

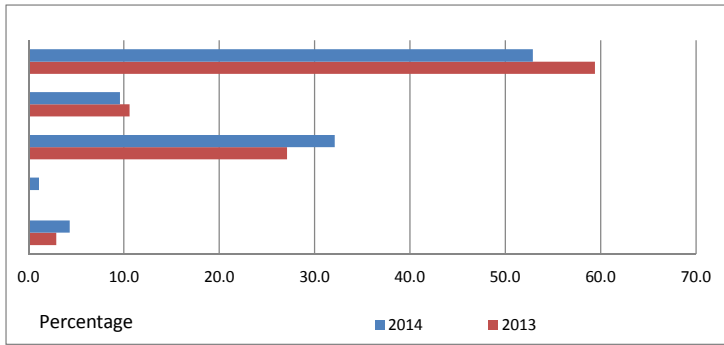
Abbey Medical Centre

Patient Services Questionnaire

June 2014

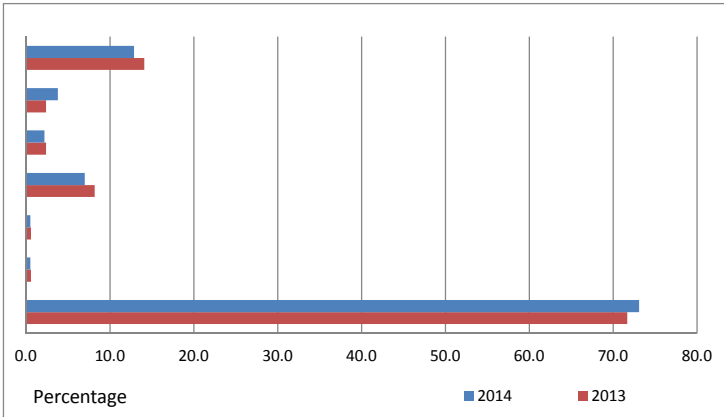
Q1 - By which method did you arrive at the surgery today?

	No of Responses	Response %	Previous %
Private Vehicle	99	52.9	59.4
Dropped Off (Car/Taxi)	18	9.6	10.6
Walked	60	32.1	27.1
Bicycle	2	1.1	0.0
Other	8	4.3	2.9
	187	100.0	100.0



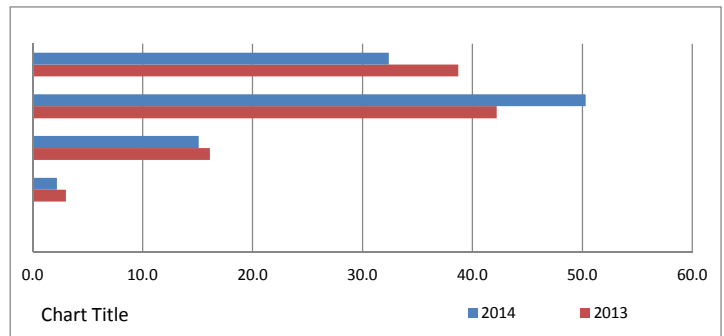
Q2 - Do you have any of the following access needs?

	No of Responses	Response %	Previous %
Mobility	24	12.9	14.1
Sight	7	3.8	2.4
Hearing	4	2.2	2.4
Small Children	13	7.0	8.2
Language	1	0.5	0.6
Other	1	0.5	0.6
No	136	73.1	71.7
	186	100.0	100.0



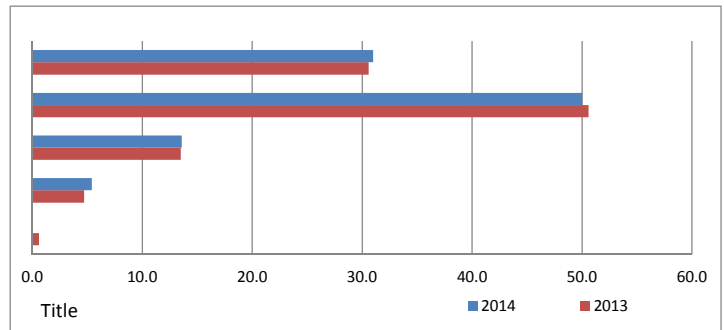
Q3 - The external access to the building would be best described as?

