



The Medical Centre Group

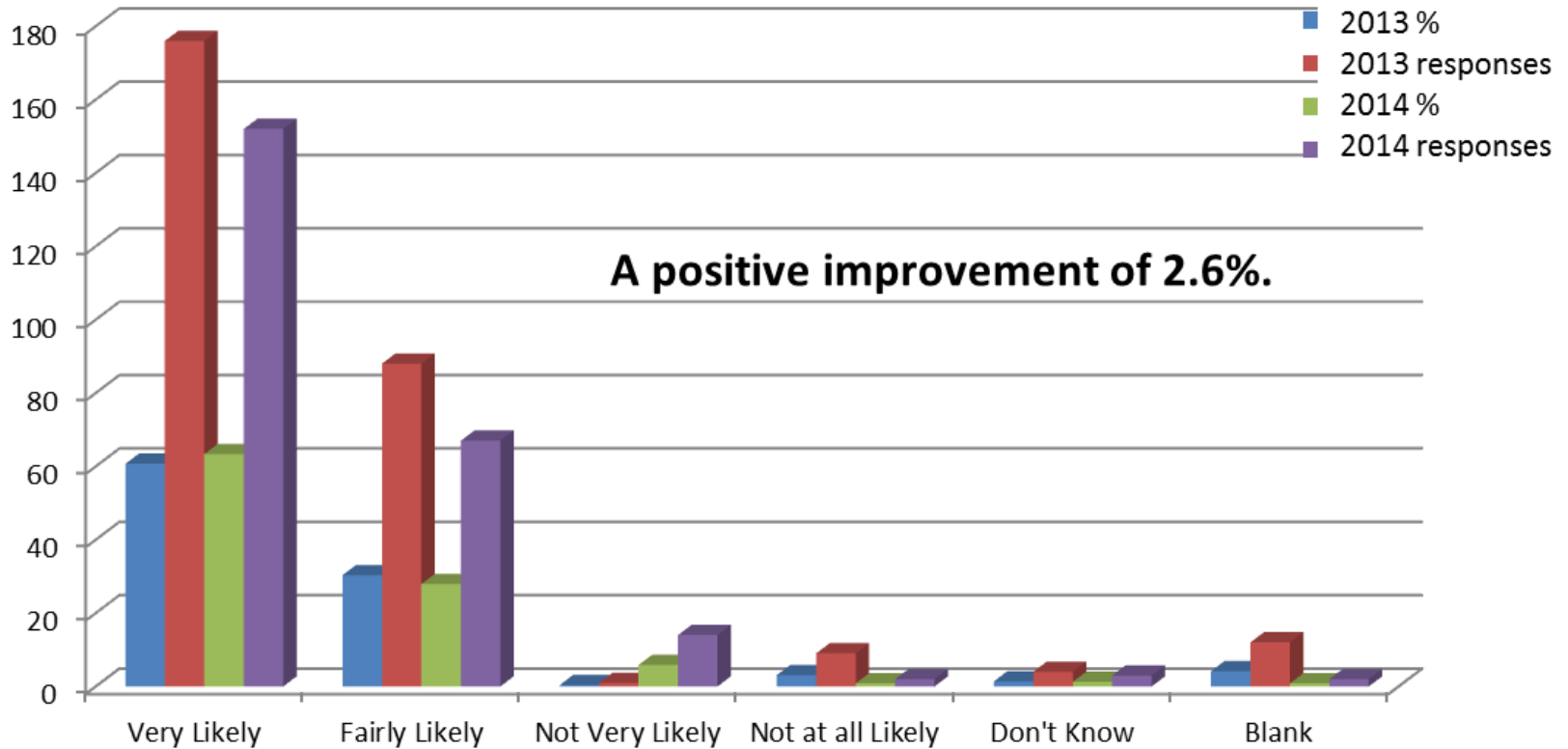
Tel: 01622 753920



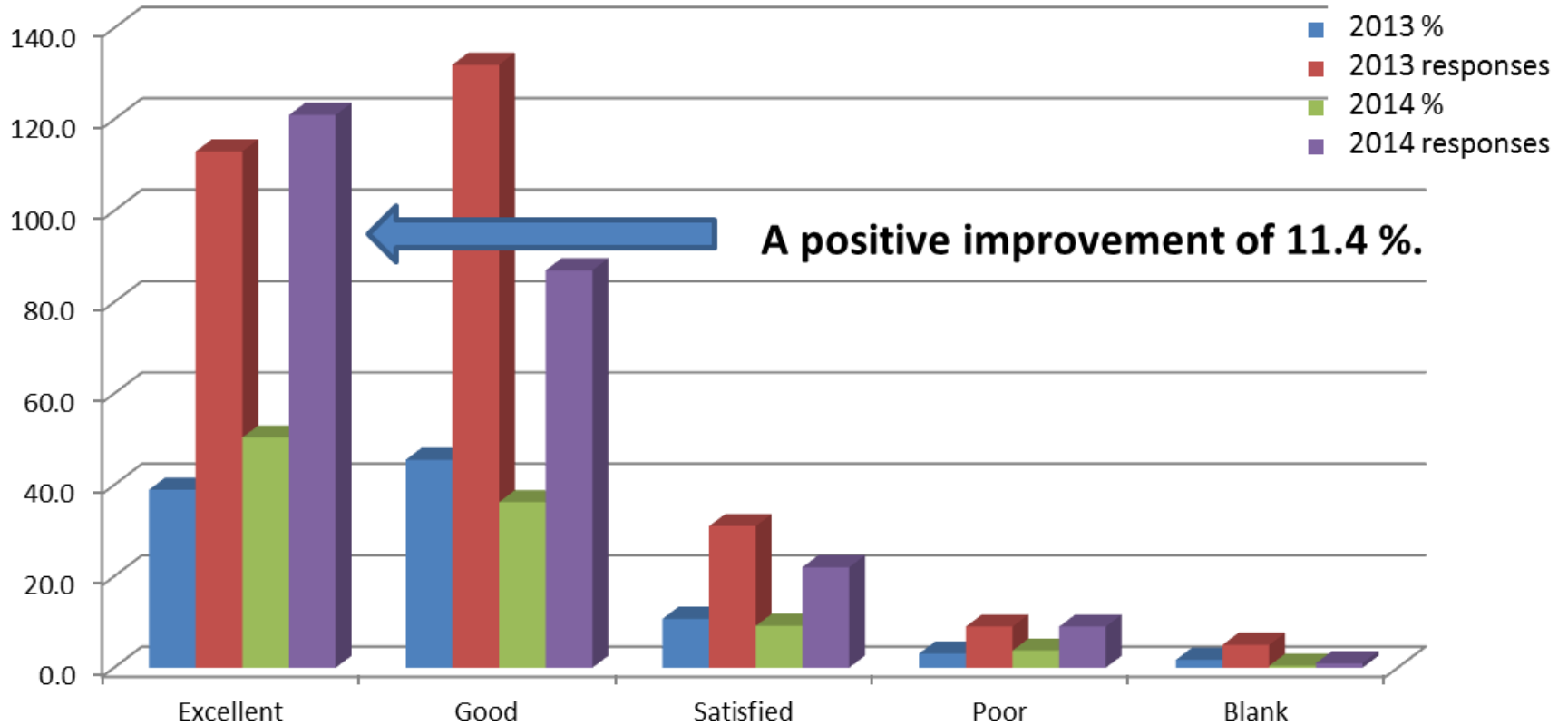
The Medical Centre Group Patient Survey Results 2014 / 2015

