**Hough Green Health Park**

**Patient Survey Results 2019**

The Patient survey was carried out during March 2019 using General Practice Questionnaire forms. In total 55 patients responded to the questionnaire, around 2% of the practice population.

**Can you get a routine appointment when you need one?**

*63% of patients who responded felt that they could*

**We asked If you cannot get an appointment when you want one, do reception staff offer you any of the following:**

***10*** *patients say they are offered - Telephone encounter*

***24*** *patients say they are asked to - Call back at 8.45am the following morning*

***7*** *patients say receptionist - Does not offer any option*

***2*** *patients say they are offered - Emergency appointment if needed*

***9*** *patients say – offered GP Extra appointment*

**Following your most recent consultation with the Doctor/Nurse, how satisfied did you feel with the outcome of that consultation?**

* *81.82% of respondents were very satisfied*
* *18.18% of respondents were satisfied*

**Are you aware you can book appointments and order prescriptions via On Line Patient Access?**

**Thinking about the reception staff do you feel they ?**

* *Greet you with a friendly and polite attitude – 39 out of 55 patients agreed with this.*
* *Offer privacy if you wish to speak in private – 24 patients responded that they did.*
* *Provide you with a satisfactory response to your request – 36 patients felt that they did.*

**Are you aware Hough Green Health Park has a Patient Participation Group (PPG)**

*7% were not aware and would like more information.*

**Are you aware that you can have your prescription sent electronically to your nominated Pharmacy (EPS)?**

**Demographics**

**Gender**

**How old are you?**

**Ethnic Group**