	No of Responses	Response %	Previous %
Excellent	60	32.4	38.7
Good	93	50.3	42.2
Met My Needs	28	15.1	16.1
Would Benefit from changes	4	2.2	3.0
Does not meet my needs	0	0.0	0.0
	185	100.0	100.0



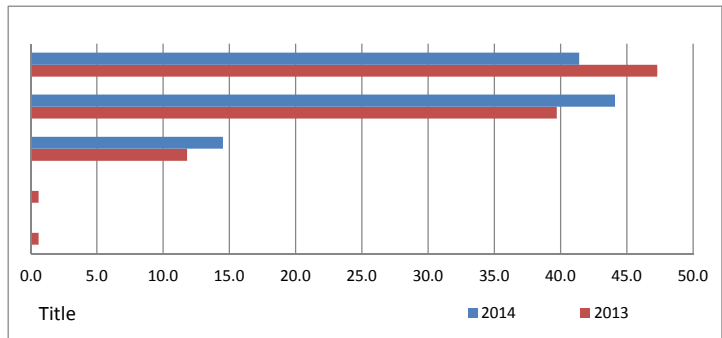
Q4 - The entrance/exit to the building would be best described as?

	No of Responses	Response %	Previous %
Excellent	57	31.0	30.6
Good	92	50.0	50.6
Met My Needs	25	13.6	13.5
Would Benefit from changes	10	5.4	4.7
Does not meet my needs	0	0.0	0.6
	184	100.0	100.0



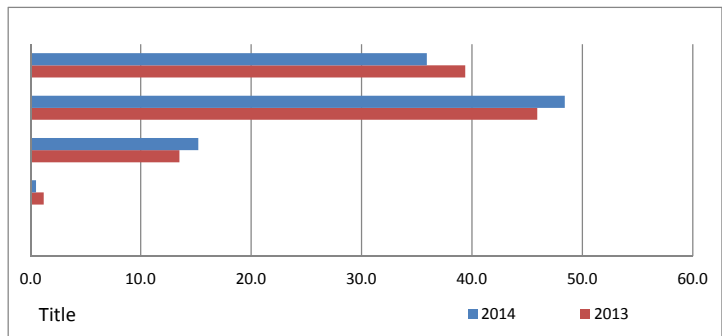
Q5 - My use and access to the reception desk area would be best described as?

	No of Responses	Response %	Previous %
Excellent	77	41.4	47.3
Good	82	44.1	39.7
Met My Needs	27	14.5	11.8
Minor Difficulties	0	0.0	0.6
Does not meet my needs	0	0.0	0.6
	186	100.0	100.0



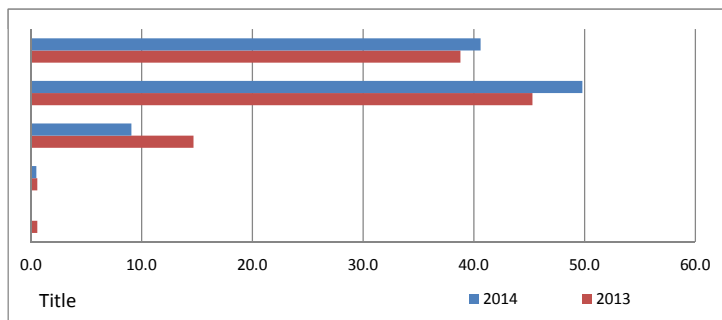
Q6 - My use and access within the patient waiting area would be best described as?