The 2014 PPG survey results compare very favourably with the 2013 returns. Improvements in almost every aspect of the service are indicated. There was a slightly reduced number of responses compared to 2013 (240 in 2014 & 290 in 2013) although these responses are none-the-less substantive.

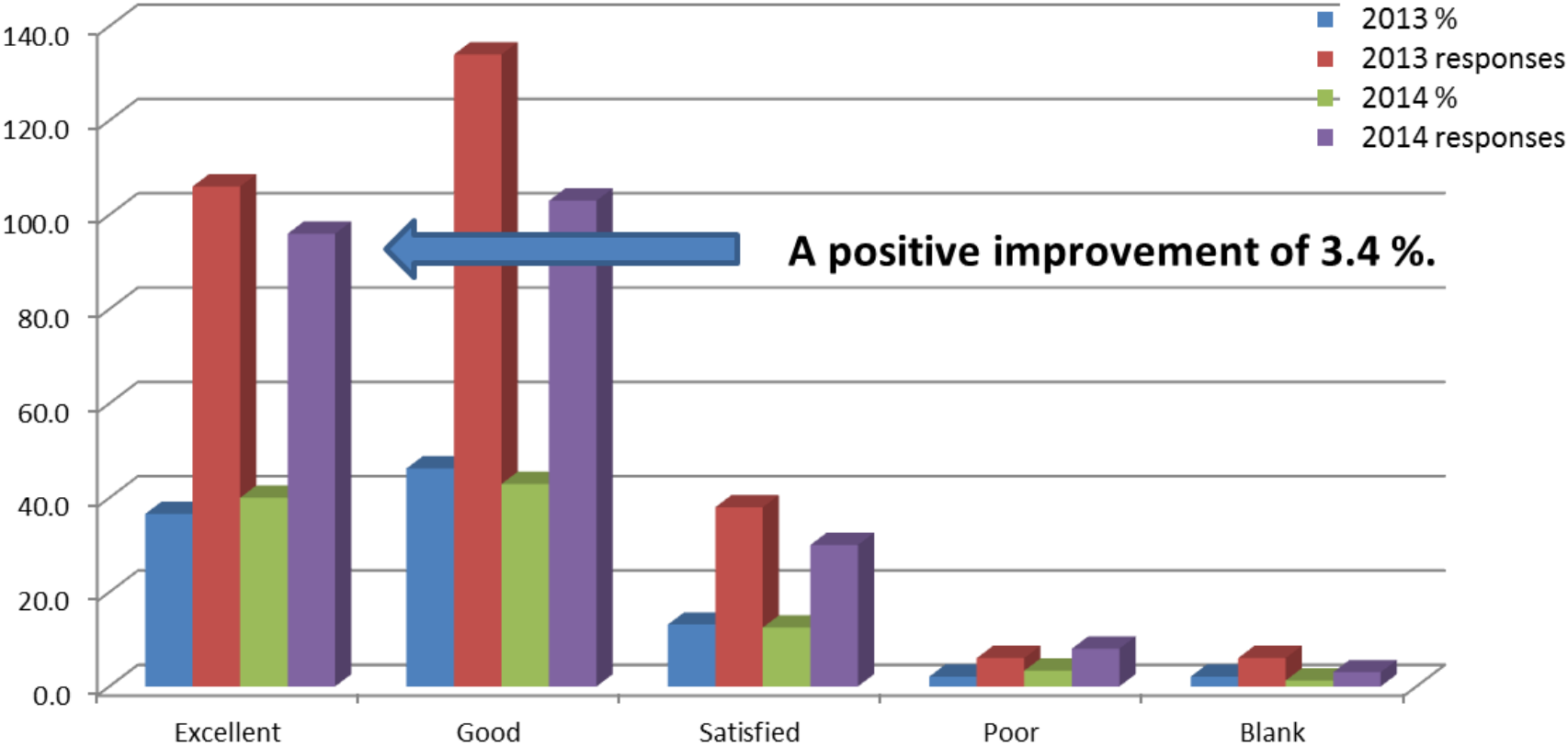
Q1. How likely would you be to recommend this surgery to a friend?



