

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

SEEING THE DOCTOR					SEEING THE NURSE				
Poor	Unsatisfactory	Satisfactory	Good	Very good	Poor	Unsatisfactory	Satisfactory	Good	Very Good
		18	27	107			12	23	117
1		18	29	104			13	21	118
		15	30	107			3	18	131
	1	15	27	109			7	21	125
	1	20	30	101		2	7	20	124
	1	15	34	102			10	20	122
	2	9	22	119			8	18	126
	1	11	28	112		1	4	23	124
	2	21	32	105		2	4	22	124
		17	32	103		1	5	26	120
		14	28	110			5	27	120
ACCESS TO SERVICES					ACCESS TO NURSE /DOCTOR				
1	2	8	31	110					
	7	6	35	104		13	24	27	88
	2	7	29	114		14	22	39	77
		4	33	115		11	26	27	88
		20	25	107		8	26	29	89
		19	55	78		4	11	30	107
						5	22	62	63
						5	17	38	92
ABOUT THE STAFF					SATISFACTION WITH OPENING TIMES				
		4	24	124					
		4	24	124					
		4	25	123					
ABOUT THE PREMISES									
	1	5	9	138					
OVERALL SATISFACTION WITH PRACTICE									
		1	10	141					
							3	33	116
							3	33	116
							3	30	119
							3	25	124
							3	30	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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Comments

Very 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

A1

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