

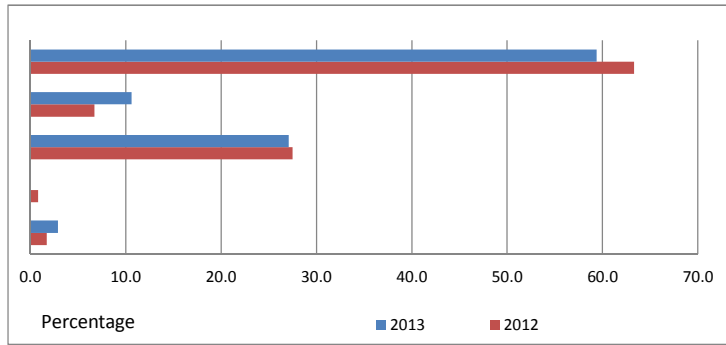
**Abbey Medical Centre**

**Patient Services Questionnaire**

**June 2013**

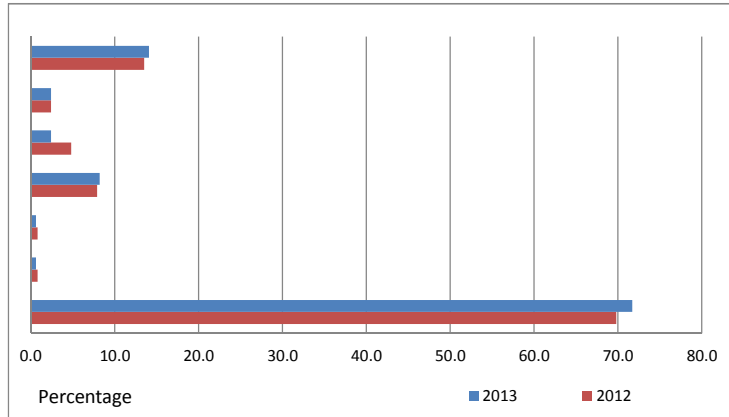
### Q1 - By which method did you arrive at the surgery today?

	No of Responses	Response %	Previous %
Private Vehicle	101	59.4	63.3
Dropped Off (Car/Taxi)	18	10.6	6.7
Walked	46	27.1	27.5
Bicycle	0	0.0	0.8
Other	5	2.9	1.7
	170	100.0	100.0



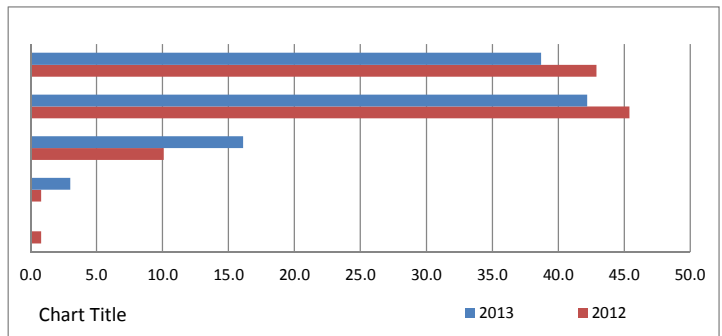
### Q2 - Do you have any of the following access needs?

	No of Responses	Response %	Previous %
Mobility	24	14.1	13.5
Sight	4	2.4	2.4
Hearing	4	2.4	4.8
Small Children	14	8.2	7.9
Language	1	0.6	0.8
Other	1	0.6	0.8
No	122	71.7	69.8
	170	100.0	100.0



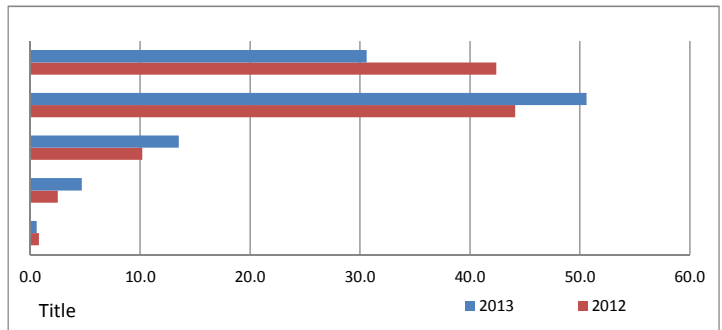
### Q3 - The external access to the building would be best described as?