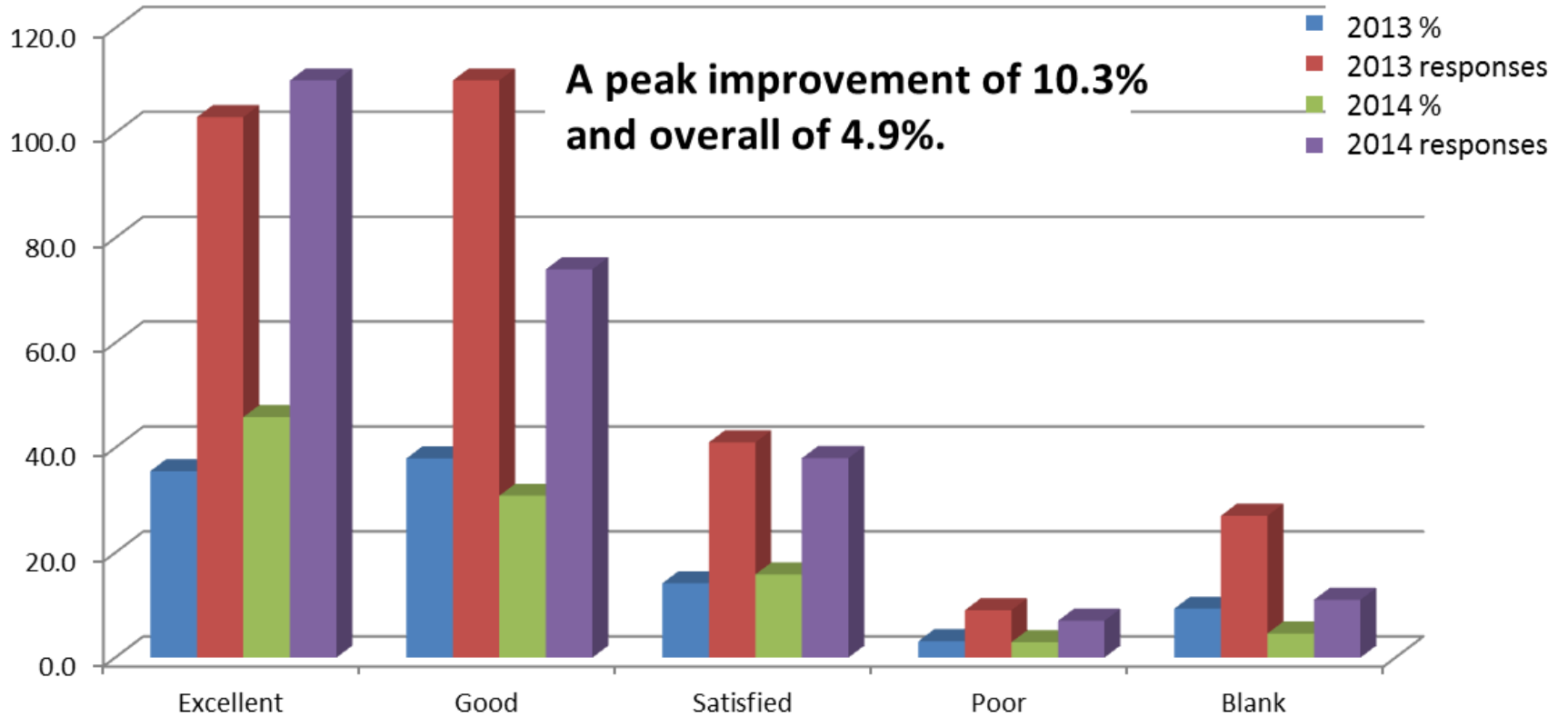
Q2. Being able to book an appointment for a time that suits you?



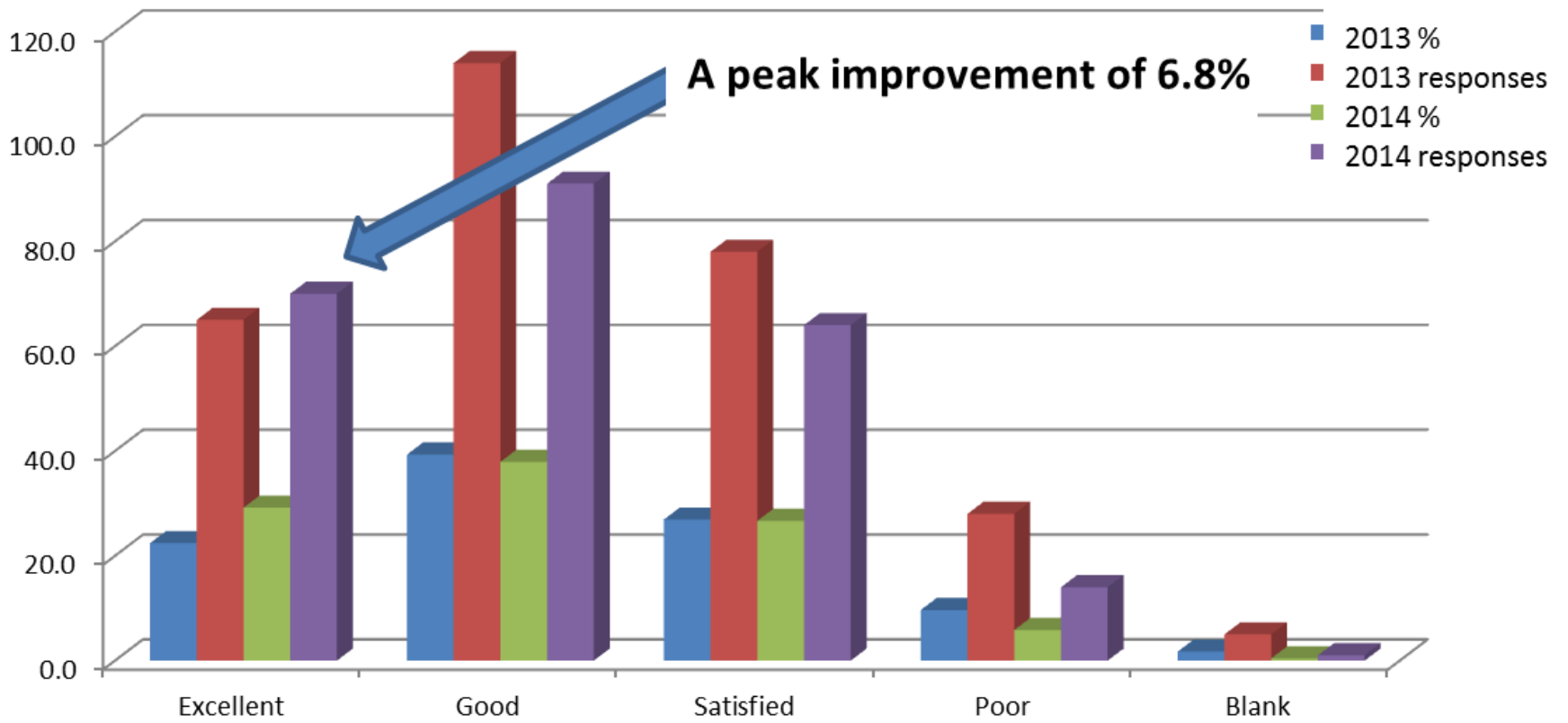
Q2 a. Getting through on the phone quickly?



