

## A W Surgeries Patient Panel Survey

Questions	No Exp	Poor	Fair	Good	Very Good	Excellent
<b>Length of time had to wait for appointment</b>						
Albion House	4	57	126	162	81	66
Withymoor	6	32	79	100	61	39
Total	10	89	205	262	142	105
<b>Convenience of day and time of appointment</b>						
Albion House	19	34	98	143	118	84
Withymoor	5	16	45	117	75	55
Total	24	50	143	260	197	139
<b>Seeing doctor of choice</b>						
Albion House	49	105	102	111	63	66
Withymoor	50	43	50	82	47	45
Total	99	148	152	193	110	111
<b>Length of time waiting to check in at reception</b>						
Albion House	4	12	54	158	118	150
Withymoor	6	2	24	90	101	94
Total	10	14	78	248	219	244
<b>Length of time waiting to see a doctor or nurse</b>						
Albion House	23	23	137	159	88	44
Withymoor	25	11	76	121	63	21
Total	48	44	213	280	151	65
Questions	No Exp	Poor	Fair	Good	Very Good	Excellent

**Availability of doctor/nurse of phone  
when necessary**

Albion House	238	43	69	72	39	35
Withymoore	171	27	39	43	19	18
<b>Total</b>	<b>409</b>	<b>70</b>	<b>108</b>	<b>115</b>	<b>58</b>	<b>53</b>

**Obtaining a home visit when necessary**

Albion House	316	24	44	50	38	24
Withymoore	216	24	18	31	14	14
<b>Total</b>	<b>409</b>	<b>48</b>	<b>62</b>	<b>81</b>	<b>52</b>	<b>38</b>

**Speed of initial telephone answer**

Albion House	12	76	111	172	79	40
Withymoore	14	31	93	98	57	24
<b>Total</b>	<b>26</b>	<b>107</b>	<b>204</b>	<b>270</b>	<b>136</b>	<b>64</b>

**Speed telephone answered if transferred**

Albion House	188	24	80	114	61	29
Withymoore	137	11	49	77	31	12
<b>Total</b>	<b>325</b>	<b>35</b>	<b>129</b>	<b>191</b>	<b>92</b>	<b>41</b>

**Prescription ready on time**

Albion House	90	11	25	121	114	135
Withymoore	73	7	20	73	67	77
<b>Total</b>	<b>163</b>	<b>18</b>	<b>45</b>	<b>194</b>	<b>181</b>	<b>212</b>
<b>Questions</b>	<b>No Exp</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>

**Prescription issued as requested**

Albion House	87	12	32	101	131	133
Withymoor	70	7	14	62	77	87

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Total	157	19	46	163	208	220
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**Handling of queries**

Albion House	118	12	33	119	119	95
Withymoor	90	6	16	69	71	65

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Total	208	18	49	188	190	160
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**Told When to Contact for Results**

Albion House	139	12	41	127	114	63
Withymoor	108	8	19	66	69	47

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Total	274	20	60	193	183	110
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**Results available when contacted**

Albion House	133	20	48	104	129	62
Withymoor	109	6	23	63	72	44

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Total	242	26	71	167	201	106
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**Level of satisfaction with information provided**

Albion House	117	9	41	142	115	72
Withymoor	96	6	15	80	78	42

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Total	213	15	56	222	193	114
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<b>Questions</b>	<b>No Exp</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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**Level of satisfaction with manner results given**

Albion House	132	9	34	136	113	72
Withymoore	102	3	16	68	82	46
<b>Total</b>	<b>234</b>	<b>12</b>	<b>50</b>	<b>204</b>	<b>195</b>	<b>118</b>

**Information Provided by Reception Staff**

Albion House	18	21	50	151	145	111
Withymoore	33	0	17	85	102	80
<b>Total</b>	<b>51</b>	<b>21</b>	<b>67</b>	<b>236</b>	<b>247</b>	<b>191</b>

**Helpfulness of Reception Staff**

Albion House	15	18	46	138	147	132
Withymoore	26	4	15	77	104	91
<b>Total</b>	<b>41</b>	<b>22</b>	<b>61</b>	<b>215</b>	<b>251</b>	<b>223</b>

**Information provided by other staff**

Albion House	71	10	43	141	132	99
Withymoore	76	6	13	67	92	63
<b>Total</b>	<b>147</b>	<b>16</b>	<b>56</b>	<b>208</b>	<b>224</b>	<b>162</b>

**Helpfulness of other staff**

Albion House	59	10	63	129	131	104
Withymoore	62	3	15	65	97	75
<b>Total</b>	<b>121</b>	<b>13</b>	<b>78</b>	<b>194</b>	<b>228</b>	<b>179</b>

<b>Questions</b>	<b>No Exp</b>	<b>Poor</b>	<b>Fair</b>	<b>Good</b>	<b>Very Good</b>	<b>Excellent</b>
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**Overall satisfaction**

Albion house	0	12	60	143	169	112
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Withymoor	11	5	13	102	115	71
Total	11	17	73	405	284	183