

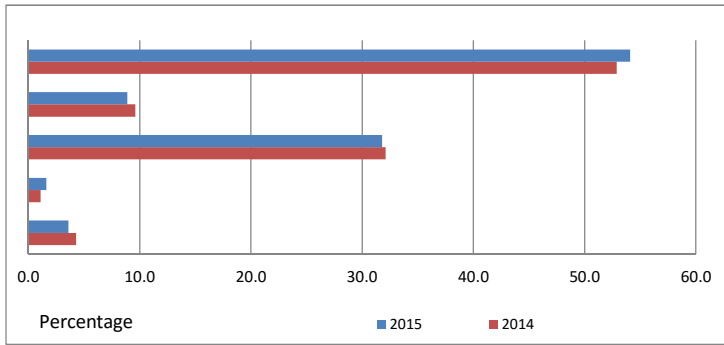
**Abbey Medical Centre**

**Patient Services Questionnaire**

**June 2015**

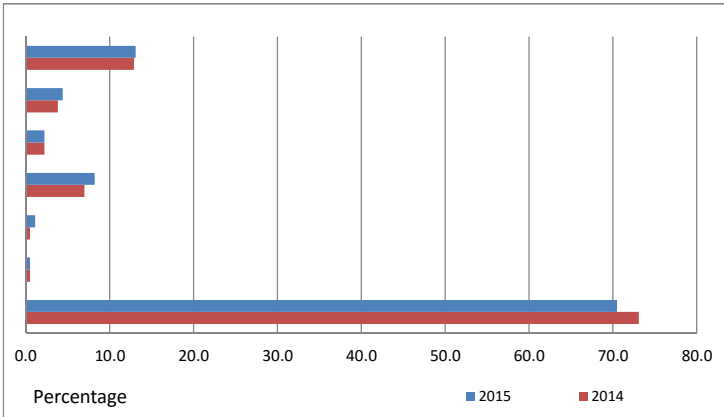
**Q1 - By which method did you arrive at the surgery today?**

	No of Responses	Response %	Previous %
Private Vehicle	104	54.1	52.9
Dropped Off (Car/Taxi)	17	8.9	9.6
Walked	61	31.8	32.1
Bicycle	3	1.6	1.1
Other	7	3.6	4.3
	192	100.0	100.0



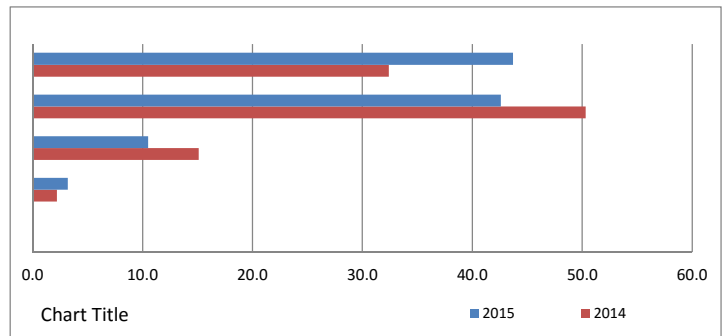
**Q2 - Do you have any of the following access needs?**

	No of Responses	Response %	Previous %
Mobility	24	13.1	12.9
Sight	8	4.4	3.8
Hearing	4	2.2	2.2
Small Children	15	8.2	7.0
Language	2	1.1	0.5
Other	1	0.5	0.5
No	129	70.5	73.1
	183	100.0	100.0



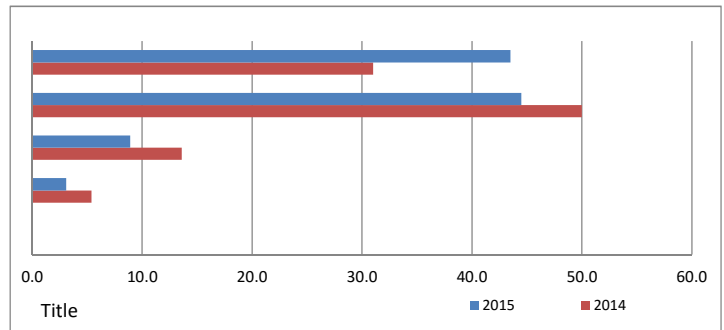
**Q3 - The external access to the building would be best described as?**

