

## Question Analysis

Please use the filters below to narrow your results.

### Questionnaire Filters

Start Date: 14 - Feb - 2013

End Date: 14 - Mar - 2013

Question: All Questions

### Header Filters

Select region: All

Display Chart

Toggle count/percent display

Combined result from all questionnaires submitted between 14/02/2013 and 14/03/2013

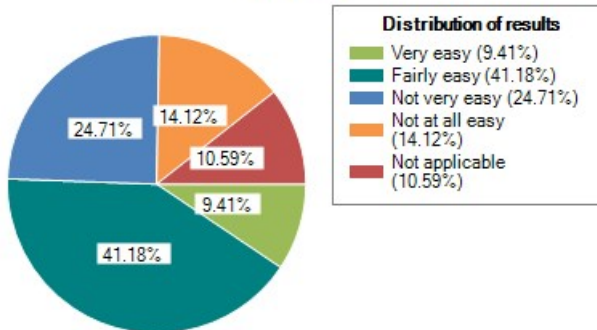
Number of scorecards submitted between 14/02/2013 and 14/03/2013

**85.27%**

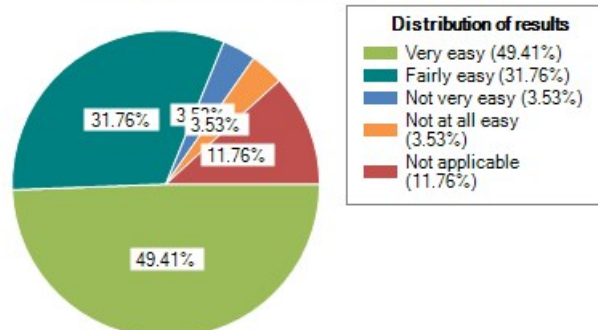
**85**

## All Questions

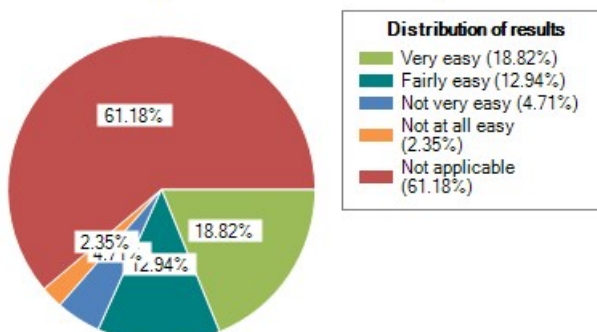
**Question: How easy did you find getting through on the phone? (Overall score: 50.44%)**



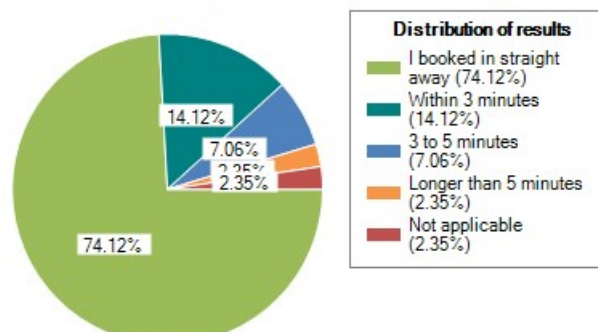
**Question: How easy did you find getting to speak to someone through walking in to the practice? (Overall score: 81.33%)**



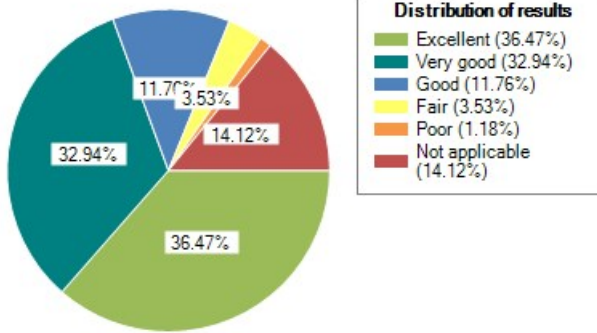
**Question: How easy did you find contacting the practice via the internet or automated system? (Overall score: 74.75%)**



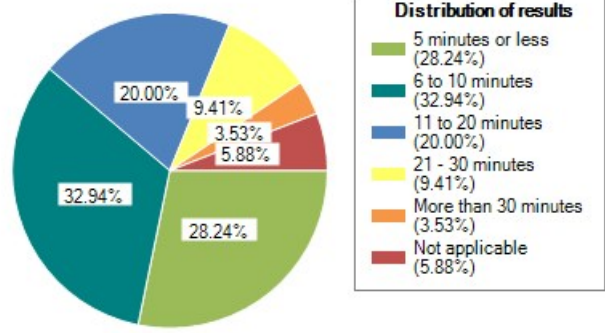
**Question: Once you arrived at the surgery for an appointment, how long did it take you to book in? (Overall score: 87.95%)**



