

## Holbeach Medical Centre questionnaire results June 2019

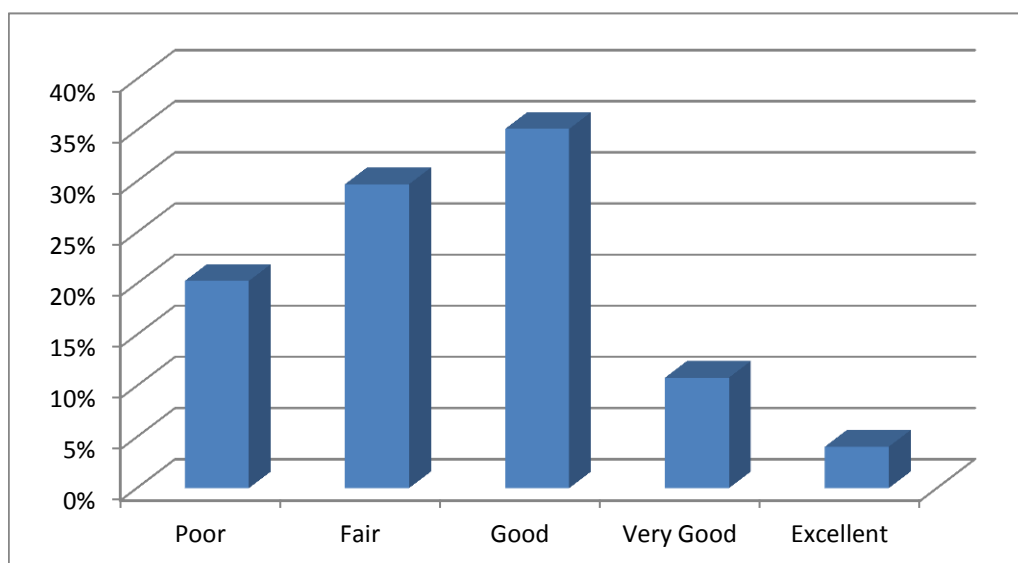
Question 1: How satisfied are you with the way in which you can make an appointment?

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	16	22	20	11	7	76
Percentage	21%	29%	26%	14%	9%	100%



Question 2: What are the chances of speaking to a doctor on the telephone when necessary?

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	15	22	26	8	3	74
Percentage	20%	30%	35%	11%	4%	100%



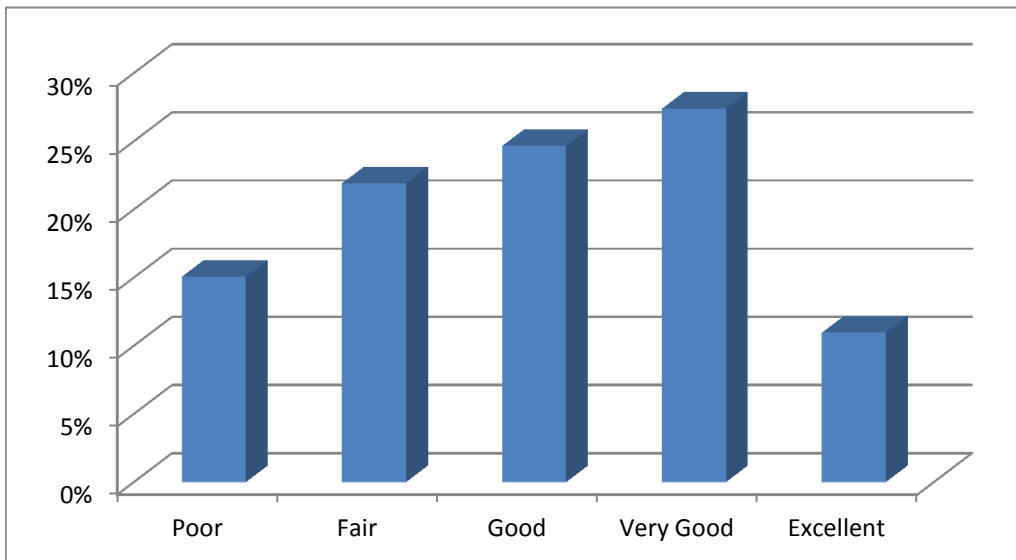
Question 3: How easy is it to obtain a home or other visit when necessary?

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	14	12	14	8	4	52
Percentage	27%	23%	27%	15%	8%	100%



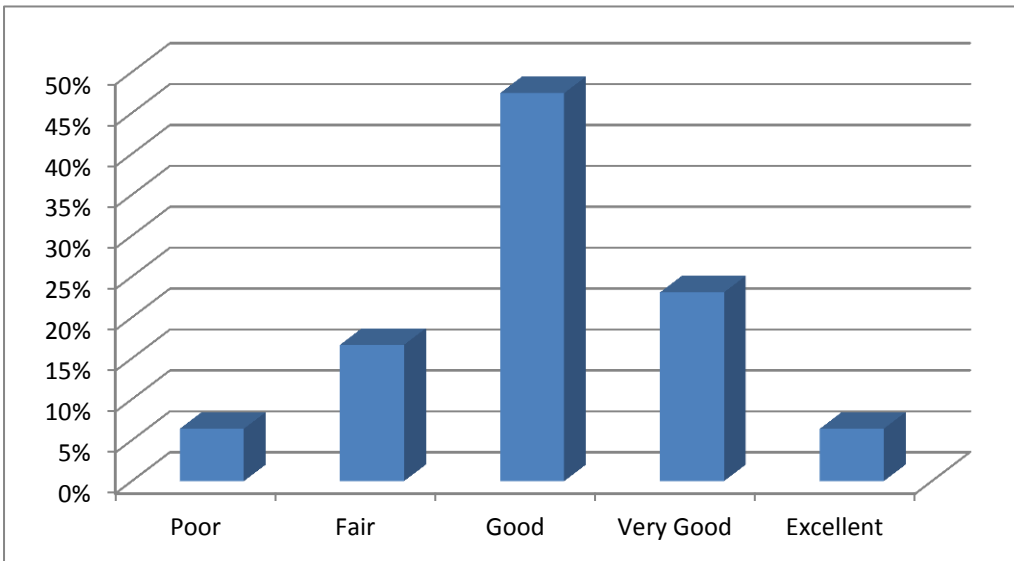
Question 4: Are you satisfied that you can see the doctor of your choice?

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	11	16	18	20	8	73
Percentage	15%	22%	25%	27%	11%	100%



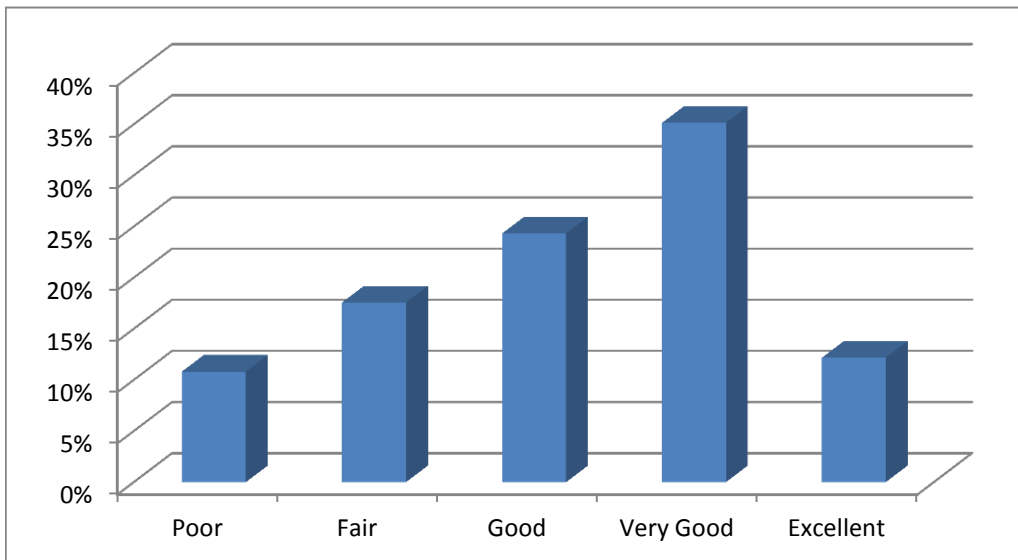
Question 5: How comfortable is the waiting room?

