

PATIENT SATISFACTION SURVEY 2016

(Sample Size: 53 patients participated, which equates to almost 10%) Survey data collection 1st January-16 to 29th February-16

Q1: I find it easy and convenient to book an appointment

	94%
Yes	
No	6%

Q2: Do you feel welcomed by the staff?

	98%
Yes	
No	2%

Q3: I find all the staff approachable

	98%
Yes	
No	2%

Q4: I am treated with dignity and respect

	98%
Yes	
No	2%

Q5: I am able to see a doctor on the same day if needed

	91%
Yes	
No	9%

Q6: I am able to see a nurse if a doctor is unavailable

	96%
Yes	
No	6%

Q7: I am likely to recommend this centre to a family member or friend

	98%
Yes	
No	2%

Q8: Information on my treatment is given to me in a way I understand.

	95%
Yes	
No	5%

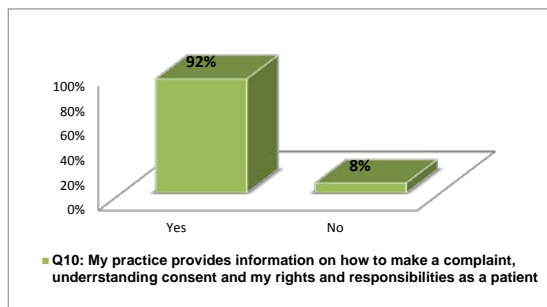
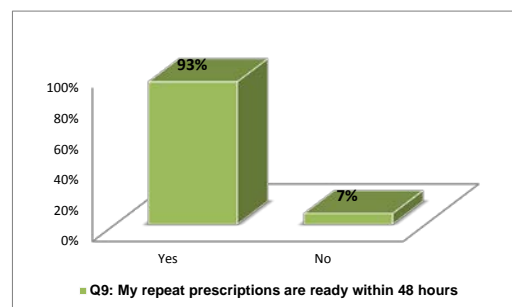
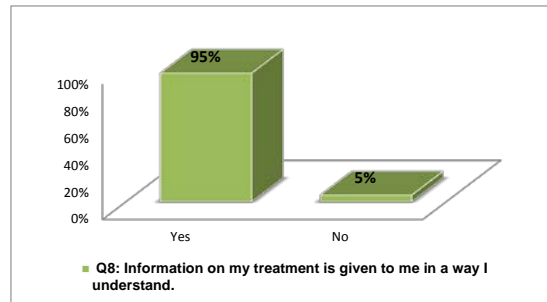
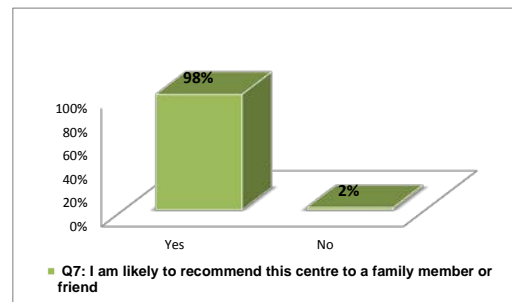
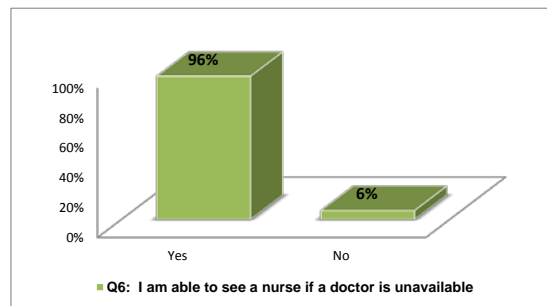
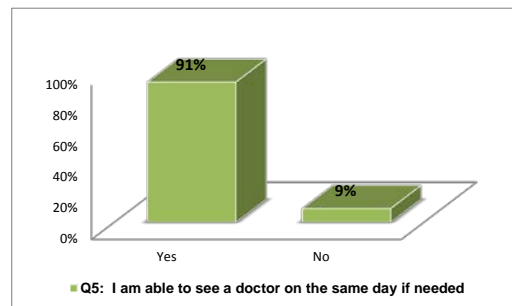
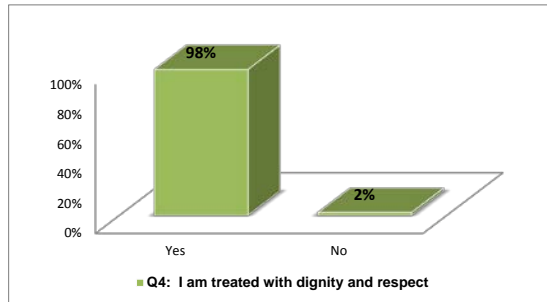
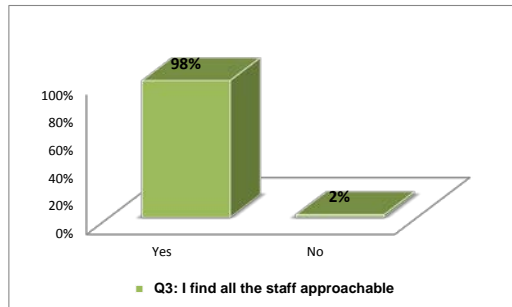
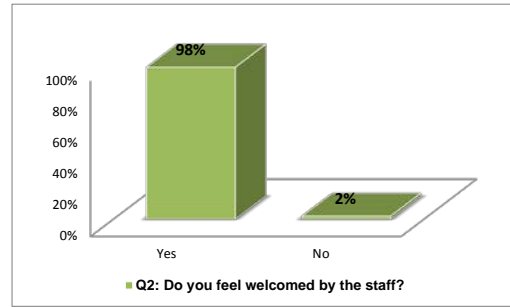
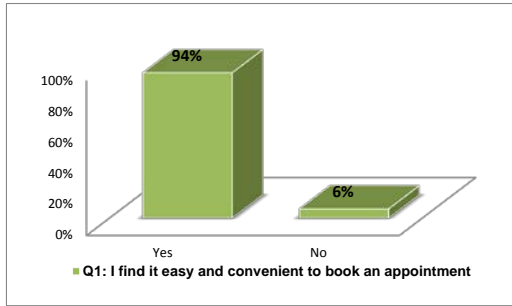
Q9: My repeat prescriptions are ready within 48 hours

	93%
Yes	
No	7%

Q10: My practice provides information on how to make a complaint, understanding consent and my rights and responsibilities as a patient

	92%
Yes	
No	8%

The Anchor Centre Patient Survey Analysis 2016



(Sample Size: 53 patients participated)

Comments and Suggestions:

(Sample Size: 53 patients participated)

Comments and Suggestions:

1. All staff helpful and approachable which makes things much easier.
2. More sweets and fruit, please.
3. Thank you appreciated.
4. I'm happy to be with the anchor centre all the staff are helpful and brilliant.
5. I am very grateful to all the staff for the care they provide.
6. A doctor in the afternoons, not just morning and a cigarette bin for the smokers would be good too.
7. I'm happy with the way things are.
8. Brilliant.
9. As I suffer with depression and anxiety would I be able to get an extended sicknote.
10. Many patients that attend the anchor centre need to be seen on the same day which isn't always possible, I have attended the anchor centre for 10 years and have seen many changes.
11. Very happy with all the services that are provided.
12. I like the appointment system, good service...No drop ins.