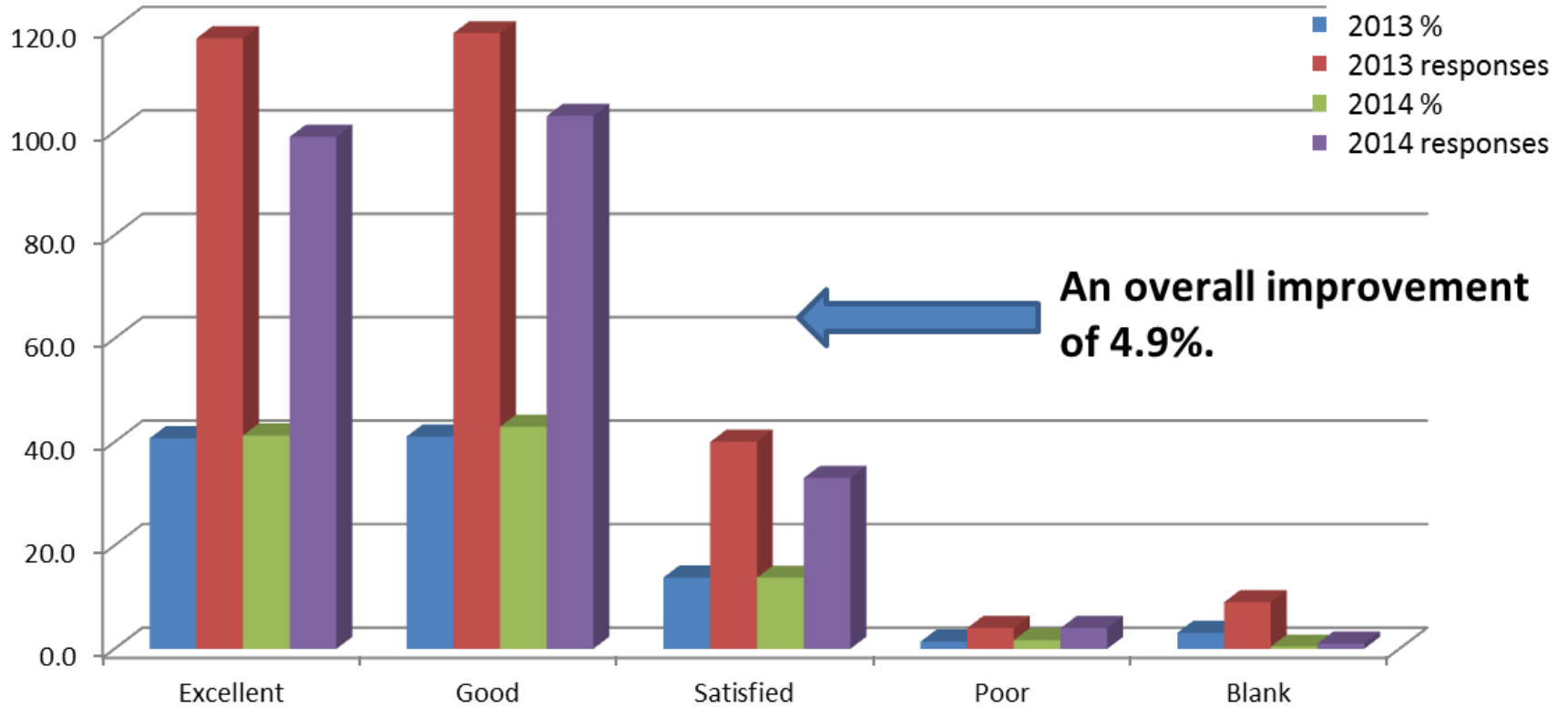
Q2 b. Being able to see a doctor quickly if it is urgent?