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	5	13	37	18	5	78
Percentage	6%	17%	47%	23%	6%	100%



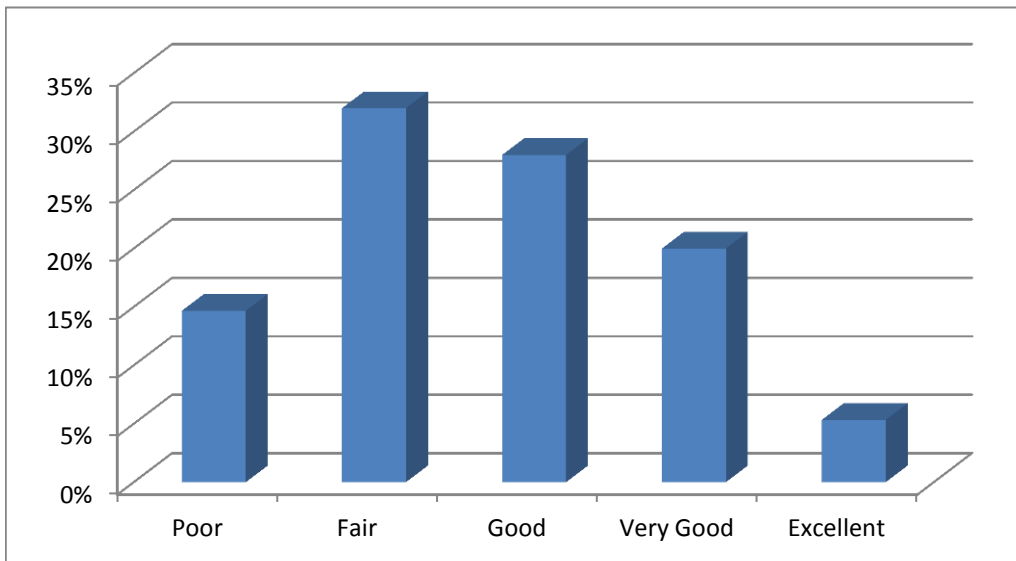
Question 6: Are you satisfied with the availability of privacy if you need it or are distressed?

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	8	13	18	26	9	74
Percentage	11%	18%	24%	35%	12%	100%



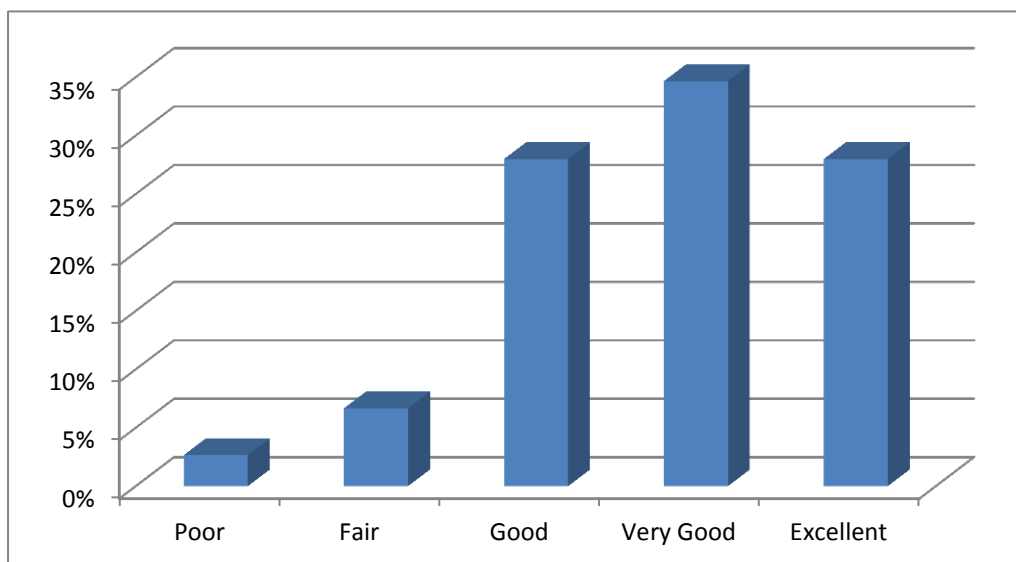
Question 7: The length of time waiting to see a doctor is...?

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	11	24	21	15	4	75
Percentage	15%	32%	28%	20%	5%	100%



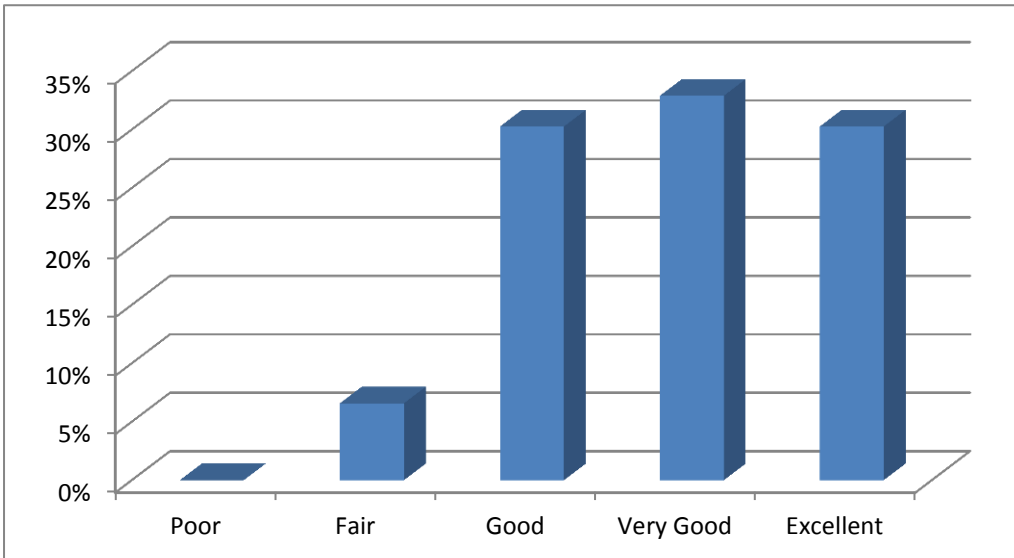
Question 8: After my latest visit to the doctor, my overall satisfaction is...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	2	5	21	26	21	75
Percentage	3%	7%	28%	35%	28%	100%



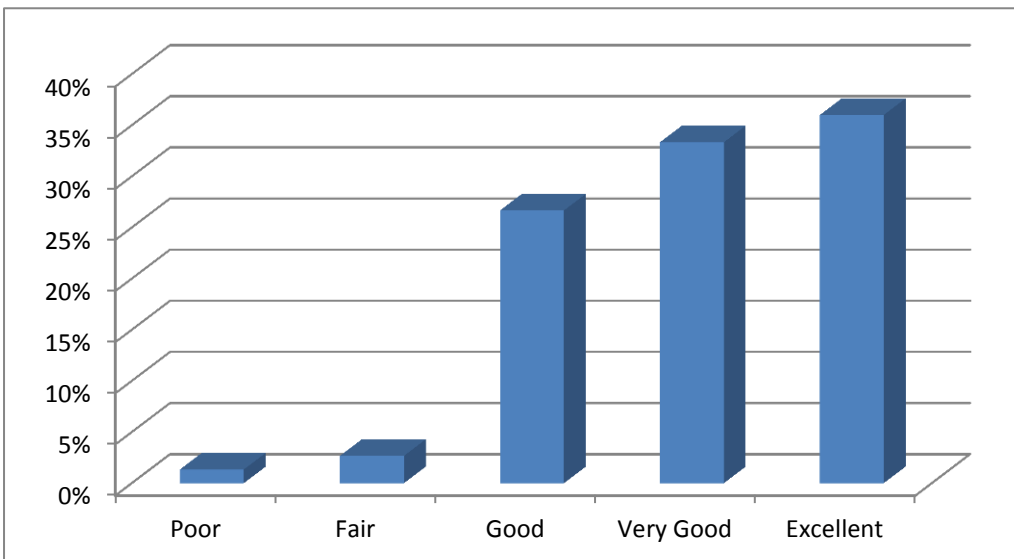
Question 9: The warmth of the doctor's greeting was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	0	5	23	25	23	76
Percentage	0%	7%	30%	33%	30%	100%



