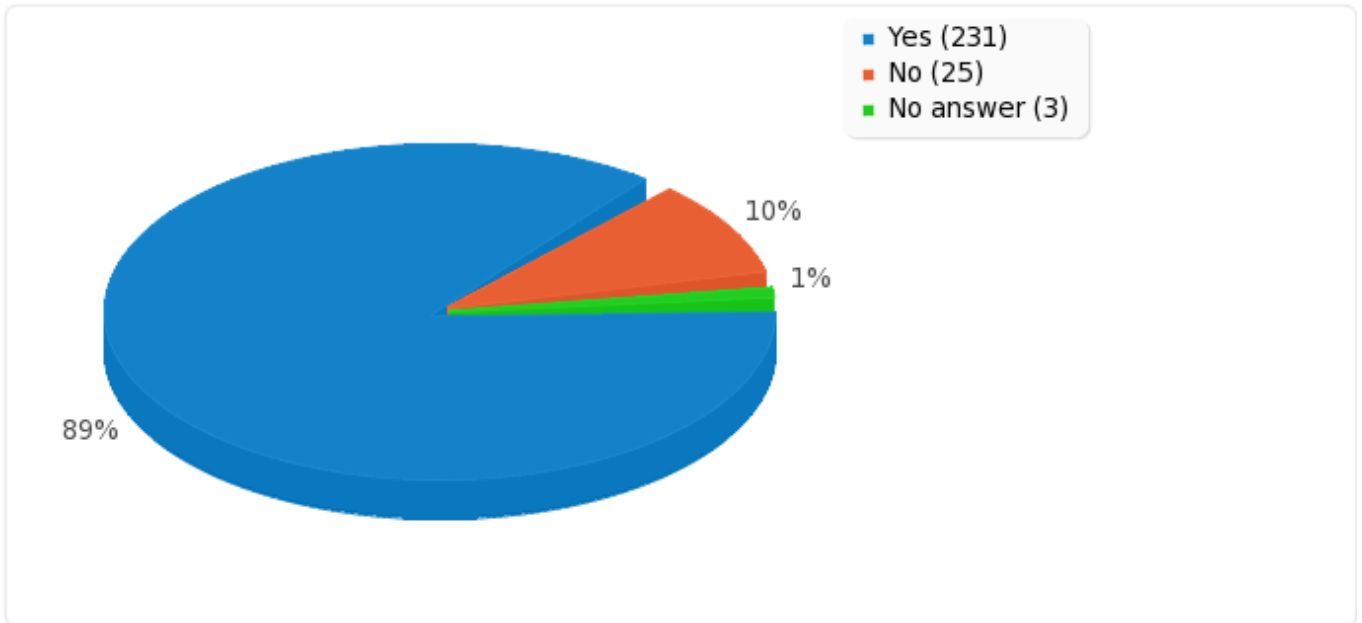
THE PRACTICE HAS A POLICY ON PATIENTS NOT KEEPING BOOKED APPOINTMENTS
IF YOU MISS 2 APPOINTMENTS WITHOUT NOTIFYING THE PRACTICE YOU WILL BE SENT A
LETTER INFORMING YOU THAT IF YOU MISS A FURTHER APPOINTMENT WITHOUT
NOTIFICATION YOU WILL BE REMOVED FROM THE PRACTICE LIST. ☐ DO YOU FEEL
THIS IS APPROPRIATE?

Answer	Count	Percentage
Yes (Y)	231	89.19%
No (N)	25	9.65%
No answer	3	1.16%



Field summary for 005

THE PRACTICE HAS A POLICY ON PATIENTS NOT KEEPING BOOKED APPOINTMENTS
IF YOU MISS 2 APPOINTMENTS WITHOUT NOTIFYING THE PRACTICE YOU WILL BE SENT A
LETTER INFORMING YOU THAT IF YOU MISS A FURTHER APPOINTMENT WITHOUT
NOTIFICATION YOU WILL BE REMOVED FROM THE PRACTICE LIST. ☐ DO YOU FEEL
THIS IS APPROPRIATE?