	No of Responses	Response %	Previous %
Excellent	83	43.7	32.4
Good	81	42.6	50.3
Met My Needs	20	10.5	15.1
Would Benefit from changes	6	3.2	2.2
Does not meet my needs	0	0.0	0.0
	190	100.0	100.0



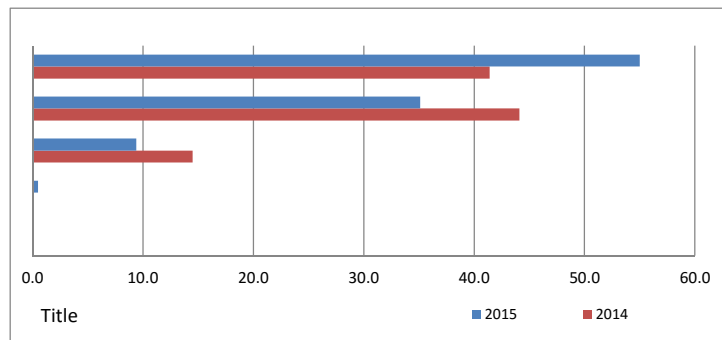
**Q4 - The entrance/exit to the building would be best described as?**

	No of Responses	Response %	Previous %
Excellent	83	43.5	31.0
Good	85	44.5	50.0
Met My Needs	17	8.9	13.6
Would Benefit from changes	6	3.1	5.4
Does not meet my needs	0	0.0	0.0
	191	100.0	100.0



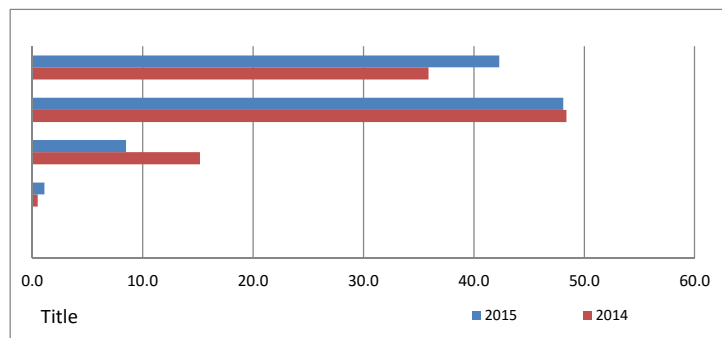
### **Q5 - My use and access to the reception desk area would be best described as?**

	No of Responses	Response %	Previous %
Excellent	105	55.0	41.4
Good	67	35.1	44.1
Met My Needs	18	9.4	14.5
Minor Difficulties	1	0.5	0.0
Does not meet my needs	0	0.0	0.0
	191	100.0	100.0



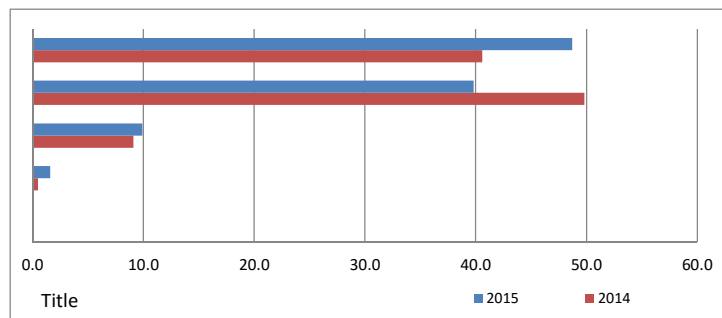
### **Q6 - My use and access within the patient waiting area would be best described as?**

	No of Responses	Response %	Previous %
Excellent	80	42.3	35.9
Good	91	48.1	48.4
Met My Needs	16	8.5	15.2
Minor Difficulties	2	1.1	0.5
Does not meet my needs	0	0.0	0.0
	189	100.0	100.0