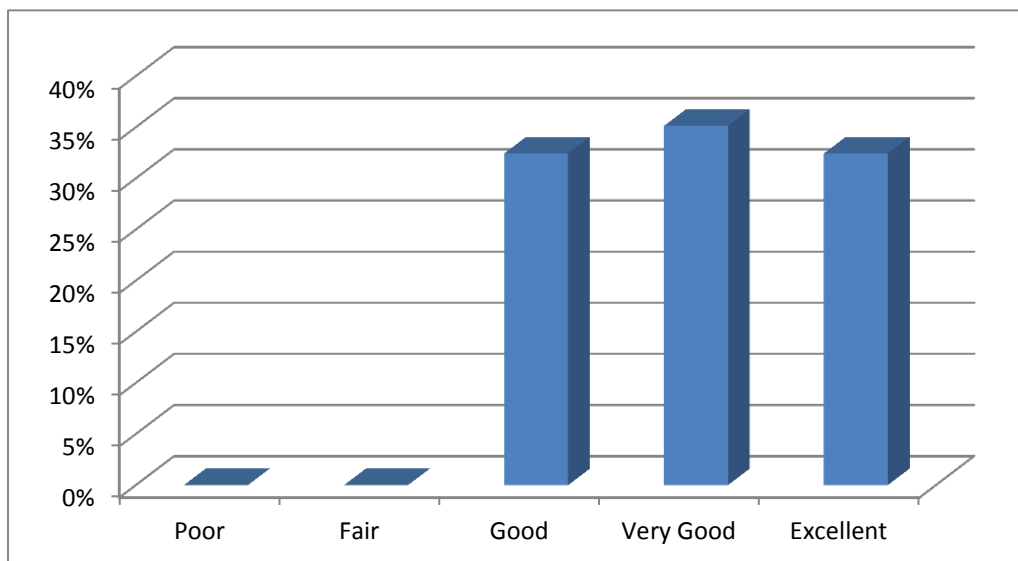
Question 10: On my last visit I would rate the doctor's ability to really listen to me as...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	1	2	20	25	27	75
Percentage	1%	3%	27%	33%	36%	100%



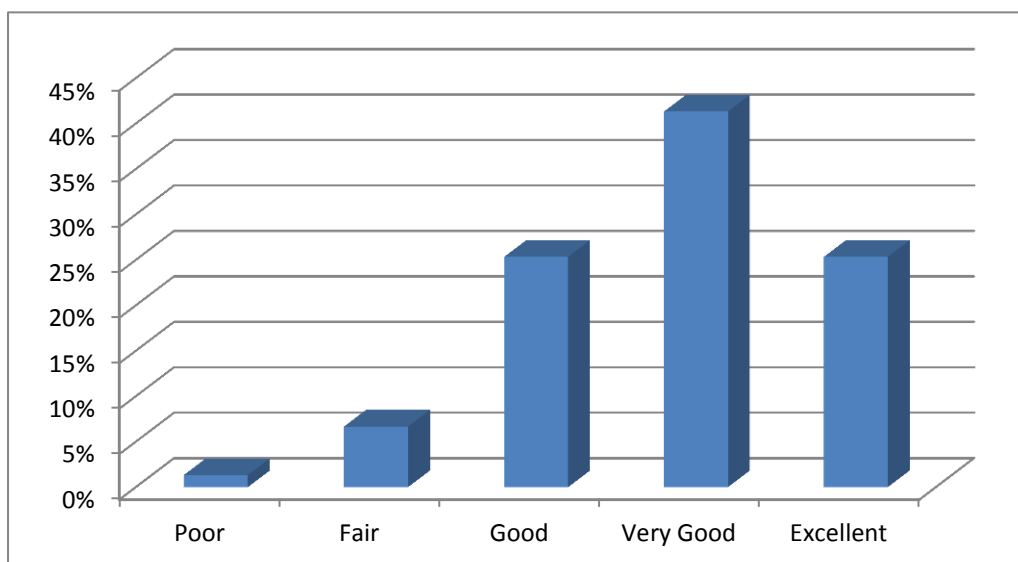
Question 11: The doctor's explanation of things to me was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	0	0	24	26	24	74
Percentage	0%	0%	32%	35%	32%	100%



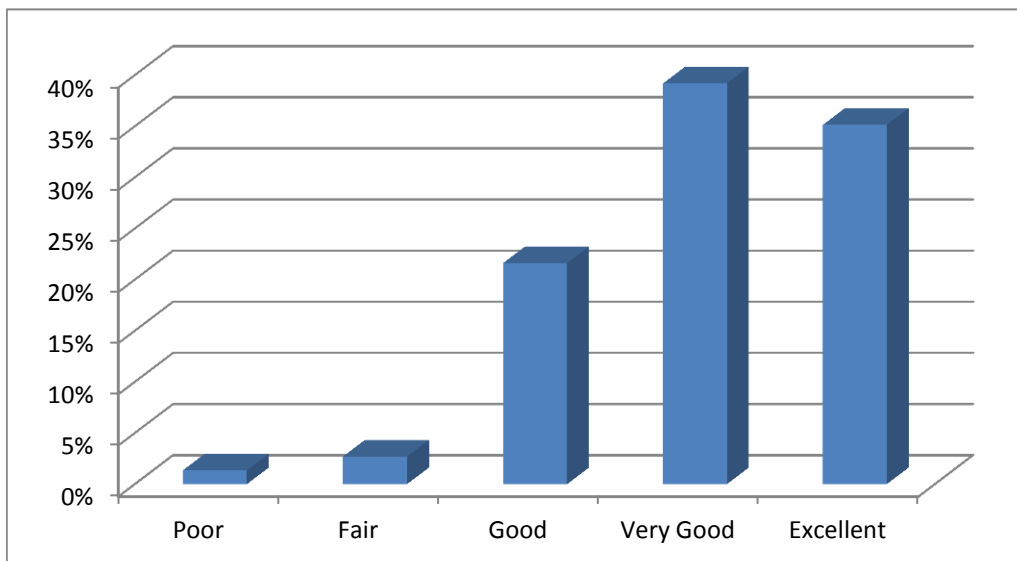
Question 12: The extent to which I felt reassured by the doctor was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	1	5	19	31	19	75
Percentage	1%	7%	25%	41%	25%	100%



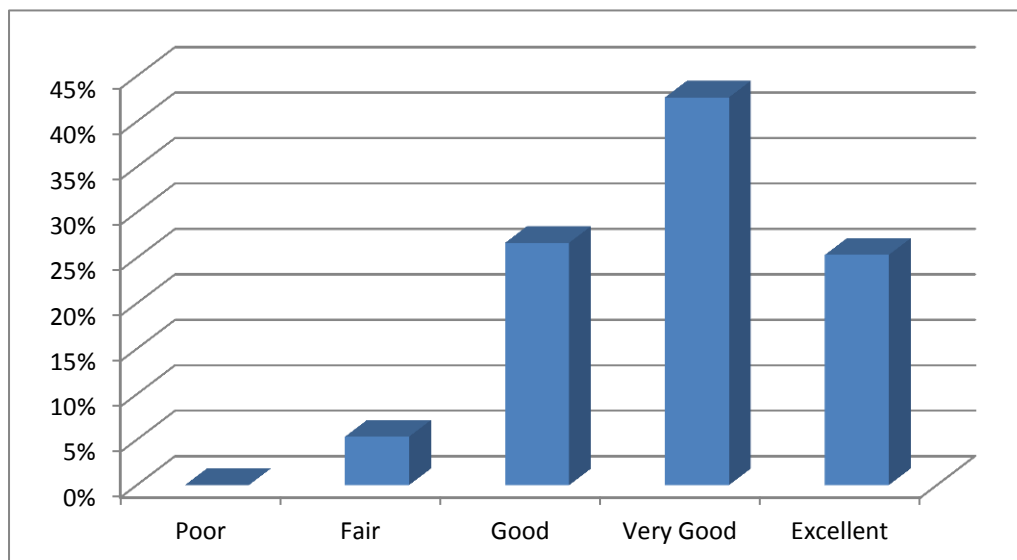
Question 13: My confidence in the doctor's ability is....

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	1	2	16	29	26	74
Percentage	1%	3%	22%	39%	35%	100%



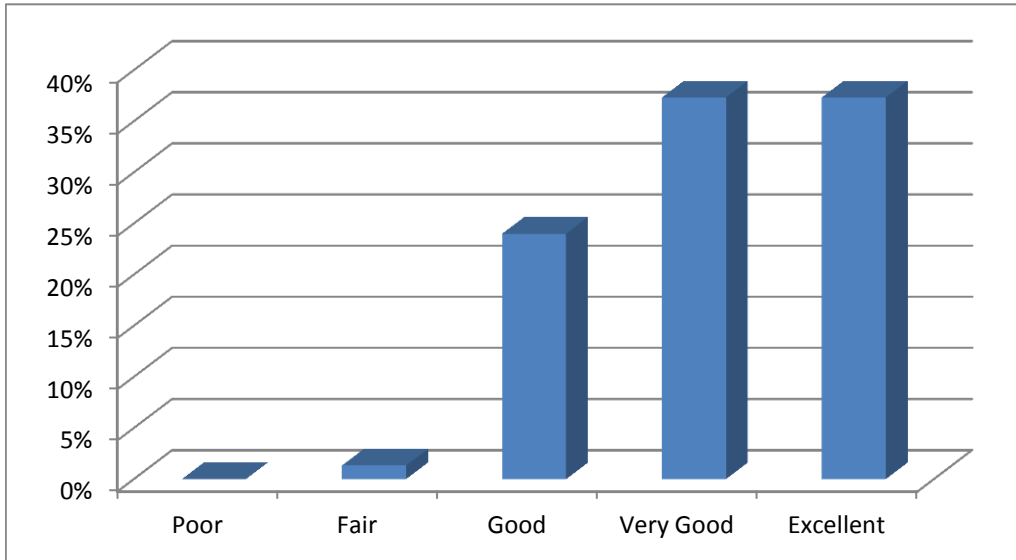
Question 14: The opportunity the doctor gave me to express my concerns was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	0	4	20	32	19	75
Percentage	0%	5%	27%	43%	25%	100%



