

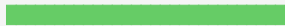








Dr Miles & Partner

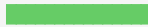

Before you get here: Thinking about telephoning the surgery, are you happy with the telephone system?		Response Percent	Response Total
Yes		79.8%	79
No		20.2%	20
If no, please tell us what problems you have experienced			21
Total # of respondents 99. Statistics based on 99 respondents; 0 filtered; 0 skipped.			



Parking your car: Do you have difficulty parking?		Response Percent	Response Total
Yes		35.96%	32
No		64.05%	57
If yes, please specify what problems you experience			27
Total # of respondents 99. Statistics based on 89 respondents; 0 filtered; 10 skipped.			



Toilets/baby changing facilities: Do you feel there are enough patient toilets?		Response Percent	Response Total
Yes		85.19%	69
No		14.82%	12
Total # of respondents 99. Statistics based on 81 respondents; 0 filtered; 18 skipped.			

Are the toilet facilities adequate for your needs?		Response Percent	Response Total
Yes		89.47%	68
No		10.53%	8
Suggestions/Comments			4
Total # of respondents 99. Statistics based on 76 respondents; 0 filtered; 23 skipped.			

Talking to the receptionists: Do you feel that there is enough privacy at the reception area?		Response Percent	Response Total
Yes		56.12%	55
No		43.88%	43
Suggestions for improvements			26
Total # of respondents 99. Statistics based on 98 respondents; 0 filtered; 1 skipped.			

Whilst you are waiting: Does the music that plays in the surgery concern you in any way?		Response Percent	Response Total
Yes		19.19%	19
No		80.81%	80
If yes, please tell us what problems you experience?			11
Total # of respondents 99 . Statistics based on 99 respondents; 0 filtered; 0 skipped.			

Do you feel that waiting area is comfortable?		Response Percent	Response Total
Yes		89.8%	88
No		10.2%	10
Comments			7
Total # of respondents 99 . Statistics based on 98 respondents; 0 filtered; 1 skipped.			

Going in for your appointment: Are you happy with the call in system?		Response Percent	Response Total
Yes		76.04%	73
No		23.96%	23
If no, please specify how you would like this to change			21
Total # of respondents 99 . Statistics based on 96 respondents; 0 filtered; 3 skipped.			

Please add any comments (good or bad) regarding the building, the services provided within the Care Centre or your surgery		Response Total
		21
Total # of respondents 99 . Statistics based on 21 respondents; 0 filtered; 78 skipped.		

Thank you for taking the time to fill in this questionnaire. Results will be published on your practice website once the results have been collated, along with an action plan on how we will address any issues raised. If you would like to join our Patient Participation Group, please speak to our receptionist.