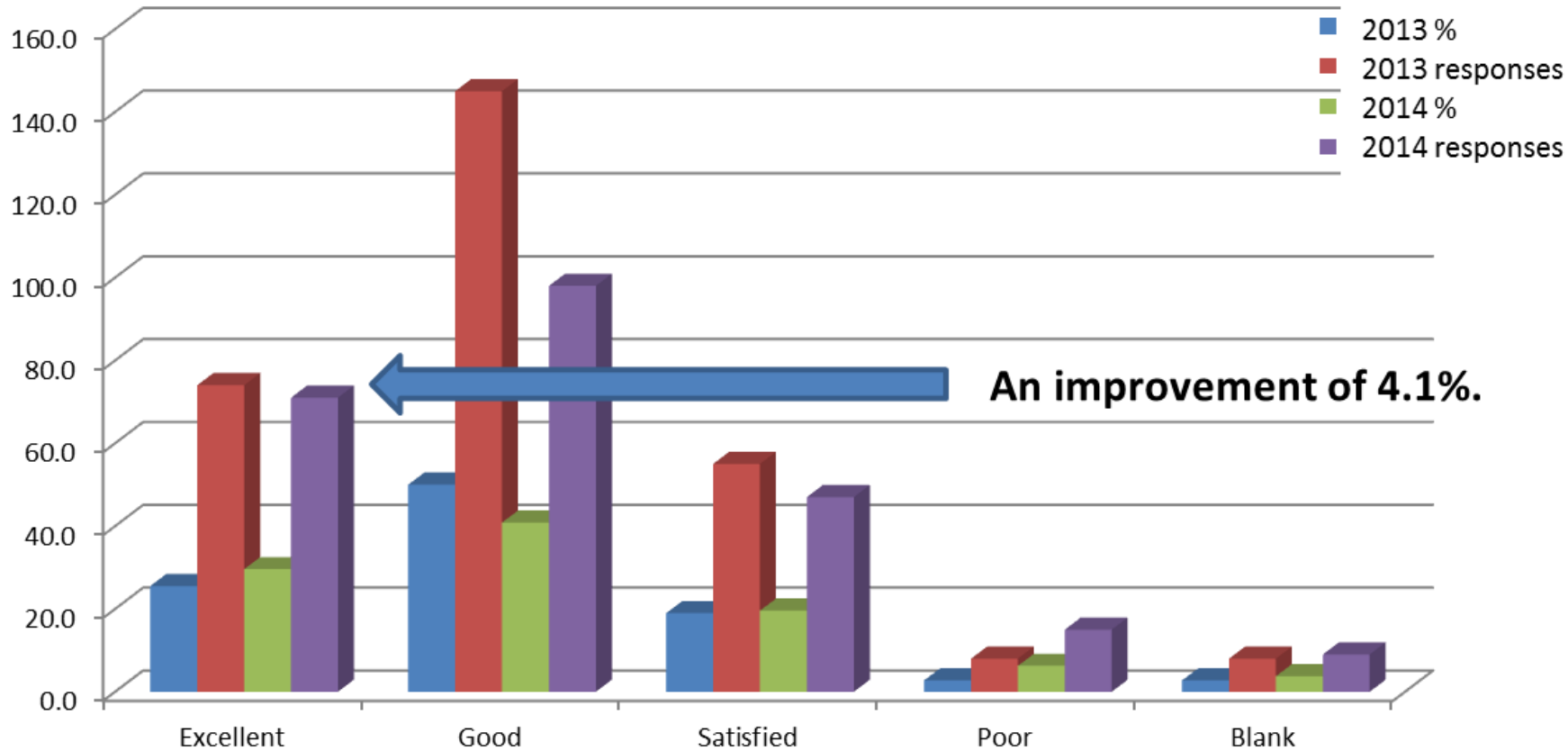
Q2 c. The level of privacy at reception?



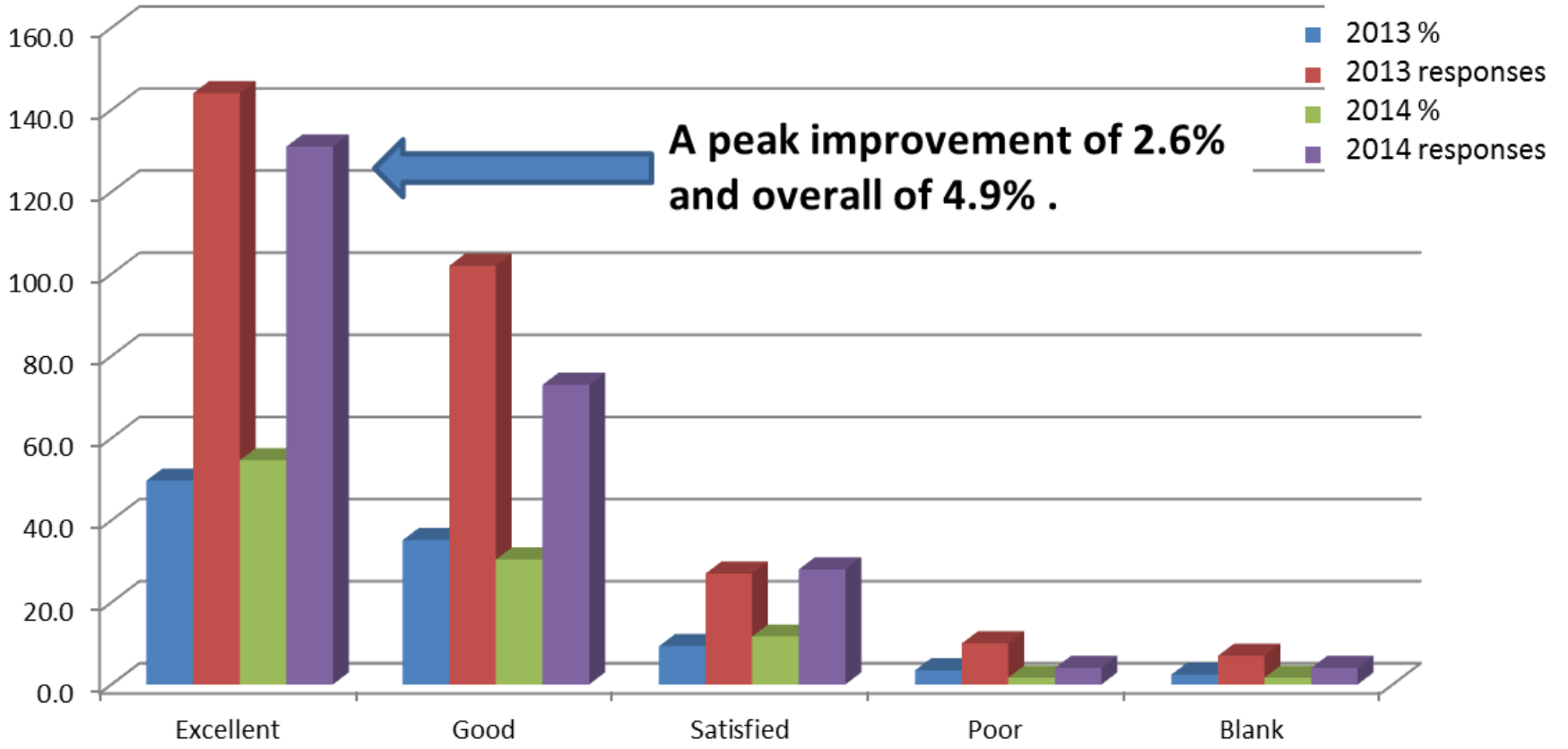
Q2 d. The way you are treated by the receptionist?