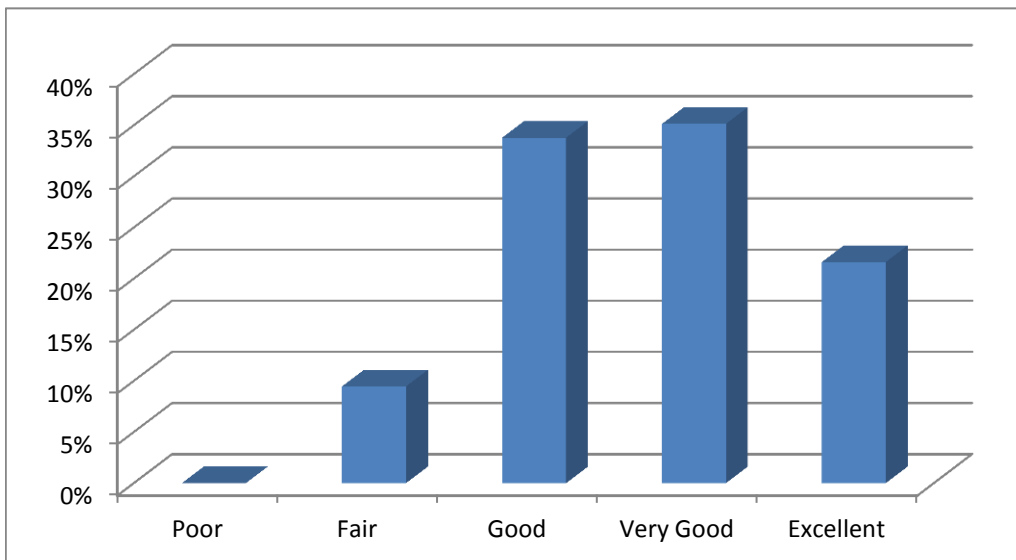
Question 15 The respect shown to me by my doctor is...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	0	1	18	28	28	75
Percentage	0%	1%	24%	37%	37%	100%



Question 16 The amount of time given to me for my latest visit was...

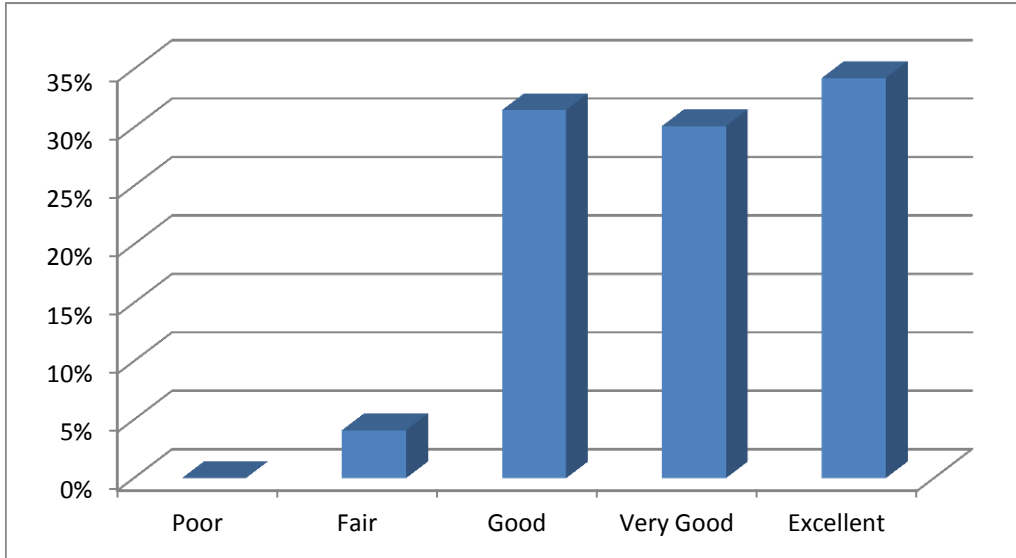
	Poor	Fair	Good	Very Good	Excellent	Total
Responses	0	7	25	26	16	74
Percentage	0%	9%	34%	35%	22%	100%





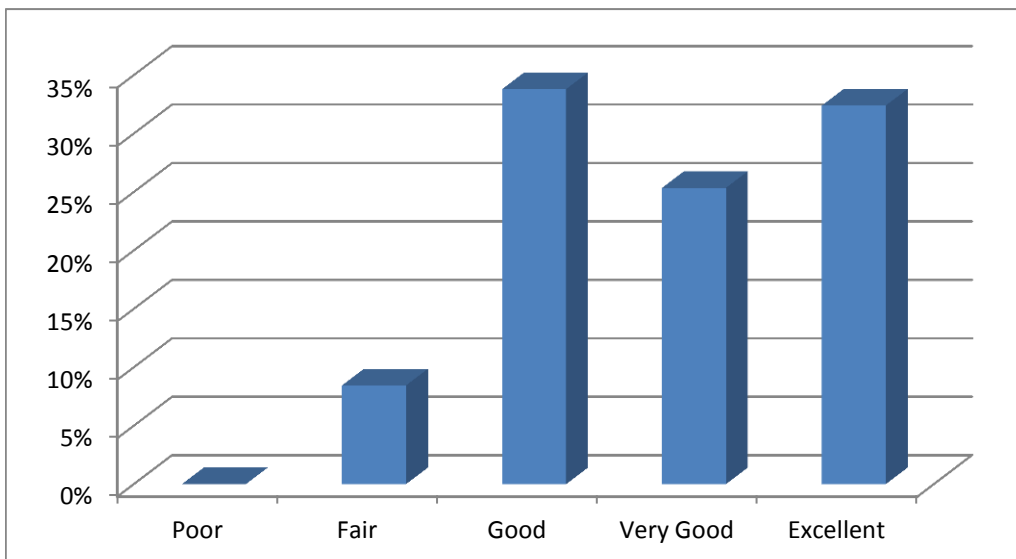
Question 17 The doctor's consideration of my personal situation in deciding a treatment or advising me was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	0	3	23	22	25	73
Percentage	0%	4%	32%	30%	34%	100%



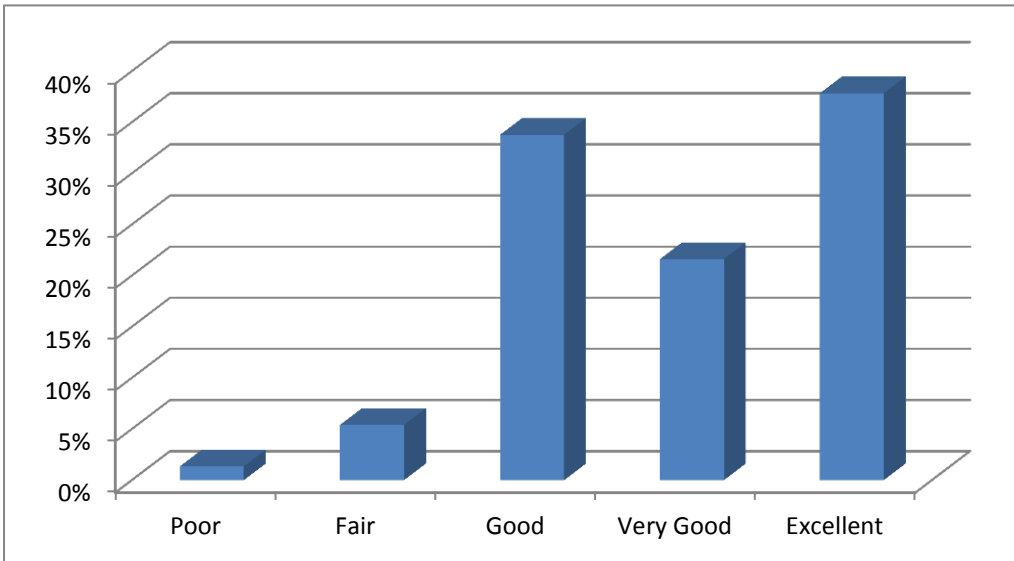
Question 18 The doctor's concern for me as a person on my latest visit was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	0	6	24	18	23	71
Percentage	0%	8%	34%	25%	32%	100%



