

NURSE SURVEY RESULTS 2019

QUESTIONS	YES		NO	
1 Did you get an appointment to see or speak to someone the last time you tried?	180	97%	6	3%
2 Was the experience of making the appointment good?	171	92%	15	8%
3 Was the appointment you got convenient for you?	182	98%	4	2%
4 Did you find the Receptionists at this surgery helpful?	178	96%	8	4%
5 Were you seen within 15 minutes of your appointment time?	176	95%	10	5%
6 Do you feel that the Nurse was good at listening to you?	186	100%	0	0%
7 Do you feel the Nurse treated you with care and concern?	186	100%	0	0%
8 Do you feel that the Nurse explained what they were going to do?	185	99%	1	1%
9 Do you feel the Nurse was good at involving you regarding your care?	186	100%	0	0%
10 Did you have confidence/trust in the Nurse you saw?	186	100%	0	0%
11 Do you feel that you had enough time?	186	100%	0	0%
12 Would you describe your overall experience of this surgery as good?	181	97%	5	3%
13 Would you recommend this surgery to someone new to the area?	164	88%	22	12%

Total respondents 186

Average YES percentage 97%