Field summary for 006

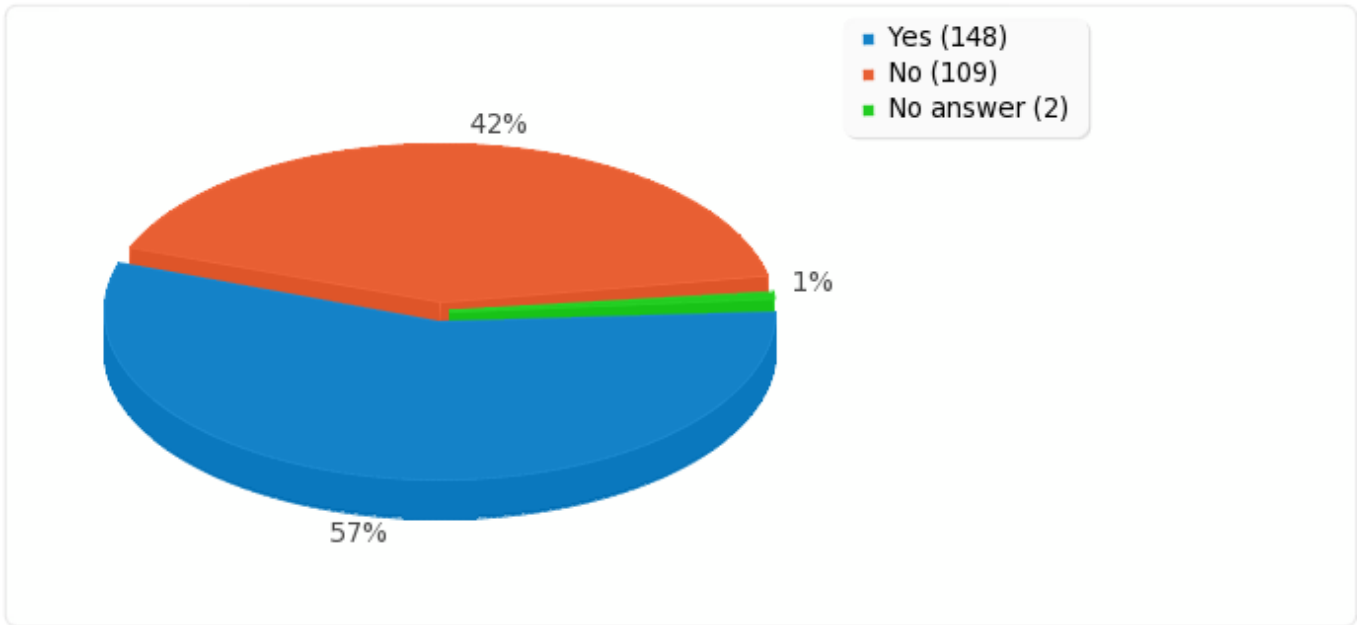
DID YOU KNOW THAT THE SURGERY IS OPEN ON SATURDAY MORNINGS FOR PRE BOOKED APPOINTMENTS ?

Answer	Count	Percentage
Yes (Y)	148	57.14%
No (N)	109	42.08%
No answer	2	0.77%



Field summary for 006

DID YOU KNOW THAT THE SURGERY IS OPEN ON SATURDAY MORNINGS FOR PRE BOOKED APPOINTMENTS ?





Field summary for 007

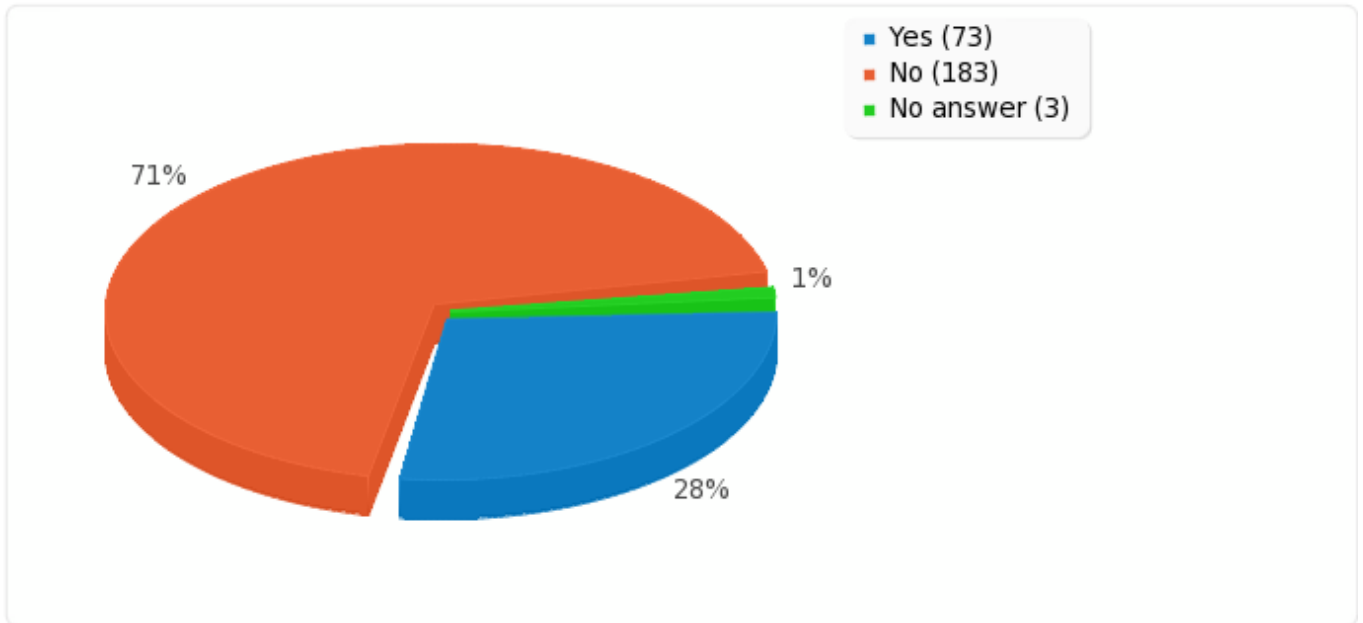
HAVE YOU MADE USE OF THE SATURDAY MORNINGS PRE BOOKED APPOINTMENTS?