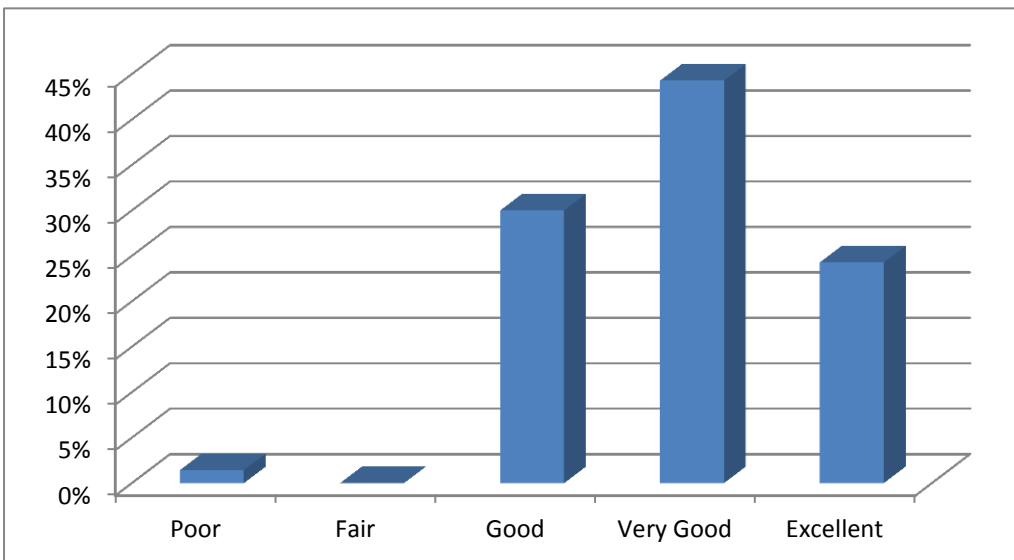
Question 19 If I were recommending my doctor to my friends I would describe the doctor as.....

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	1	4	25	16	28	74
Percentage	1%	5%	34%	22%	38%	100%



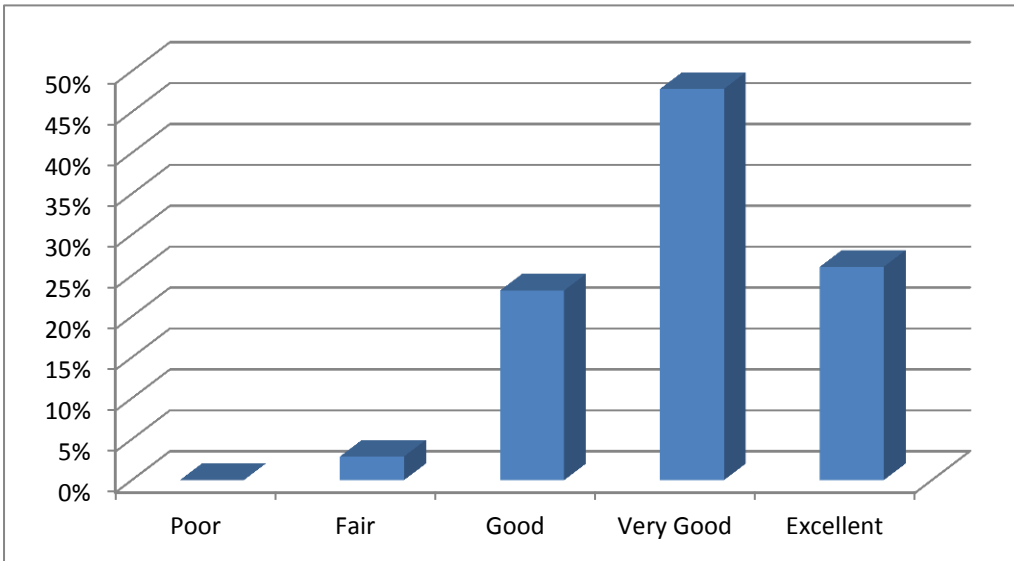
Question 20 After my latest visit to the nurse, my overall satisfaction is...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	1	0	21	31	17	70
Percentage	1%	0%	30%	44%	24%	100%



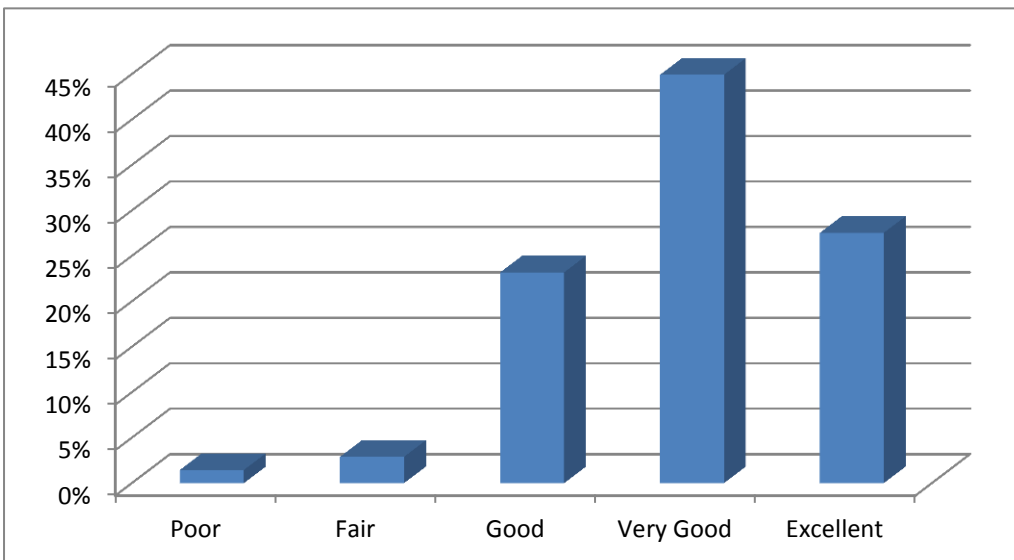
Question 21 The warmth of the nurse's greeting was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	0	2	16	33	18	69
Percentage	0%	3%	23%	48%	26%	100%



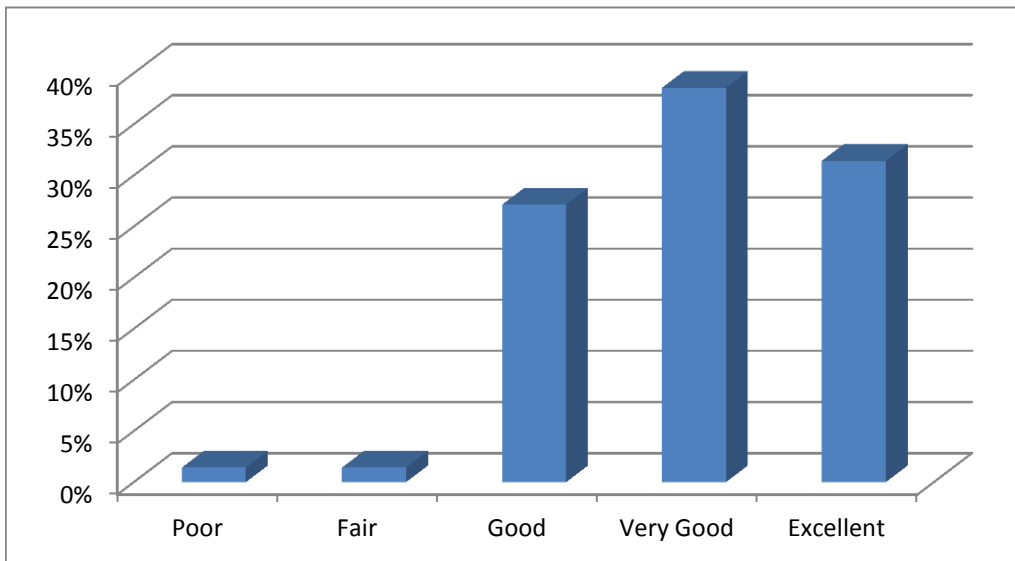
Question 22 On my last visit I would rate the nurse's ability to really listen to me as...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	1	2	16	31	19	69
Percentage	1%	3%	23%	45%	28%	100%



