

RESULTS OF PATIENT SURVEY 2016 - HAVERHILL FAMILY PRACTICE

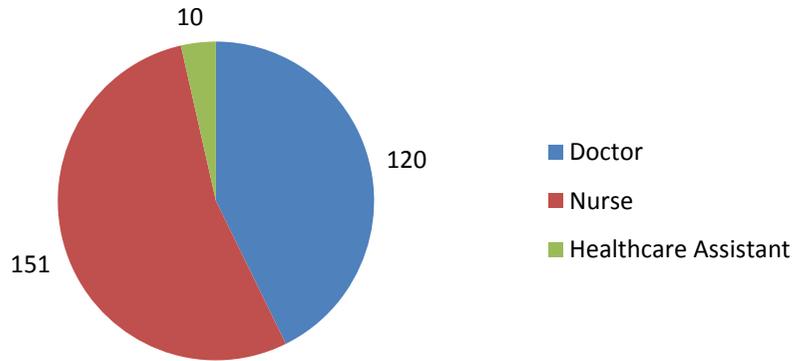
Surveys Issued: 300 (290 returned)

	Male		Female	Total
Unclassified				12
Group 0 - 0 - 14 year olds	3		2	5
Group 1 - 15 - 24 year olds	3		10	13
Group 2 - 25 - 39 year olds	9		28	37
Group 3 - 40 - 64 year olds	51		58	109
Group 4 - Age 65 yrs +	42		72	114
Total	108		170	290

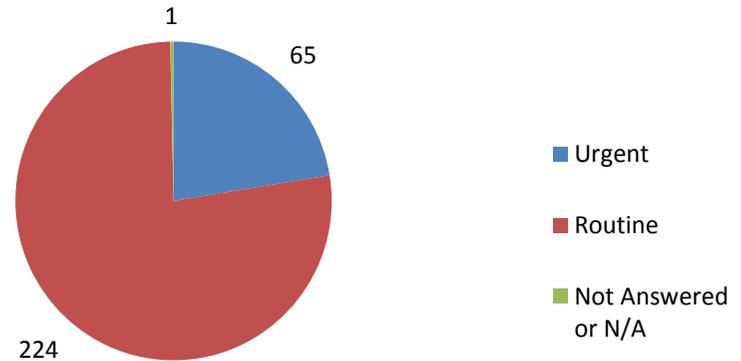
QUESTIONS:										Total	
Q1- Was your appointment today with a doctor, nurse or healthcare assistant?	Doctor	120	Nurse	151	Healthcare Assistant	10	ECP	3	Not Answered or N/A	6	290
Q2- Was your appointment today, urgent or routine?	Urgent	65	Routine	224					Not Answered or N/A	1	290
Q3 - If you booked a routine appointment how long did you have to wait?	Up to 1 week	126	Up to 2 weeks	65	over 2 weeks	43			Not Answered or N/A	56	290
Q4 - Following your appointment were you satisfied with the outcome?	Yes	260	No	8					Not Answered or N/A	22	290
Q5 - If you needed another appointment, were you able to rebook this at the reception desk?	Yes	133	No	29					Not Answered or N/A	128	290
Q6 - Were you confident about the nurse's/doctor's ability to provide care?	Yes	272	No	3					Not Answered or N/A	15	290

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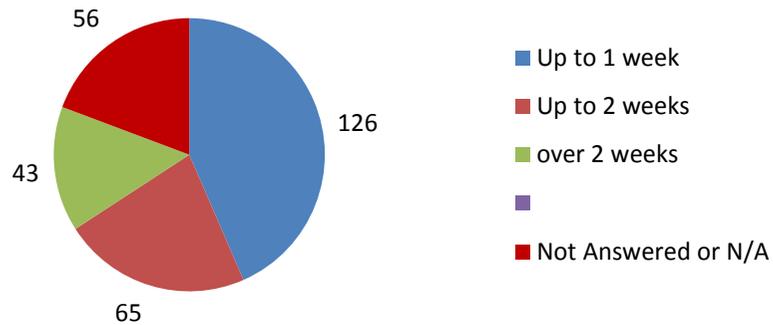
Q1- Was your appointment today with a doctor, nurse or healthcare assistant?



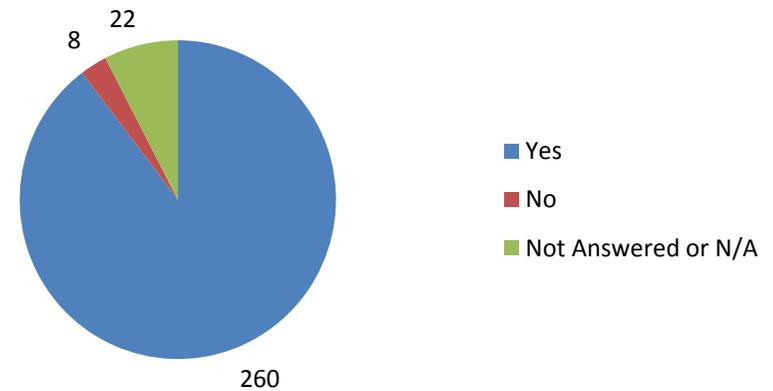
Q2 - Was your appointment today urgent or routine?



Q3 - If you booked a routine appointment how long did you have to wait?

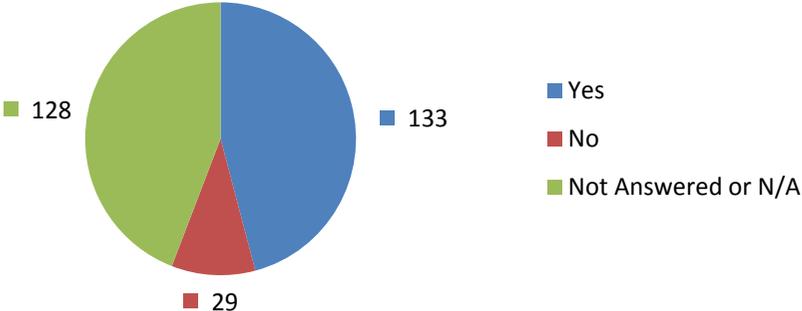


Q4 - Following your appointment were you satisfied with the outcome?



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Q5 - If you needed another appointment were you able to rebook this at the reception desk?



Q6 - Were you confident about the nurse's/doctor's ability to provide care?

