



Bentley Medical Practice

Patient Survey Report 2014-15

In December 2014, Bentley Medical Practice asked visitors to the practice to complete a patient survey.

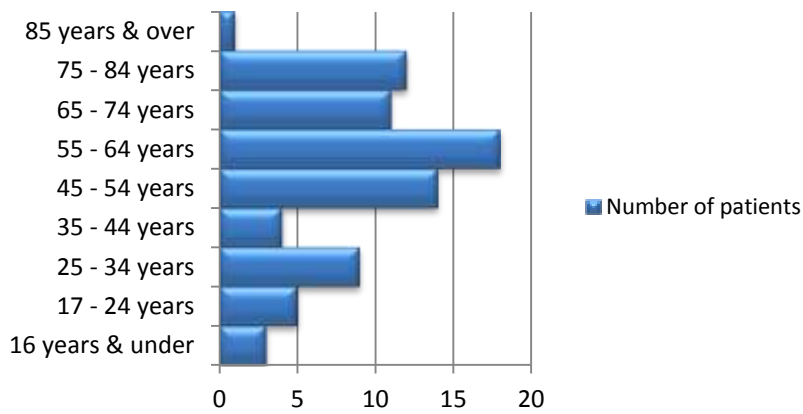
We asked for opinions on the practice appointment system.

We received 68 completed surveys.

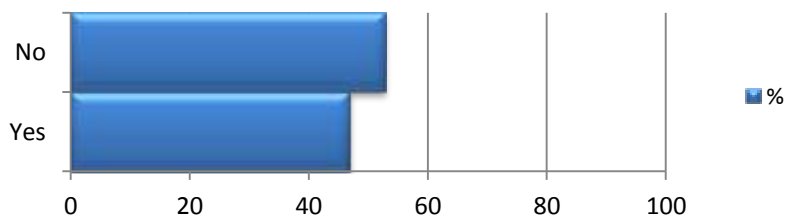
The results are summarised below.

Some visitors to the practice chose not to complete every question or answered more than once

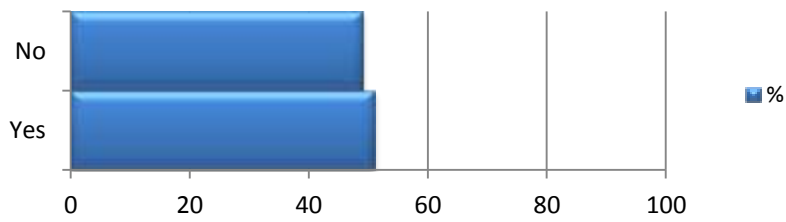
1. Age range of respondents



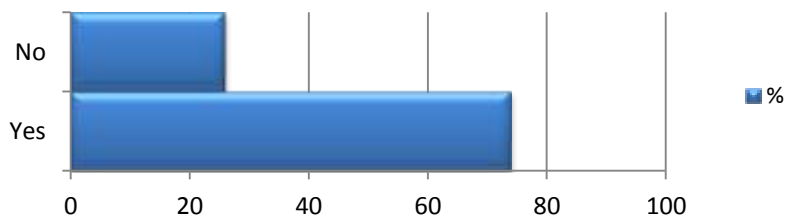
2. I am happy with the current appointment system



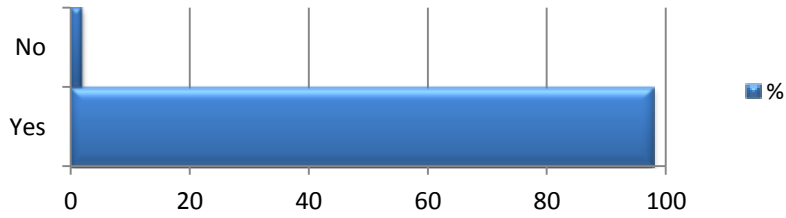
3. I am happy to have a telephone consultation to discuss a new problem



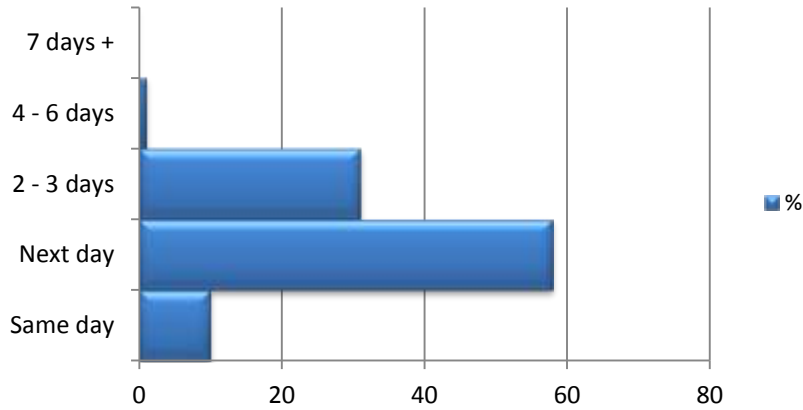
4. I am happy to have a telephone consultation to discuss an on-going problem



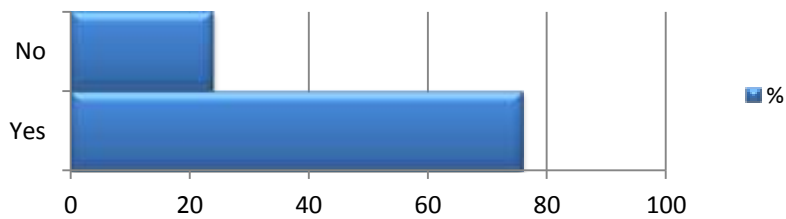
5. I would like to pre-book a face to face consultation and would be happy to wait for the next available appointment



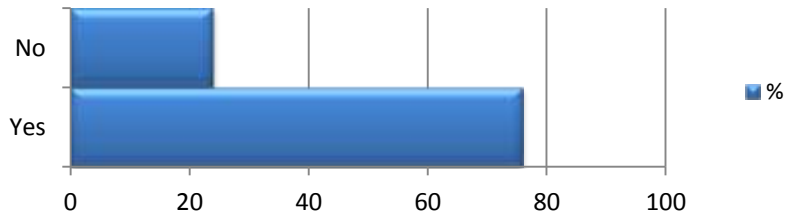
6. I think an acceptable waiting time for a pre-booked face to face consultation is:



7. If my problem is urgent I would be happy to have a telephone consultation the same day to ensure my problem is dealt with quickly



8. I would be happy to have a face to face consultation with a nurse practitioner the same day if my problem is urgent



9. I would prefer to have a choice between a telephone consultation and a face to face consultation depending on my problem