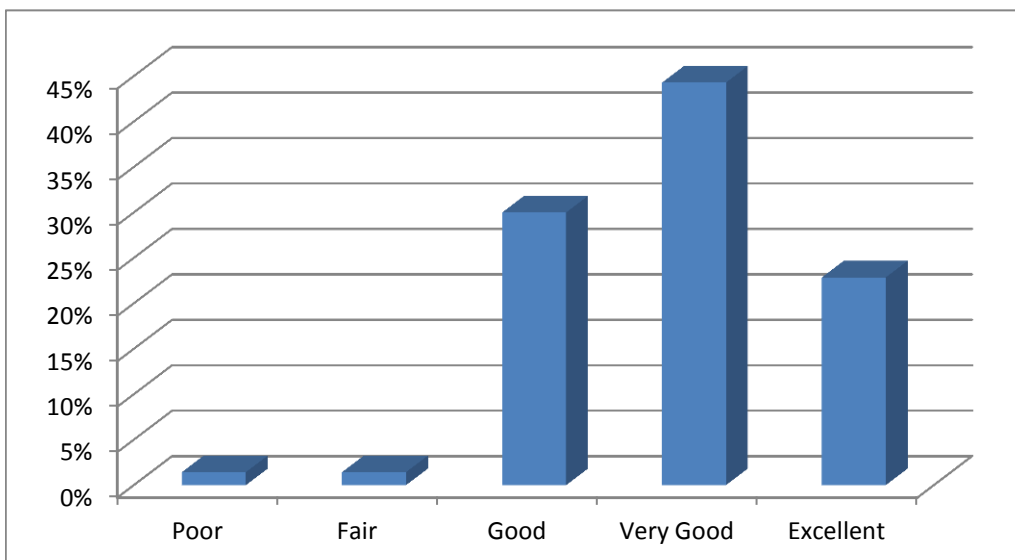
Question 23 The nurse's explanation of things to me was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	1	1	19	27	22	70
Percentage	1%	1%	27%	39%	31%	100%



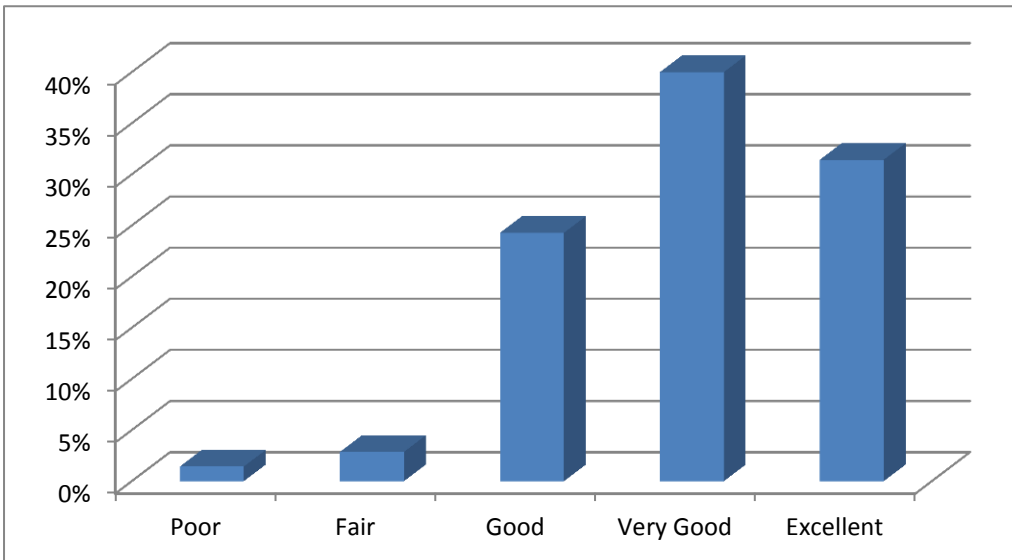
Question 24 The extent to which I felt reassured by the nurse was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	1	1	21	31	16	70
Percentage	1%	1%	30%	44%	23%	100%



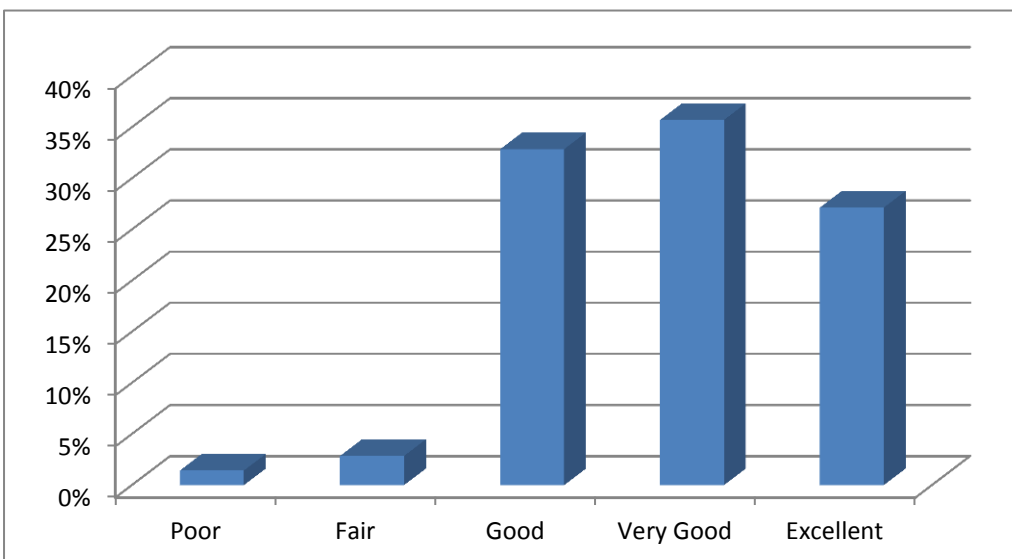
Question 25 My confidence in the nurse's ability is....

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	1	2	17	28	22	70
Percentage	1%	3%	24%	40%	31%	100%



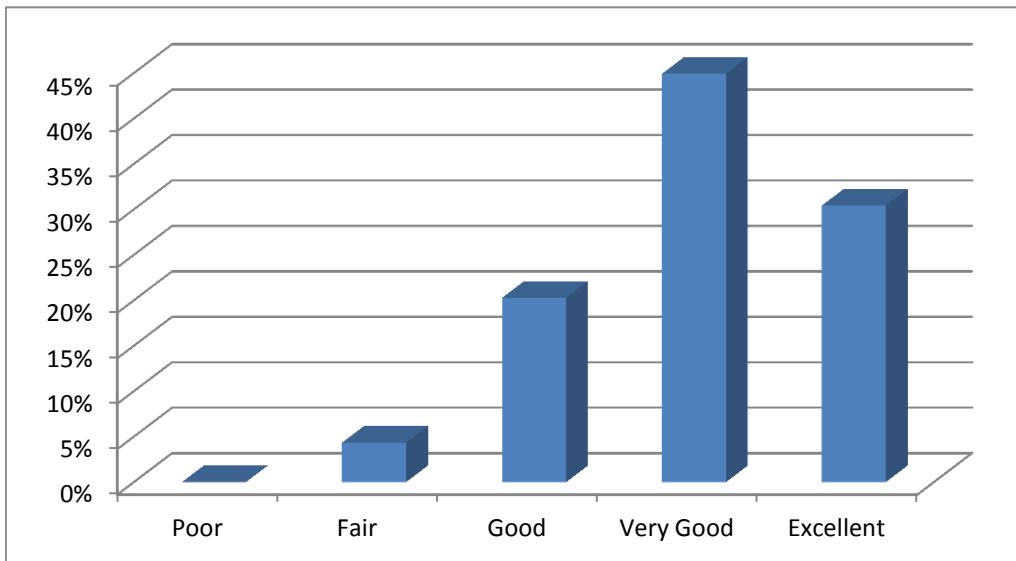
Question 26 The opportunity the nurse gave me to express my concerns was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	1	2	23	25	19	70
Percentage	1%	3%	33%	36%	27%	100%



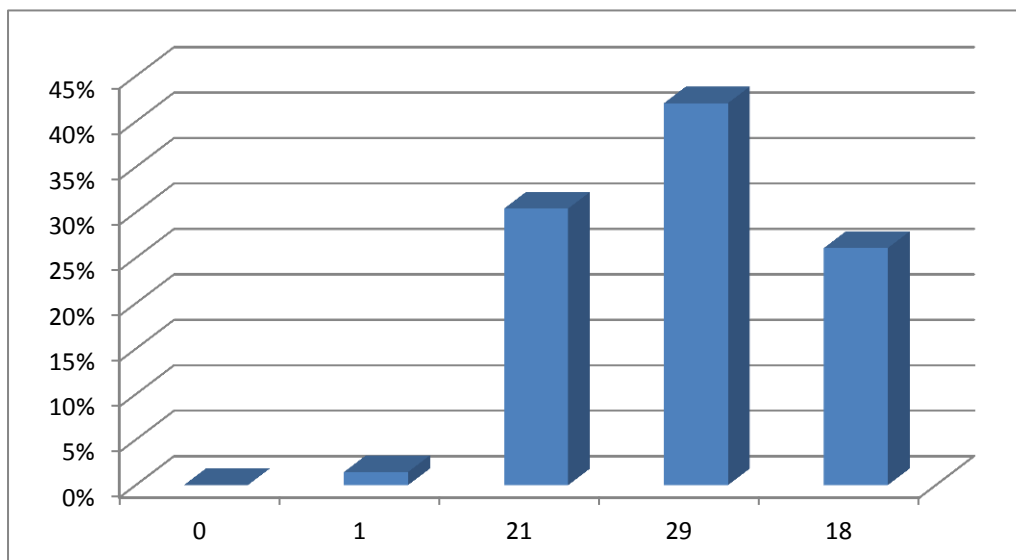
Question 27 The respect shown to me by my nurse is...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	0	3	14	31	21	69
Percentage	0%	4%	20%	45%	30%	100%