Answer	Count	Percentage
Yes (Y)	73	28.19%
No (N)	183	70.66%
No answer	3	1.16%



Field summary for 007

HAVE YOU MADE USE OF THE SATURDAY MORNINGS PRE BOOKED APPOINTMENTS?





Field summary for 008

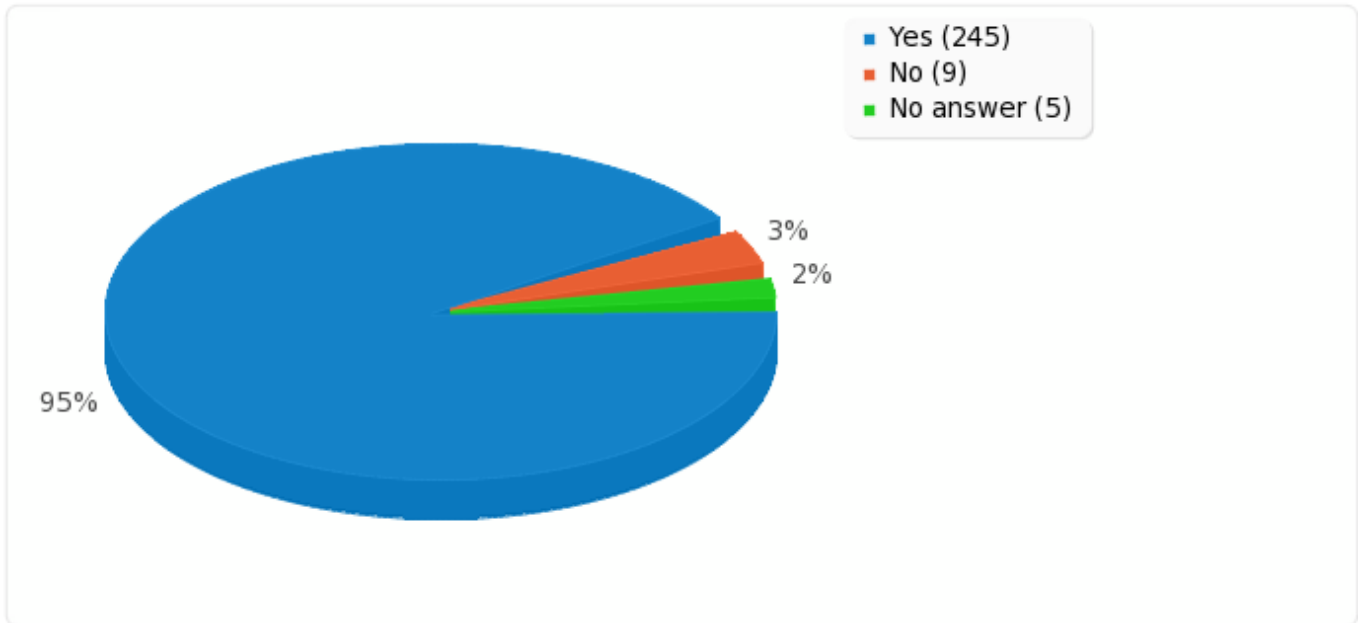
ARE YOU HAPPY FOR THESE EXTRA HOURS TO BE HELD ON A SATURDAY MORNING?

Answer	Count	Percentage
Yes (Y)	245	94.59%
No (N)	9	3.47%
No answer	5	1.93%



Field summary for 008

ARE YOU HAPPY FOR THESE EXTRA HOURS TO BE HELD ON A SATURDAY MORNING?