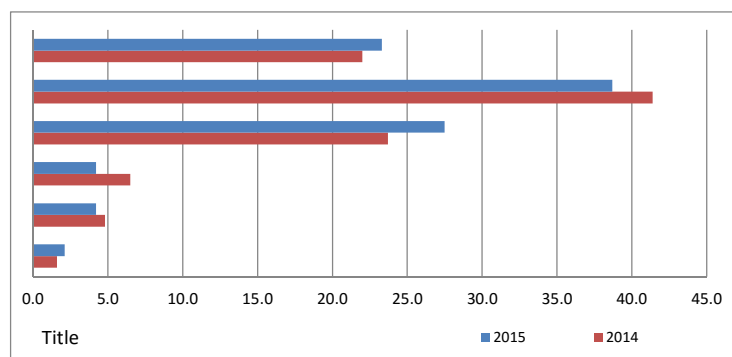
### **Q7 - Usually my access to the surgery rooms would be best described as?**

	No of Responses	Response %	Previous %
Excellent	93	48.7	40.6
Good	76	39.8	49.8
Met My Needs	19	9.9	9.1
Minor Difficulties	3	1.6	0.5
Does not meet my needs	0	0.0	0.0
	191	100.0	100.0



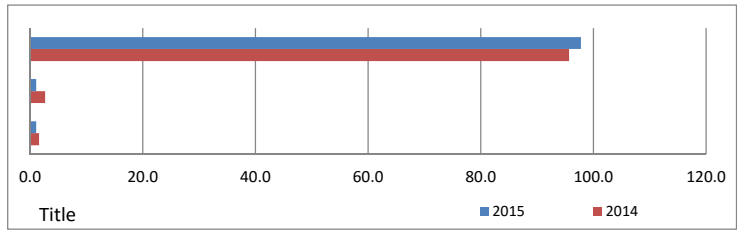
### **Q8 - How long is it since your last visit to the surgery?**

	No of Responses	Response %	Previous %
Within 1 Week	44	23.3	22.0
Within 1 Month	73	38.7	41.4
Within the Last 3 Months	52	27.5	23.7
Within the Last 6 Months	8	4.2	6.5
Within the Last Year	8	4.2	4.8
Other	4	2.1	1.6
	189	100.0	100.0



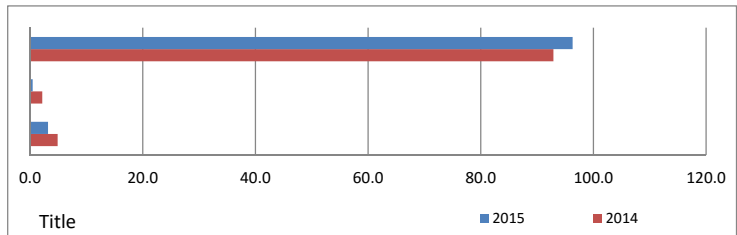
**Q9 - Were the staff courteous and sensitive to your needs?**

	No of Responses	Response %	Previous %
Yes	186	97.8	95.7
no	2	1.1	2.7
Did not wish to answer	2	1.1	1.6
	190	100.0	100.0



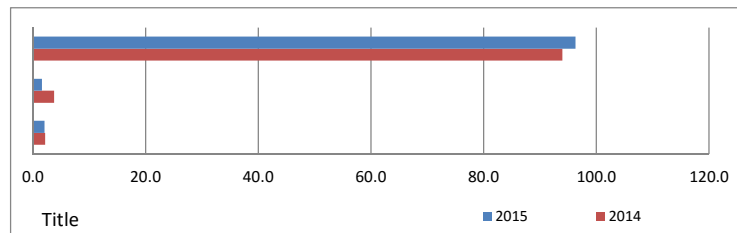
**Q10 - Were you given enough privacy when discussing your condition/treatment?**

	No of Responses	Response %	Previous %
Yes	181	96.3	92.9
no	1	0.5	2.2
Sometimes	6	3.2	4.9
	188	100.0	100.0