	No of Responses	Response %	Previous %
Excellent	65	38.7	42.9
Good	71	42.2	45.4
Met My Needs	27	16.1	10.1
Would Benefit from changes	5	3.0	0.8
Does not meet my needs	0	0.0	0.8
	168	100.0	100.0



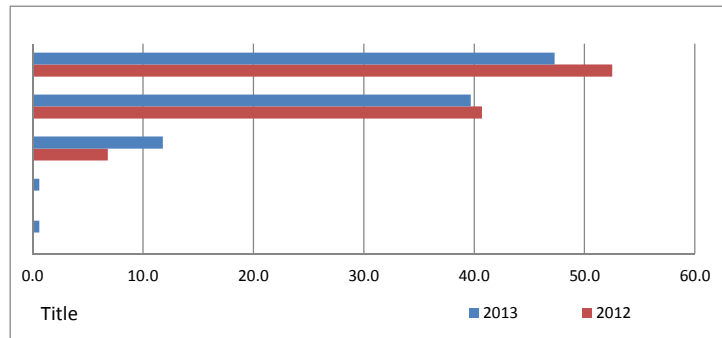
### Q4 - The entrance/exit to the building would be best described as?

	No of Responses	Response %	Previous %
Excellent	52	30.6	42.4
Good	86	50.6	44.1
Met My Needs	23	13.5	10.2
Would Benefit from changes	8	4.7	2.5
Does not meet my needs	1	0.6	0.8
	170	100.0	100.0



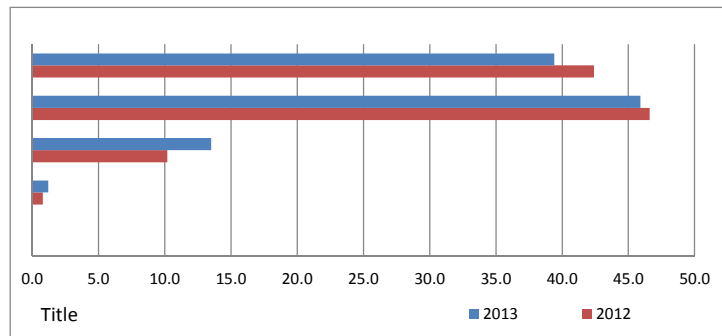
### **Q5 - My use and access to the reception desk area would be best described as?**

	No of Responses	Response %	Response %
Excellent	80	47.3	52.5
Good	67	39.7	40.7
Met My Needs	20	11.8	6.8
Minor Difficulties	1	0.6	0.0
Does not meet my needs	1	0.6	0.0
	169	100.0	100.0



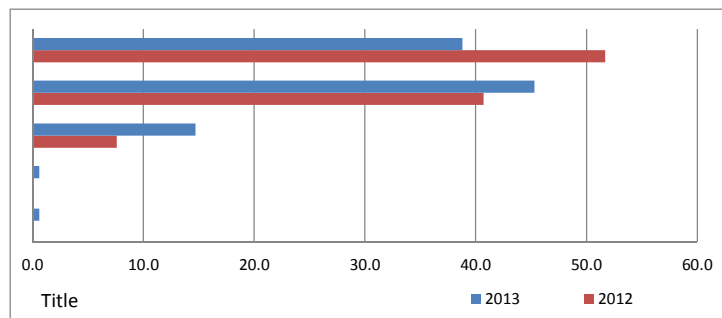
### **Q6 - My use and access within the patient waiting area would be best described as?**

	No of Responses	Response %	Response %
Excellent	67	39.4	42.4
Good	78	45.9	46.6
Met My Needs	23	13.5	10.2
Minor Difficulties	2	1.2	0.8
Does not meet my needs	0	0.0	0.0
	170	100.0	100.0