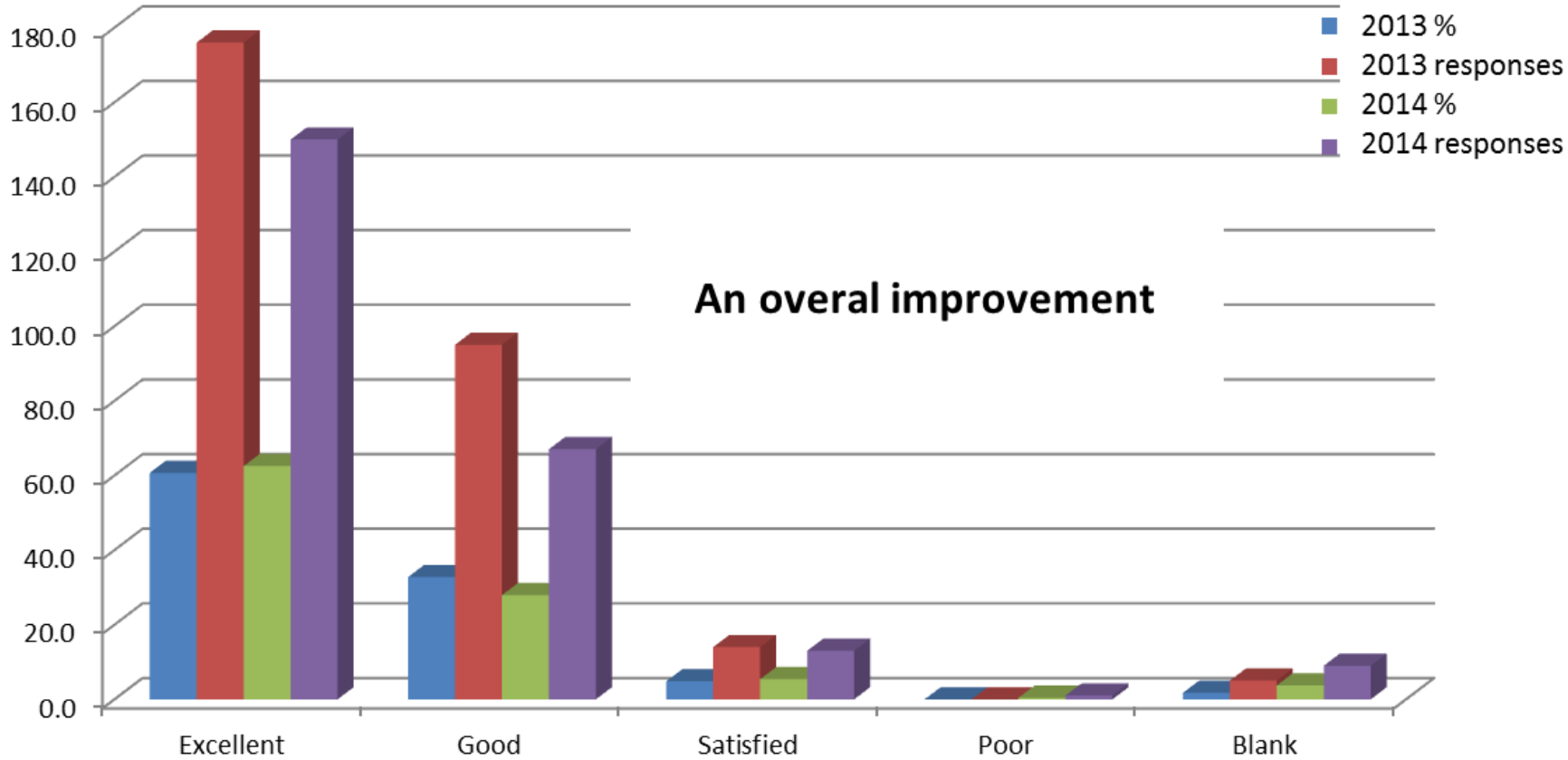
Q2 e. The physical environment within the surgery?



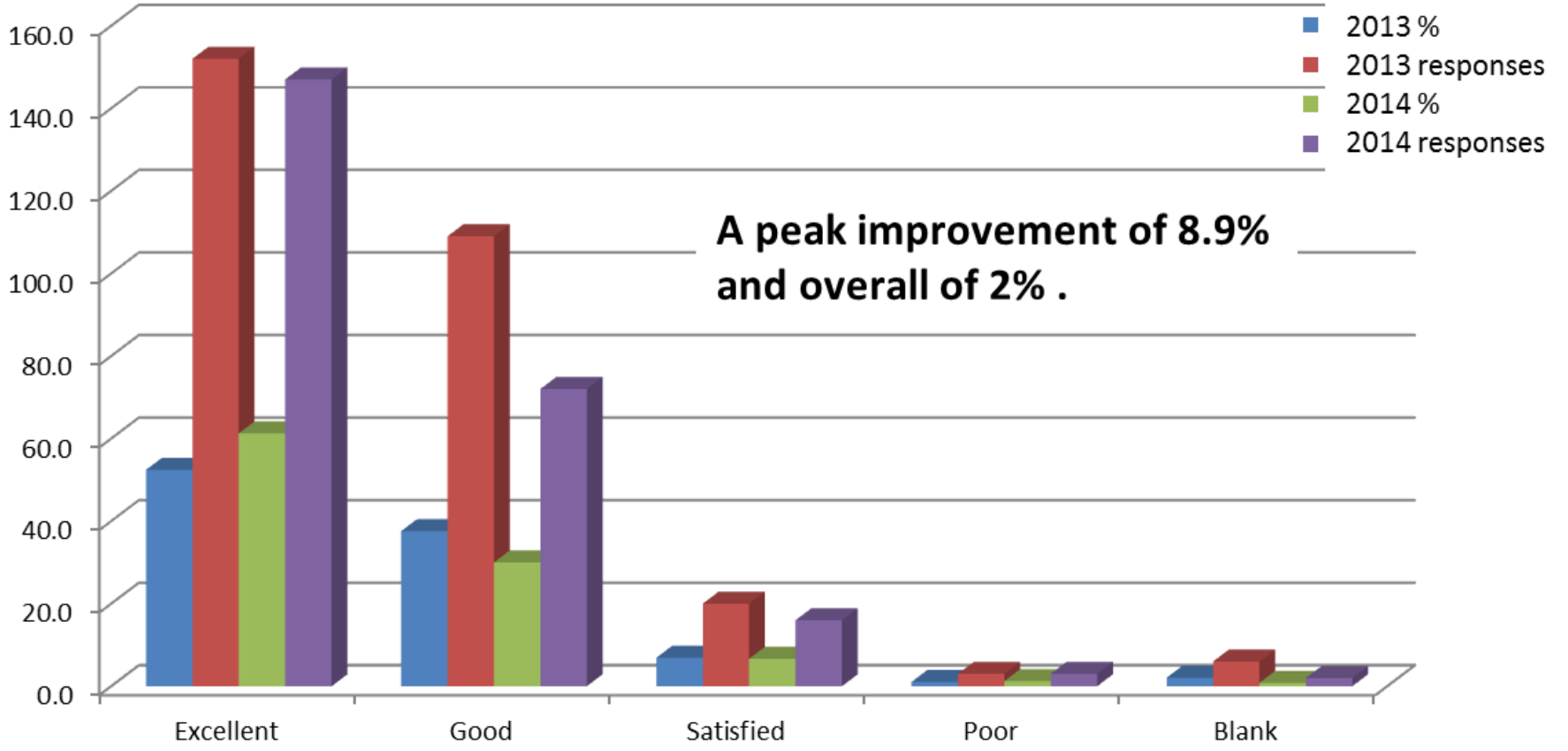
Q2 f. The quality of care received from the doctors?