Field summary for 009

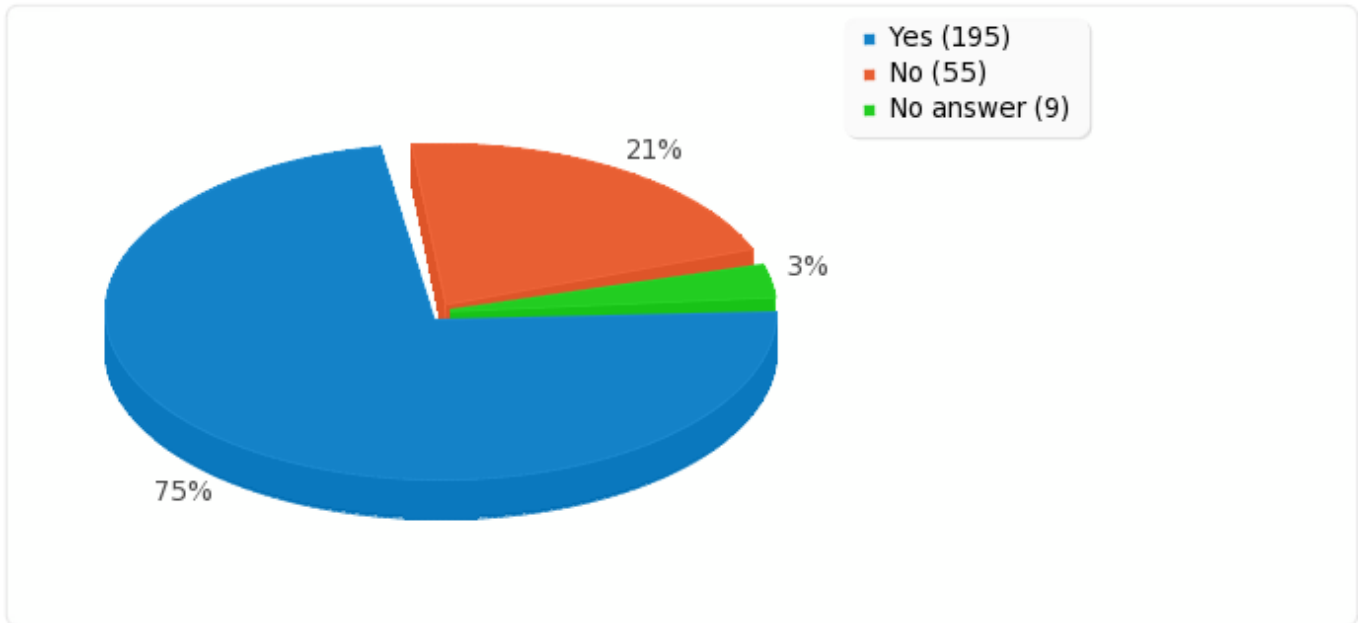
DO YOU FEEL IT IS APPROPRIATE THAT IF A PATIENT IS 10 MINUTES LATE FOR THEIR APPOINTMENT THEY WILL NOT BE SEEN AND HAVE TO REBOOK? [THE REASONING BEHIND THIS IS THAT IF PATIENTS ARE 10 MINUTES OR MORE LATE FOR THEIR APPOINTMENT IT IMPINGES ONTO THE NEXT APPOINTMENT SLOT THEREBY MAKING EVERYONE LATE.

Answer	Count	Percentage
Yes (Y)	195	75.29%
No (N)	55	21.24%
No answer	9	3.47%



Field summary for 009

DO YOU FEEL IT IS APPROPRIATE THAT IF A PATIENT IS 10 MINUTES LATE FOR THEIR APPOINTMENT THEY WILL NOT BE SEEN AND HAVE TO REBOOK? [THE REASONING BEHIND THIS IS THAT IF PATIENTS ARE 10 MINUTES OR MORE LATE FOR THEIR APPOINTMENT IT IMPINGES ONTO THE NEXT APPOINTMENT SLOT THEREBY MAKING EVERYONE LATE.





Field summary for 010

ANY FURTHER COMMENTS/SUGGESTIONS ON THE ABOVE WILL BE APPRECIATED CONTINUE
OVERLEAF IF NECESSARY

Answer	Count	Percentage
Answer	67	25.87%
No answer	192	74.13%



Field summary for 010

ANY FURTHER COMMENTS/SUGGESTIONS ON THE ABOVE WILL BE APPRECIATED CONTINUE
OVERLEAF IF NECESSARY