	No of Responses	Response %	Previous %
Excellent	66	35.9	39.4
Good	89	48.4	45.9
Met My Needs	28	15.2	13.5
Minor Difficulties	1	0.5	1.2
Does not meet my needs	0	0.0	0.0
	184	100.0	100.0



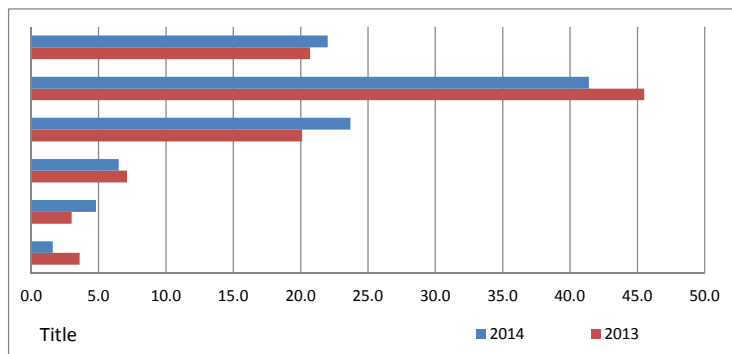
Q7 - Usually my access to the surgery rooms would be best described as?

	No of Responses	Response %	Previous %
Excellent	76	40.6	38.8
Good	93	49.8	45.3
Met My Needs	17	9.1	14.7
Minor Difficulties	1	0.5	0.6
Does not meet my needs	0	0.0	0.6
	187	100.0	100.0



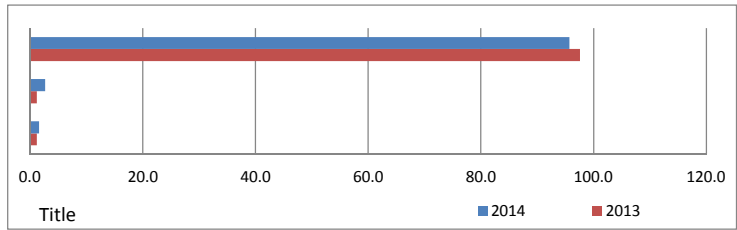
Q8 - How long is it since your last visit to the surgery?

	No of Responses	Response %	Previous %
Within 1 Week	41	22.0	20.7
Within 1 Month	77	41.4	45.5
Within the Last 3 Months	44	23.7	20.1
Within the Last 6 Months	12	6.5	7.1
Within the Last Year	9	4.8	3.0
Other	3	1.6	3.6
	186	100.0	100.0



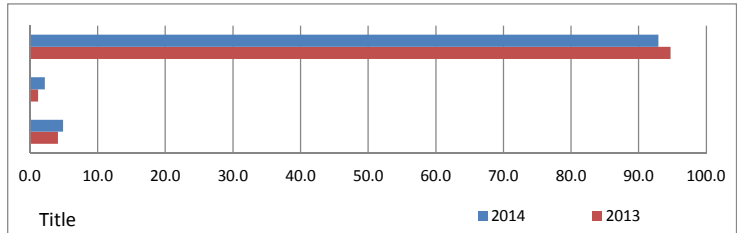
Q9 - Were the staff courteous and sensitive to your needs?

	No of Responses	Response %	Previous %
Yes	177	95.7	97.6
no	5	2.7	1.2
Did not wish to answer	3	1.6	1.2
	185	100.0	100.0



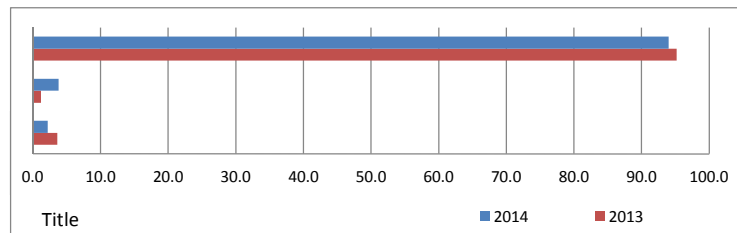
Q10 - Were you given enough privacy when discussing your condition/treatment?

	No of Responses	Response %	Previous %
Yes	172	92.9	94.7
no	4	2.2	1.2
Sometimes	9	4.9	4.1
	185	100.0	100.0



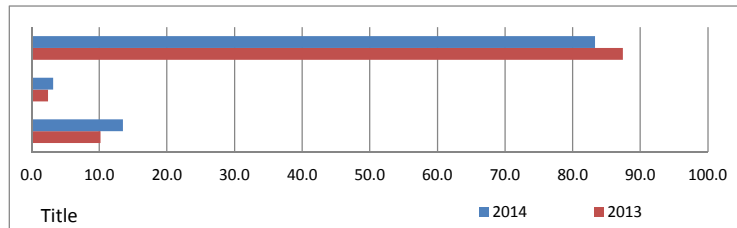
Q11 - Was your treatment/diagnosis explained fully in a way that you could understand?

