

Export from the Meridian Desktop

Feedback Response Totals - Exec

Welcome to the response totals page. This page is an excellent starting point when analysing your scorecard data, and provides a concise and easy to interpret breakdown of how your scorecards have been completed.

Filters

Please adjust the filters below to change the search parameters. By default results from the current and previous months are shown.

Start Date	01	Jul	2011
End Date	20	Mar	2012
Result Type	Count		

Select

Contacting the surgery

1.	When did you last use services at your surgery?	In the last month	In the last 3 months	In the last 6 months	Longer than 6 months ago	NA	Comments	
		43	5	0	12	-	0	
2.	How did you make contact with your surgery?	Telephone	Walk in	Internet / Automated system		NA	Comments	
		53	4	3		0	0	
3.	What time of day did you contact the practice via telephone?	Between 8am and 10am		After 10am	NA	Comments		
		46		7	7	0		
4.	How easy did you find getting through on the phone?	Very easy	Fairly easy	Not very easy	Not at all easy	NA	Comments	
		7	29	14	3	7	1	
5.	What time of day did you walk into the practice?	Between 8am and 10am		After 10am	NA	Comments		
		1		3	56	0		
6.	How easy did you find getting to speak to someone through walking in to the practice?	Very easy	Fairly easy	Not very easy	Not at all easy	NA	Comments	
		2	2	0	0	56	0	
7.	What was the purpose of you contacting the surgery?	Book a same day appointment	Book a routine appointment	Prescription request/Query	Home visit request	Other	NA	Comments
		42	16	1	0	1	0	
8.	How easy did you find contacting the practice via the internet or automated system?	Very easy	Fairly easy	Not very easy	Not at all easy	NA	Comments	
		2	1	0	0	57	0	

Attending the surgery

9.	Once you arrived at the surgery for an appointment, how long did it take you to book in?	I booked in straight away	Within 3 minutes	3 to 5 minutes	Longer than 5 minutes	NA	Comments	
		54	4	0	0	2	1	
10.	How do you rate the way you were treated by the reception staff on your arrival for your appointment?	Excellent	Very good	Good	Fair	Poor	NA	Comments
		23	6	0	14	2	15	12

Export from the Meridian Desktop

Page: GP Practice Survey --> Response Totals

11.	How close to your appointment time were you seen by the doctor or nurse?	5 minutes or less	6 to 10 minutes	11 to 20 minutes	21 - 30 minutes	More than 30 minutes	NA	Comments
		10	21	13	13	1	2	1
12.	Were you given an explanation for having to wait more than 20 minutes?	Yes	No	NA	Comments			
		0	14	46	0			

Experience in your appointment

13.	Do you feel you were listened to in your appointment?	Yes	No	NA	Comments
		56	3	1	2
14.	Were your questions answered satisfactorily?	Yes	No	NA	Comments
		56	3	1	1
15.	If you received a physical examination, was the process explained to you fully?	Yes	No	NA	Comments
		34	3	23	1
16.	Was your privacy and dignity maintained during your appointment?	Yes	No	NA	Comments
		55	2	3	0
17.	Were any tests or procedures completed in your appointment explained fully?	Yes	No	NA	Comments
		46	2	12	1
18.	Following your appointment do you feel you have a clearer understanding of your problem (s)/illness(es)?	Yes	No	NA	Comments
		52	4	4	0
19.	Was your treatment explained fully?	Yes	No	NA	Comments
		53	4	3	1

Contacting the practice for a prescription request or query

20.	Do you feel you were listened to when explaining your query?	Yes	No	NA	Comments
		1	2	57	1
21.	Was your prescription request or query dealt with satisfactorily?	Yes	No	NA	Comments
		1	1	58	0

Home visit requests

22.	When you requested a home visit did you speak to a doctor who assessed the need of your request?	Yes	No	NA	Comments
		0	2	58	1
23.	Were you given a home visit as a result of discussion with the doctor?	Yes	No	NA	Comments
		1	0	59	1
24.	Were you given an explanation as to why a home visit would not take place?	Yes	No	NA	Comments
		0	1	59	1