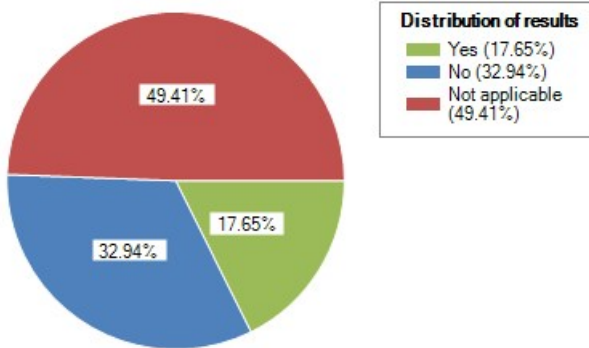
**Question: How do you rate the way you were treated by the reception staff on your arrival for your appointment? (Overall score: 79.11%)**



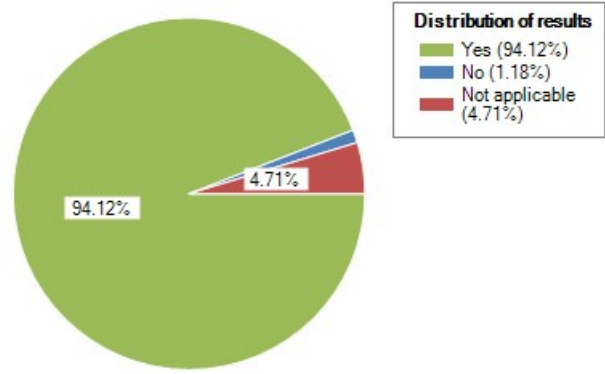
**Question: How close to your appointment time were you seen by the doctor or nurse? (Overall score: 69.38%)**



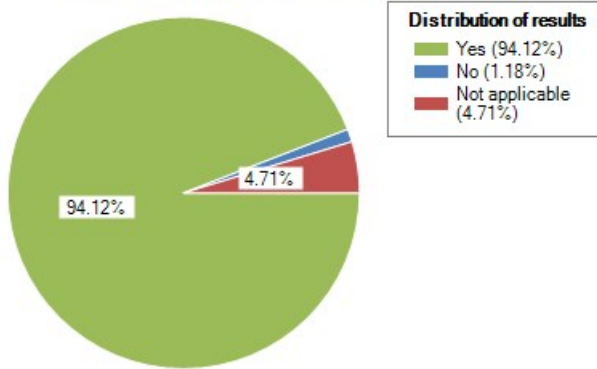
**Question: Were you given an explanation for having to wait more than 20 minutes? (Overall score: 34.88%)**



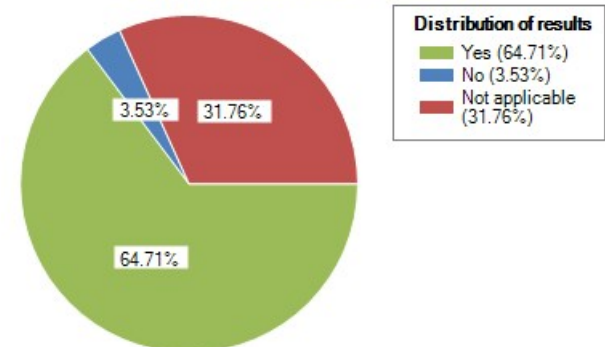
**Question: Do you feel you were listened to in your appointment? (Overall score: 98.77%)**