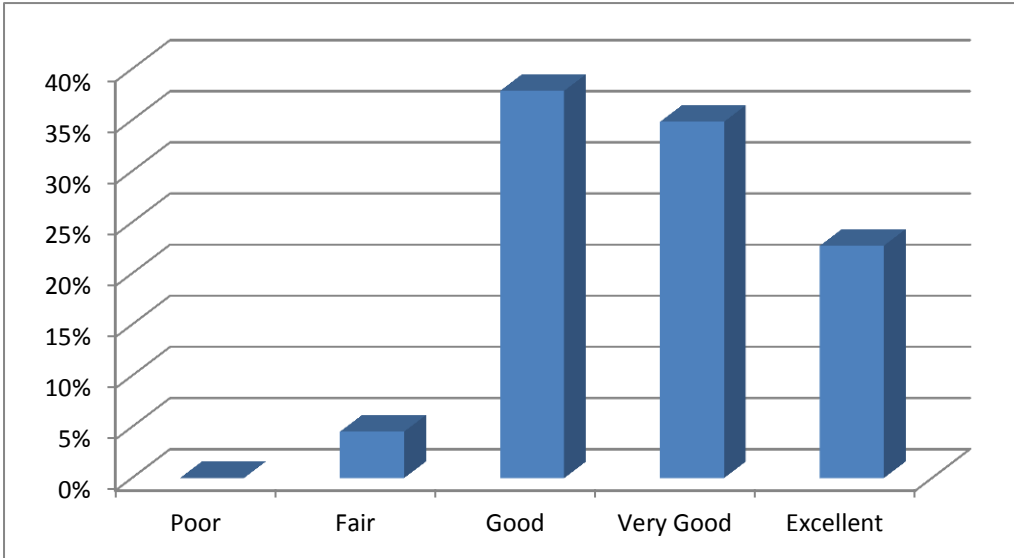
Question 28 The amount of time given to me for my latest visit was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	0	1	21	29	18	69
Percentage	0%	1%	30%	42%	26%	100%



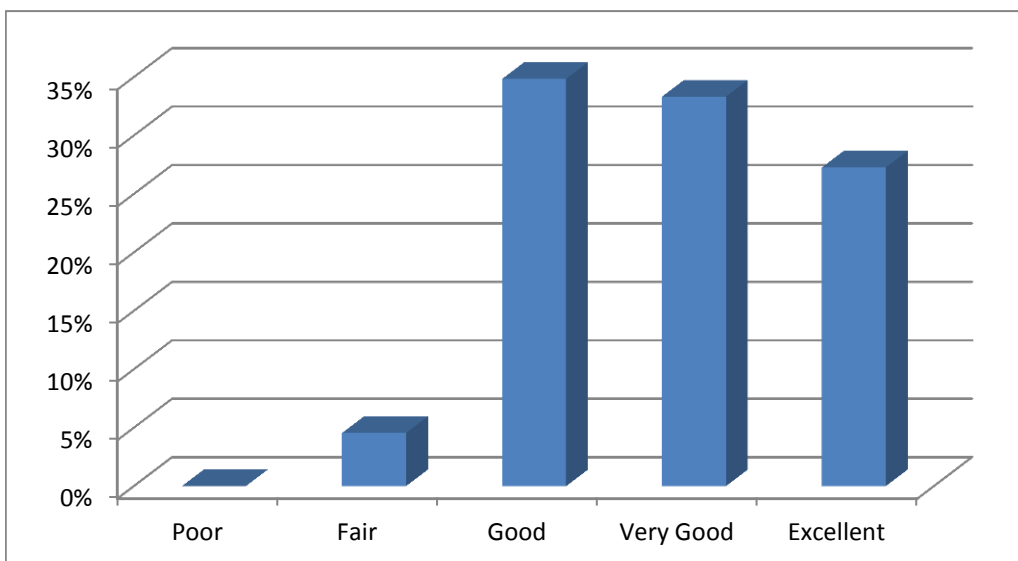
Question 29 The Nurse's consideration of my personal situation in deciding a treatment or advising me was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	0	3	25	23	15	66
Percentage	0%	5%	38%	35%	23%	100%



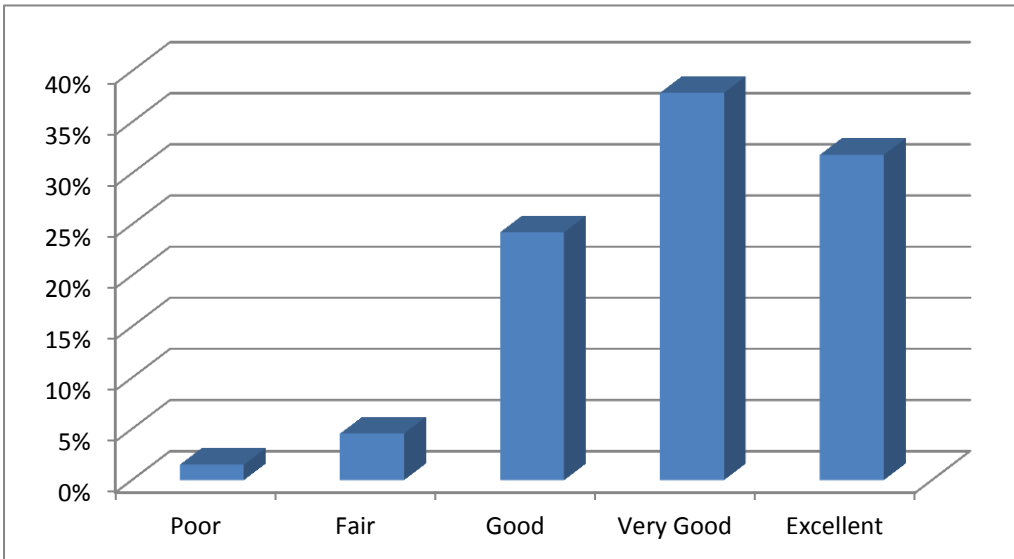
Question 30 The Nurse's concern for me as a person on my latest visit was...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	0	3	23	22	18	66
Percentage	0%	5%	35%	33%	27%	100%



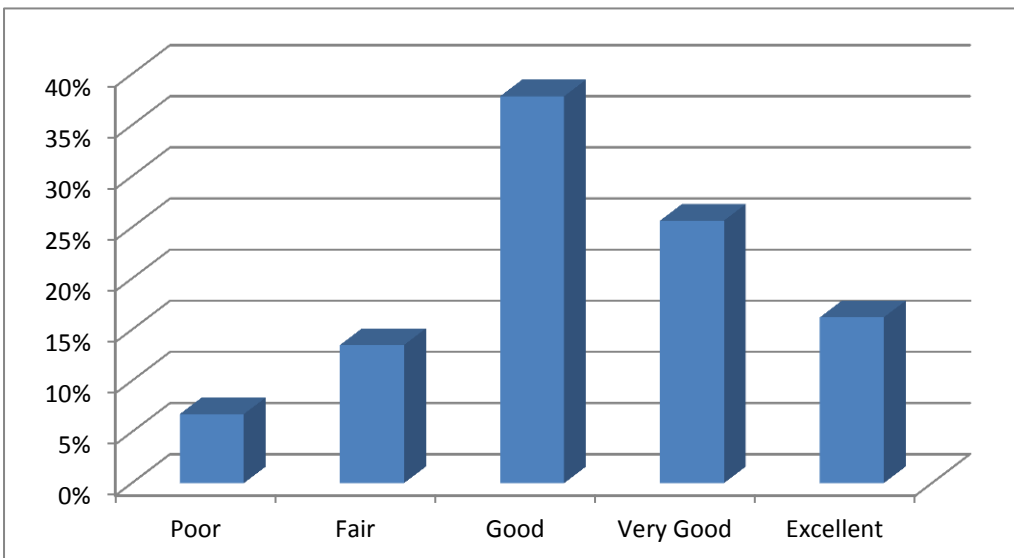
Question 31 If I were recommending my nurse to my friends I would describe the nurse as.....

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	1	3	16	25	21	66
Percentage	2%	5%	24%	38%	32%	100%



Question 32 The manner in which I am treated by the staff is ...