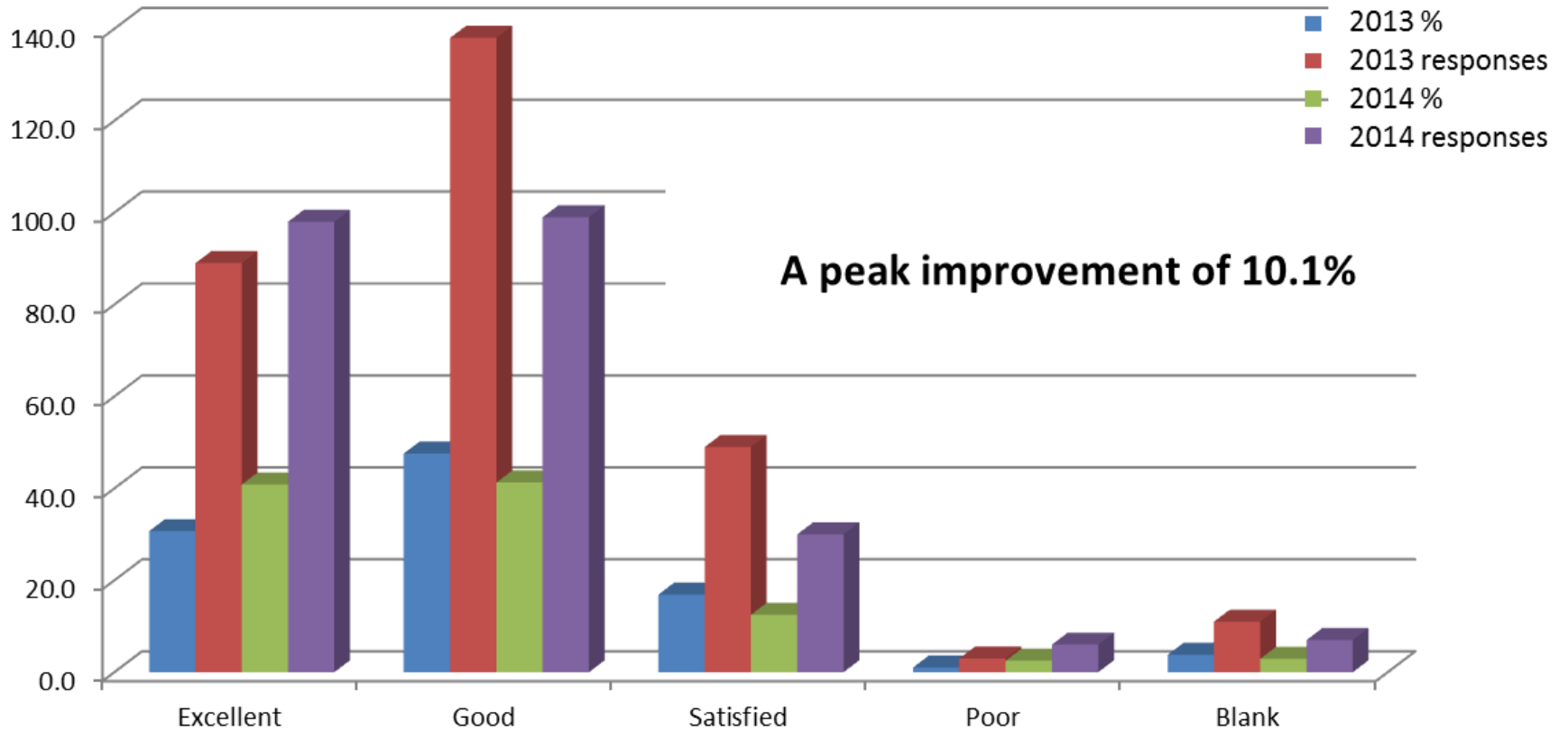
Q2 g. The quality of care received from the nurses?