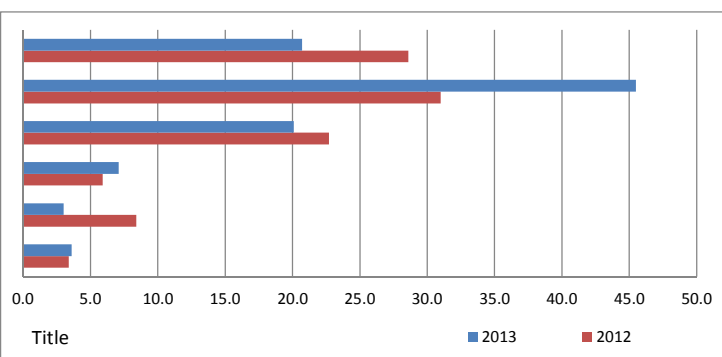
### **Q7 - Usually my access to the surgery rooms would be best described as?**

	No of Responses	Response %	Response %
Excellent	66	38.8	51.7
Good	77	45.3	40.7
Met My Needs	25	14.7	7.6
Minor Difficulties	1	0.6	0.0
Does not meet my needs	1	0.6	0.0
	170	100.0	100.0



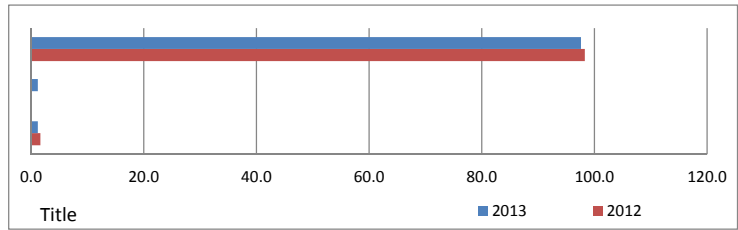
### **Q8 - How long is it since your last visit to the surgery?**

	No of Responses	Response %	Response %
Within 1 Week	35	20.7	28.6
Within 1 Month	77	45.5	31.0
Within the Last 3 Months	34	20.1	22.7
Within the Last 6 Months	12	7.1	5.9
Within the Last Year	5	3.0	8.4
Other	6	3.6	3.4
	169	100.0	100.0



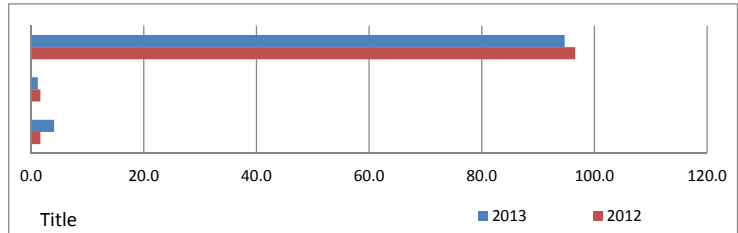
**Q9 - Were the staff courteous and sensitive to your needs?**

	No of Responses	Response %	Response %
Yes	166	97.6	98.3
no	2	1.2	0.0
Did not wish to answer	2	1.2	1.7
	170	100.0	100.0



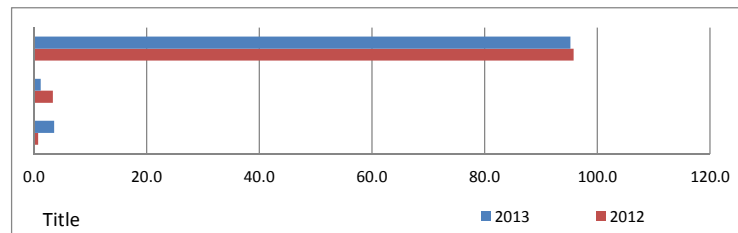
**Q10 - Were you given enough privacy when discussing your condition/treatment?**

	No of Responses	Response %	Response %
Yes	161	94.7	96.6
no	2	1.2	1.7
Sometimes	7	4.1	1.7
	170	100.0	100.0