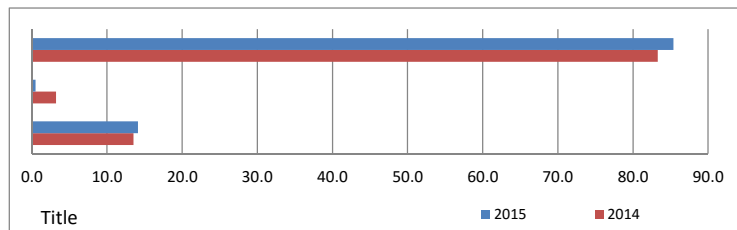
**Q11 - Was your treatment/diagnosis explained fully in a way that you could understand?**

	No of Responses	Response %	Previous %
Yes	180	96.3	94.0
no	3	1.6	3.8
Did not wish to answer	4	2.1	2.2
	187	100.0	100.0



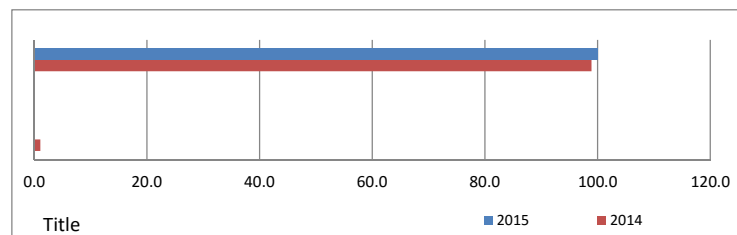
**Q12 - If you were prescribed medication was its use explained fully in a way you could understand?**

	No of Responses	Response %	Previous %
Yes	158	85.4	83.3
no	1	0.5	3.2
Not Applicable	26	14.1	13.5
	185	100.0	100.0



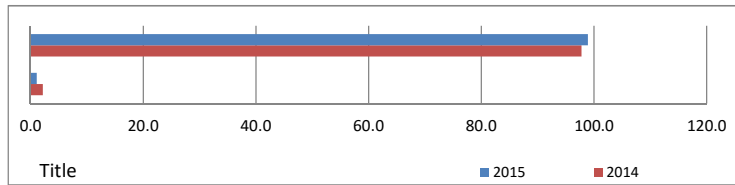
**Q13 - Were you given enough privacy when being examined?**

	No of Responses	Response %	Previous %
Yes	185	100.0	98.9
no	0	0.0	0.0
Sometimes	0	0.0	1.1
	185	100	100.0



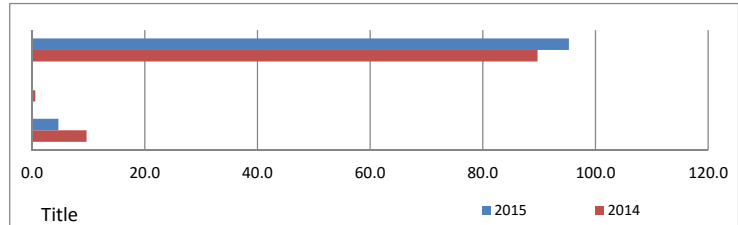
### Q14 - Were you given the opportunity to ask questions?

	No of Responses	Response %	Previous %
Yes	181	98.9	97.8
no	2	1.1	2.2
	183	100	100.0



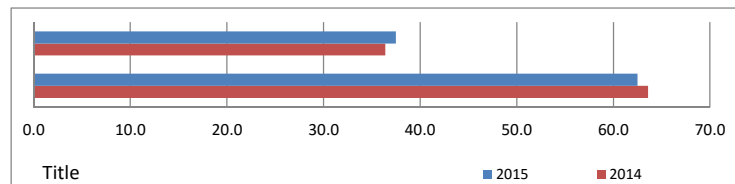
### Q15 - If Yes to Q14, did the staff answer your questions in a way that you could understand?

	No of Responses	Response %	Previous %
Yes	163	95.3	89.7
no	0	0.0	0.6
Not Applicable	8	4.7	9.7
	171	100.0	100.0



### Q16 - Your gender

	No of Responses	Response %	Previous %
Male	69	37.5	36.4
Female	115	62.5	63.6
	184	100	100.0



### Q17 - Your age range

	No of Responses	Response %	Previous %
15 -24	11	5.9	6.0
25-44	47	25.3	23.4
45-64	62	33.3	32.1
65 and upwards	66	35.5	38.5
	186	100	100.0

