

# Bryn Darland Surgery

## Questionnaire of Patient Satisfaction

|   | Very Happy |     |    | Average |    |    |   | Very Unhappy |   |    |
|---|------------|-----|----|---------|----|----|---|--------------|---|----|
|   | 1          | 2   | 3  | 4       | 5  | 6  | 7 | 8            | 9 | 10 |
| Are you happy with open access mornings | 67         | 48  | 3  | 3       | 2  | 1  | 0 | 0            | 0 | 1  |
| Appointments in the evening             | 48         | 16  | 7  | 4       | 6  | 0  | 1 | 1            | 1 | 3  |
| Are you happy with Staff                | 65         | 12  | 5  | 0       | 1  | 0  | 1 | 1            | 1 | 0  |
| Ability to get through on the phone     | 31         | 23  | 13 | 4       | 7  | 2  | 0 | 1            | 1 | 2  |
| Ability to speak to a Doctor or Nurse   | 48         | 14  | 5  | 2       | 1  | 2  | 0 | 1            | 1 | 2  |
| Comfort of waiting room                 | 38         | 14  | 13 | 6       | 4  | 4  | 1 | 2            | 0 | 1  |
| Privacy and confidentiality             | 60         | 10  | 7  | 2       | 1  | 0  | 2 | 0            | 1 | 0  |
| system for on going health checks       | 57         | 10  | 8  | 3       | 1  | 1  | 0 | 0            | 0 | 0  |
| How satisfied overall                   | 65         | 9   | 5  | 3       | 0  | 1  | 0 | 1            | 0 | 0  |
| Totals                                  | 479        | 156 | 66 | 27      | 23 | 11 | 5 | 7            | 5 | 9  |

| Ages of Patients completing Questionnaire | 15-20 | 21-30 | 31-40 | 41-50 | 51-60 | 61-70 | over70 |
|---|-------|-------|-------|-------|-------|-------|--------|
|   | 4     | 7     | 11    | 15    | 18    | 16    | 18     |

### Questionnaire of Patient Satisfaction 2003