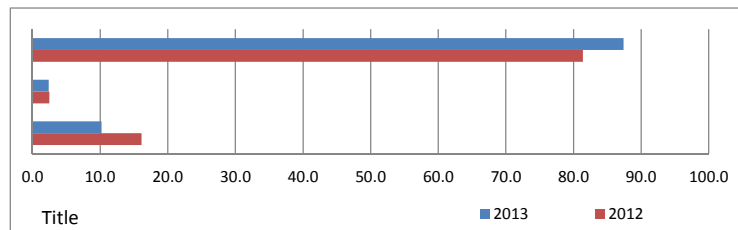
**Q11 - Was your treatment/diagnosis explained fully in a way that you could understand?**

	No of Responses	Response %	Response %
Yes	157	95.2	95.8
no	2	1.2	3.4
Did not wish to answer	6	3.6	0.8
	165	100.0	100.0



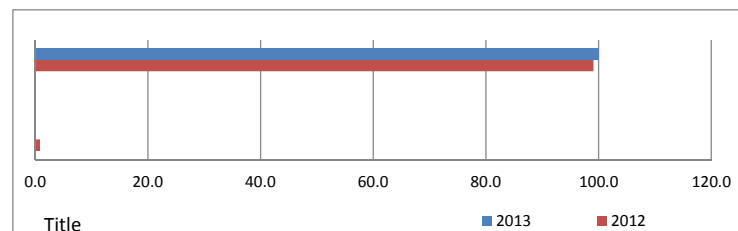
**Q12 - If you were prescribed medication was its use explained fully in a way you could understand?**

	No of Responses	Response %	Response %
Yes	145	87.4	81.4
no	4	2.4	2.5
Not Applicable	17	10.2	16.1
	166	100.0	100.0



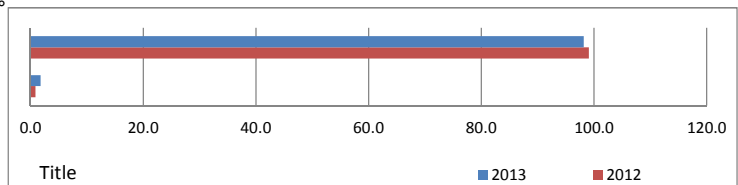
**Q13 - Were you given enough privacy when being examined?**

	No of Responses	Response %	Response %
Yes	162	100.0	99.1
no	0	0.0	0.0
Sometimes	0	0.0	0.9
	162	100	100.0



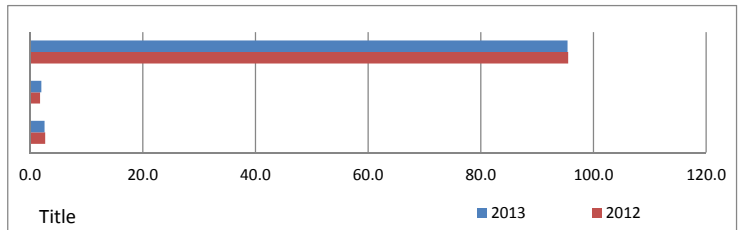
### Q14 - Were you given the opportunity to ask questions?

	No of Responses	Response %	Response %
Yes	161	98.2	99.1
no	3	1.8	0.9
	164	100	100.0



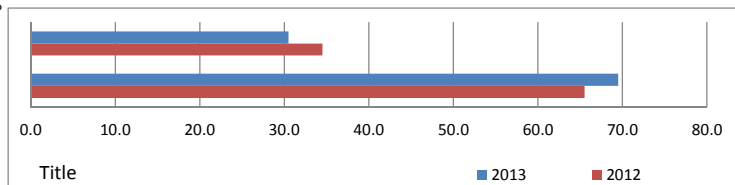
### Q15 - If Yes to Q14, did the staff answer your questions in a way that you could understand?

	No of Responses	Response %	Response %
Yes	145	95.4	95.5
no	3	2.0	1.8
Not Applicable	4	2.6	2.7
	152	100.0	100.0



### Q16 - Your gender

	No of Responses	Response %	Response %
Male	50	30.5	34.5
Female	114	69.5	65.5
	164	100	100.0



### Q17 - Your age range

	No of Responses	Response %	Response %
15 -24	7	4.3	2.6
25-44	37	22.6	20.5
45-64	59	36.0	39.3
65 and upwards	61	37.1	37.6
	164	100	100.0

