DRS PALOORAN, GEORGE AND KOSHY IMPROVING OUR PRACTICE QUESTIONNAIRE RESULTS 2012/13

Seeing the doctor Poor Seeing the doctory Seeing the doctory Seeing the s	IE NURSE 0	Unsatisfactory	Satisfactory	Good	Very good
Making you feel at ease 18 27 107 Making yo	u feel at ease		12	23	117
Warmth of greeting 1 18 29 104 Warmth of	f greeting		13	21	118
Asking about your symptoms 15 30 107 Asking about	out your symptoms		3	18	131
Listening & not interrupting 1 15 27 109 Listening 8	& not interrupting		7	21	125
-	rested in you as a	2	7	20	124
Fully understanding your concerns 1 15 34 102 Fully understanding your concerns	rstanding your		10	20	122
	are and compassion		8	18	126
Explaining test and treatments 1 11 28 112 Explaining clearly	test and treatments	1	4	23	124
	ou in decisions	2	4	22	124
Giving enough time 17 32 103 Giving eno	ough time	1	5	26	120
Overall satisfaction 14 28 110 Overall sat	tisfaction		5	27	120
ACCESS TO SERVICES ACCESS TO	O NURSE /DOCTOR				
Ease of contacting by telephone 1 2 8 31 110 Ease of get Nurse	tting appointment	13	24	27	88
	me to see nurse	14	22	39	77
Convenience of appointment time 2 7 29 114 Ability to s	ee a Nurse quickly	11	26	27	88
Repeat prescriptions ready on time 4 33 115 Ease of get	tting appointment Dr	8	26	29	89
Obtaining test results 20 25 107 Getting ap	pt with Dr of choice	4	11	30	107
Overall access satisfaction 19 55 78 Waiting tire	me to see the Doctor				
ABOUT THE STAFF Ability to s	see a Doctor quickly	5	22	62	63
	TION WITH OPENING	5	17	38	92
Please rate the Prescription Staff 4 24 124 Monday 8.	.00 – 6.30				
Please rate other staff 4 25 123 Tuesday 8.	.00 – 6.30		3	33	116
ABOUT THE PREMISES Wednesda	ay 8.00 – 7.45		3	33	116
Please rate the premises 1 5 9 138 Thursday 8	3.00 – 7.45		3	30	119
OVERALL SATISFACTION WITH 1 10 141 Friday 8.00 PRACTICE	0 – 6.30		3	25 30	124 119

152 Questionnaires were completed males 63 females 85 did not specify 4 Age Ranges											
[Under 18]	[18 - 24]	[25 - 34]	[35 - 44]	[45 - 54]	[55 - 64]	[65 - 74]	[75 & over]	Not specified			
4	10	18	24	15	18	30	10	23			

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CommentsVery polite and listen to your

problems No problems

Always understanding polite and

listen

very welcoming

Very pleasant

Wonderful

Building very nice and clean

Good drs and very good staff

Everything from reception, to drs or nurse is excellent

service

Everyone on entering reception is so helpful and very welcoming it is a pleasure

to come

Lovely pleasant surroundings it is not like entering a doctors surgery

enoiugh said 100%

Reception staff always very friendly and eager

to help

The lift space is to

small

The receptionist was very helpful when my son needed to see doctor

asap

Dr Koshy is such a great Dr actually taking time for you as

a person

These answers are based on Dr Koshy only

Very friendly and

helpful

Staff very good and helpful especially Lois

Top notch

Thanks for caring

Reception staff always very helpful lois very caring &

lovely person

Very good indeed

Excellent

Always there to help

It all epends on which Dr you see and exterior factors beyond your

control

Depends how busy the surgery is

Don't see the nurse very often but always

good

Dr Koshy is brilliant especially with my 3yr old

Α1

10 out of

10

very helpful when

needed

Find the prescription line closing at 1pm very unhelpful if you are working and do not get a break to ring between 9 and 1