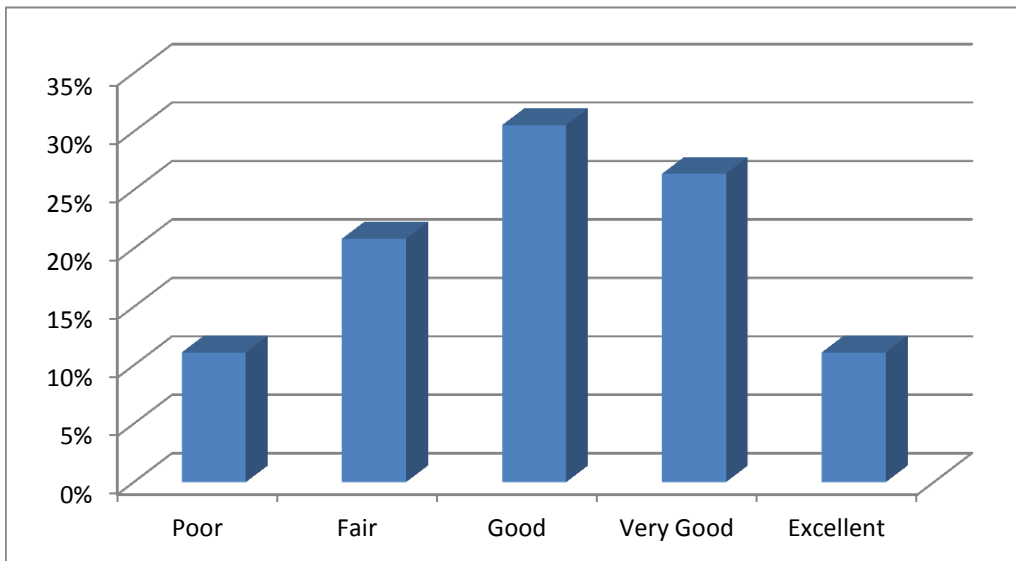
	Poor	Fair	Good	Very Good	Excellent	Total
Responses	5	10	28	19	12	74
Percentage	7%	14%	38%	26%	16%	100%





Question 33 Information provided by the practice about its services is ...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	8	15	22	19	8	72
Percentage	11%	21%	31%	26%	11%	100%



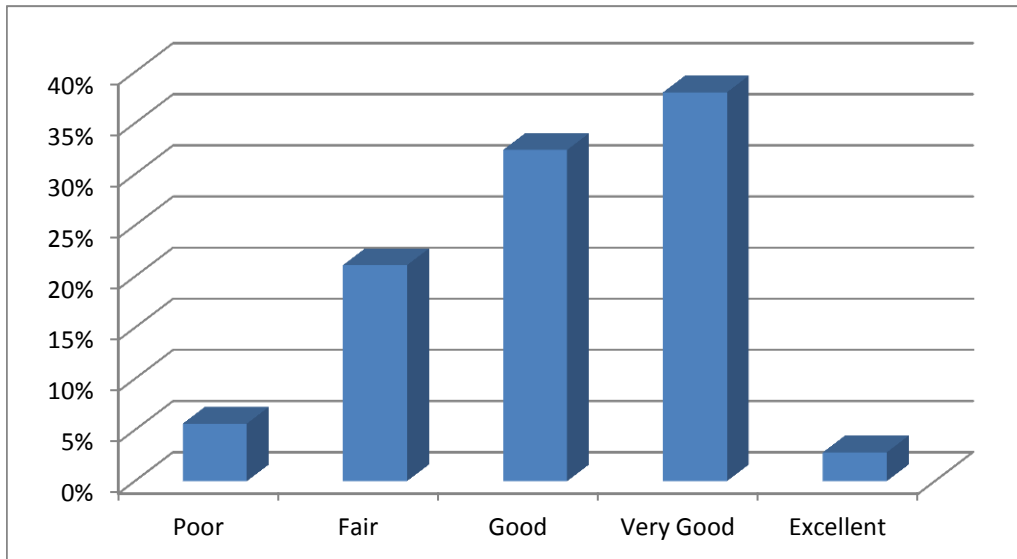
Question 34 The opportunity for making compliments or complaints to this practice about its service and quality of care is ...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	5	19	23	18	5	70
Percentage	7%	27%	33%	26%	7%	100%



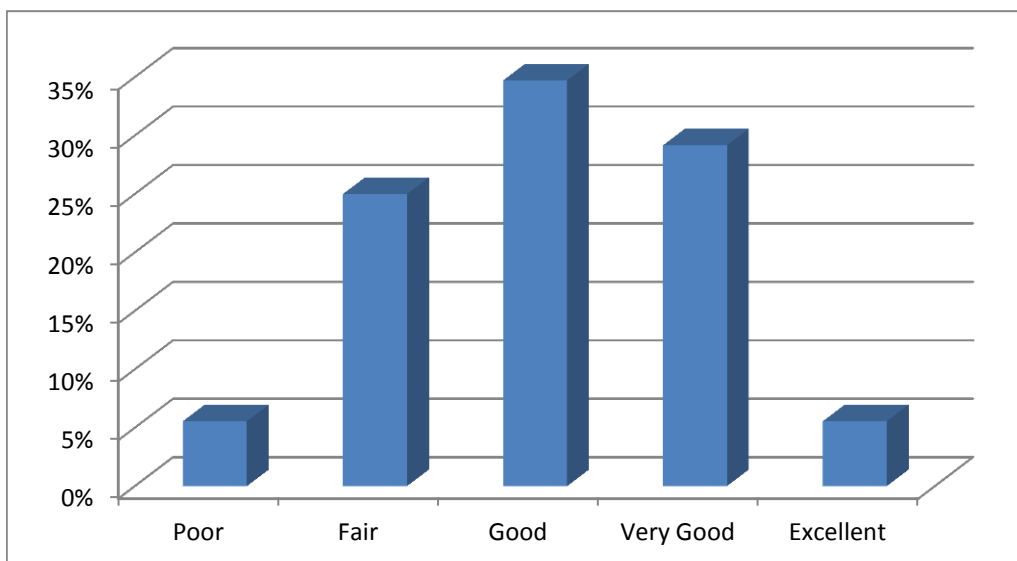
Question 35 The quality of information this practice provides about how to prevent illness and stay healthy (e.g. alcohol use, health risks of smoking, diet habits, etc.) is...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	4	15	23	27	2	71
Percentage	6%	21%	32%	38%	3%	100%



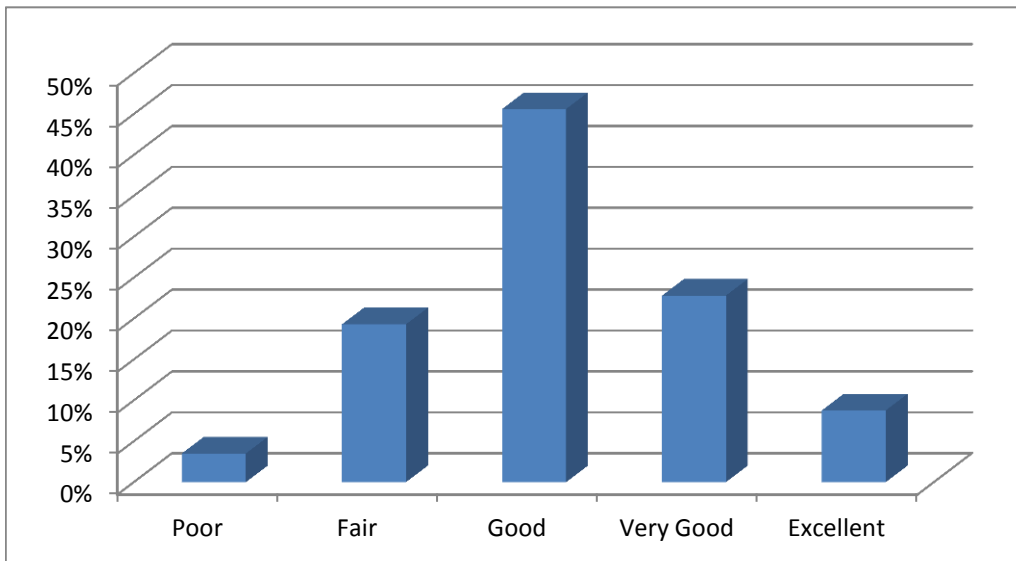
Question 36 The availability and administration of reminders for ongoing health checks is...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	4	18	25	21	4	72
Percentage	6%	25%	35%	29%	6%	100%



Question 37 The practice's respect of my right to seek a second opinion is...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	2	11	26	13	5	57
Percentage	4%	19%	46%	23%	9%	100%



Question 38 My overall satisfaction with this general practice is ...

	Poor	Fair	Good	Very Good	Excellent	Total
Responses	1	14	26	20	11	72
Percentage	1%	19%	36%	28%	15%	100%