	No of Responses	Response %	Previous %
Yes	171	94.0	95.2
no	7	3.8	1.2
Did not wish to answer	4	2.2	3.6
	182	100.0	100.0



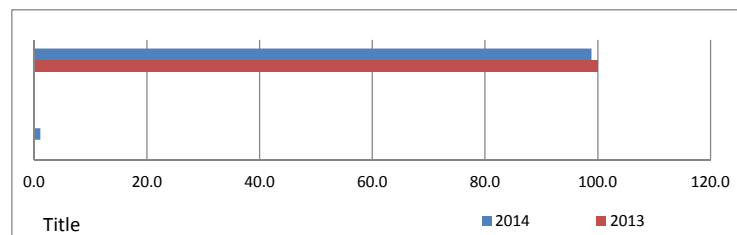
Q12 - If you were prescribed medication was its use explained fully in a way you could understand?

	No of Responses	Response %	Previous %
Yes	154	83.3	87.4
no	6	3.2	2.4
Not Applicable	25	13.5	10.2
	185	100.0	100.0



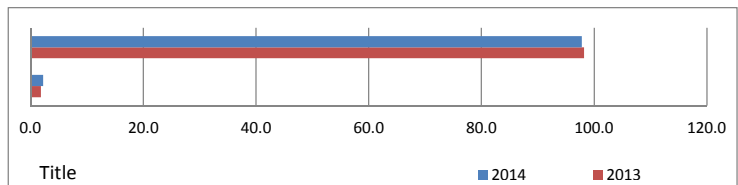
Q13 - Were you given enough privacy when being examined?

	No of Responses	Response %	Previous %
Yes	180	98.9	100.0
no	0	0.0	0.0
Sometimes	2	1.1	0.0
	182	100	100.0



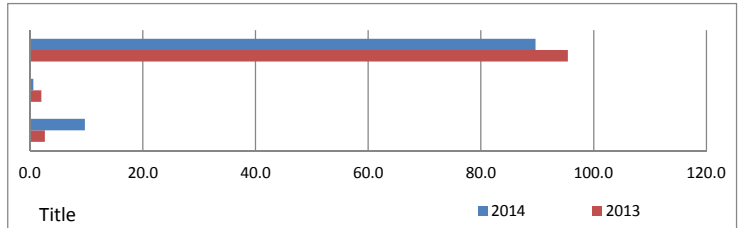
Q14 - Were you given the opportunity to ask questions?

	No of Responses	Response %	Previous %
Yes	178	97.8	98.2
no	4	2.2	1.8
	182	100	100.0



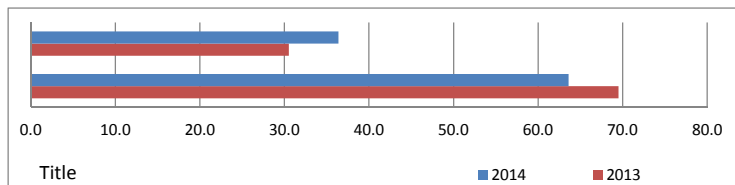
Q15 - If Yes to Q14, did the staff answer your questions in a way that you could understand?

	No of Responses	Response %	Previous %
Yes	158	89.7	95.4
no	1	0.6	2.0
Not Applicable	17	9.7	2.6
	176	100.0	100.0



Q16 - Your gender

	No of Responses	Response %	Previous %
Male	64	36.4	30.5
Female	112	63.6	69.5
	176	100	100.0



Q17 - Your age range

	No of Responses	Response %	Previous %
15 -24	11	6.0	4.3
25-44	43	23.4	22.6
45-64	59	32.1	36.0
65 and upwards	71	38.5	37.1
	184	100	100.0