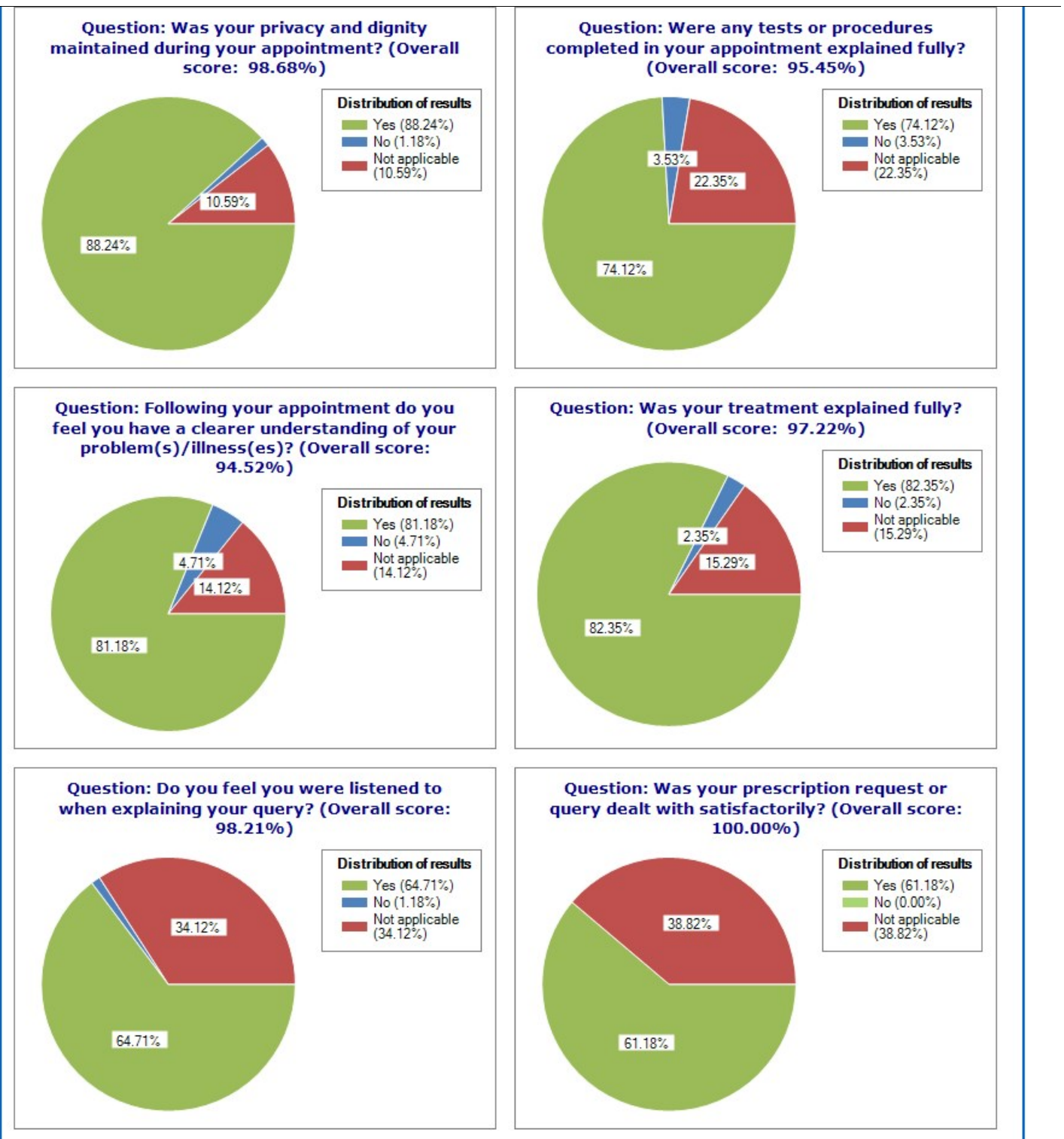


**Question: Were your questions answered satisfactorily? (Overall score: 98.77%)**

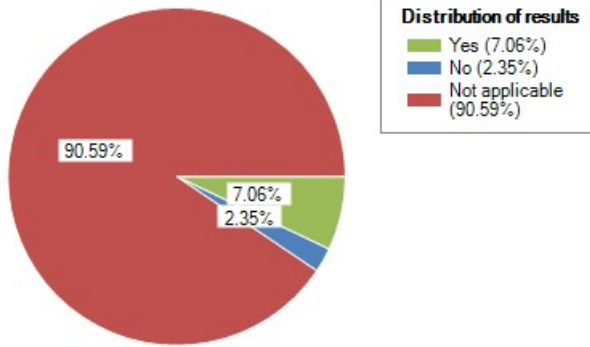


**Question: If you received a physical examination, was the process explained to you fully? (Overall score: 94.83%)**

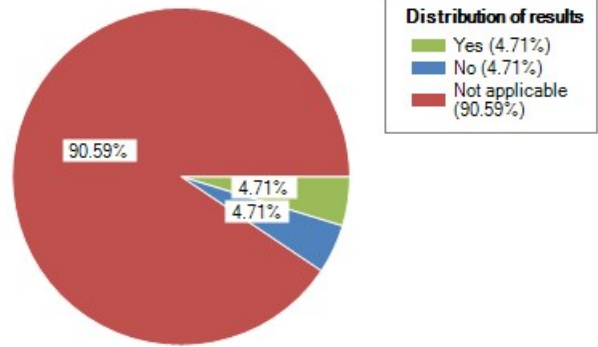




**Question: When you requested a home visit did you speak to a doctor who assessed the need of your request? (Overall score: 75.00%)**



**Question: Were you given a home visit as a result of discussion with the doctor? (Overall score: 50.00%)**



**Question: Were you given an explanation as to why a home visit would not take place? (Overall score: 50.00%)**