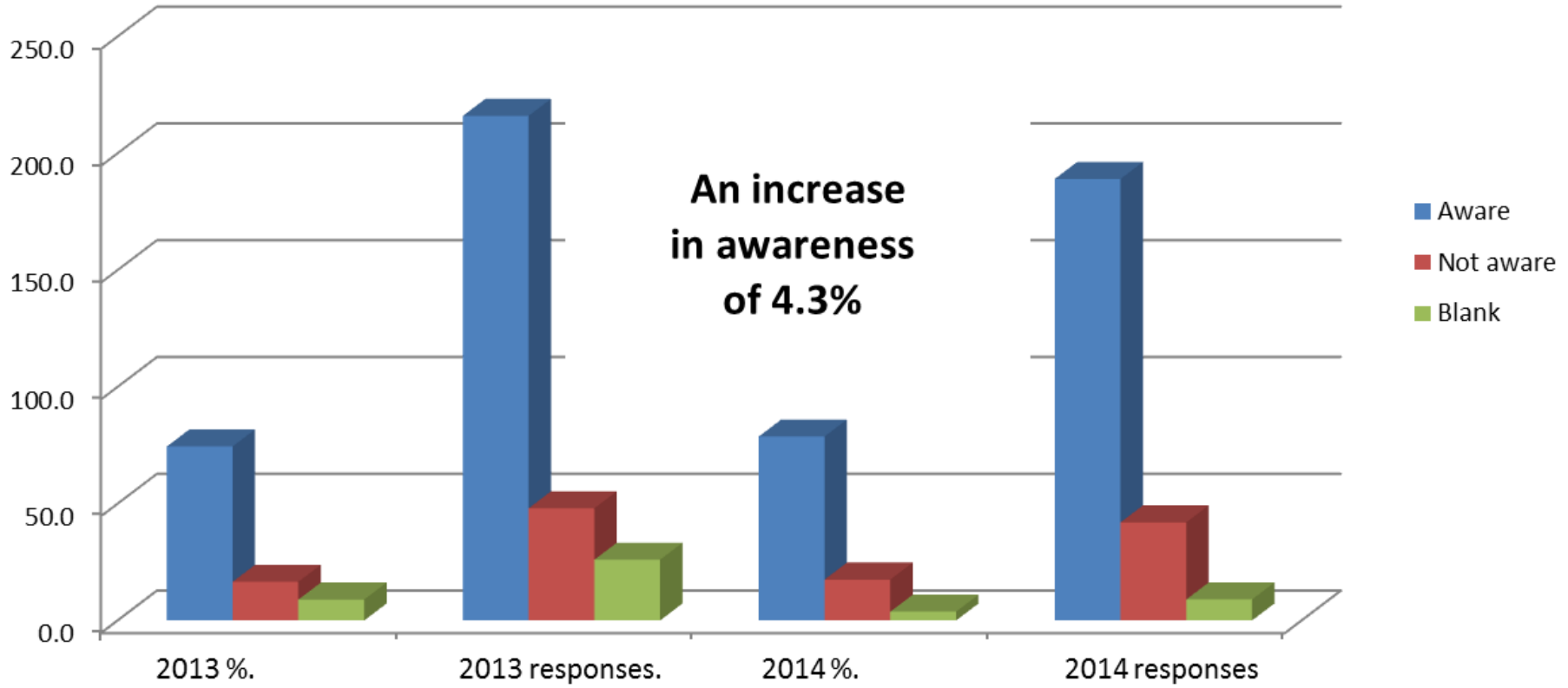
Q2 h. Being treated with respect and courtesy?



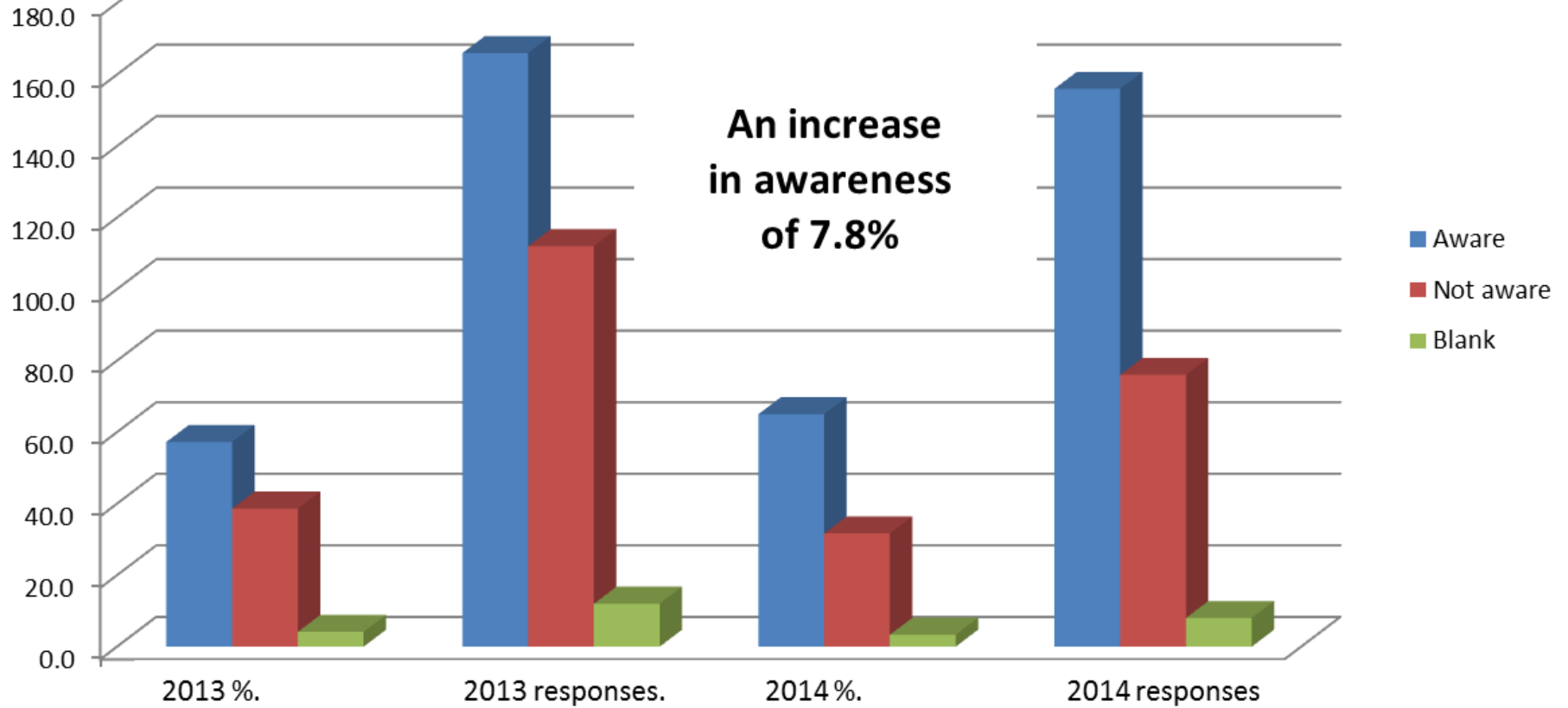
Q2 i. The quality and amount of information the practice provides to patients?



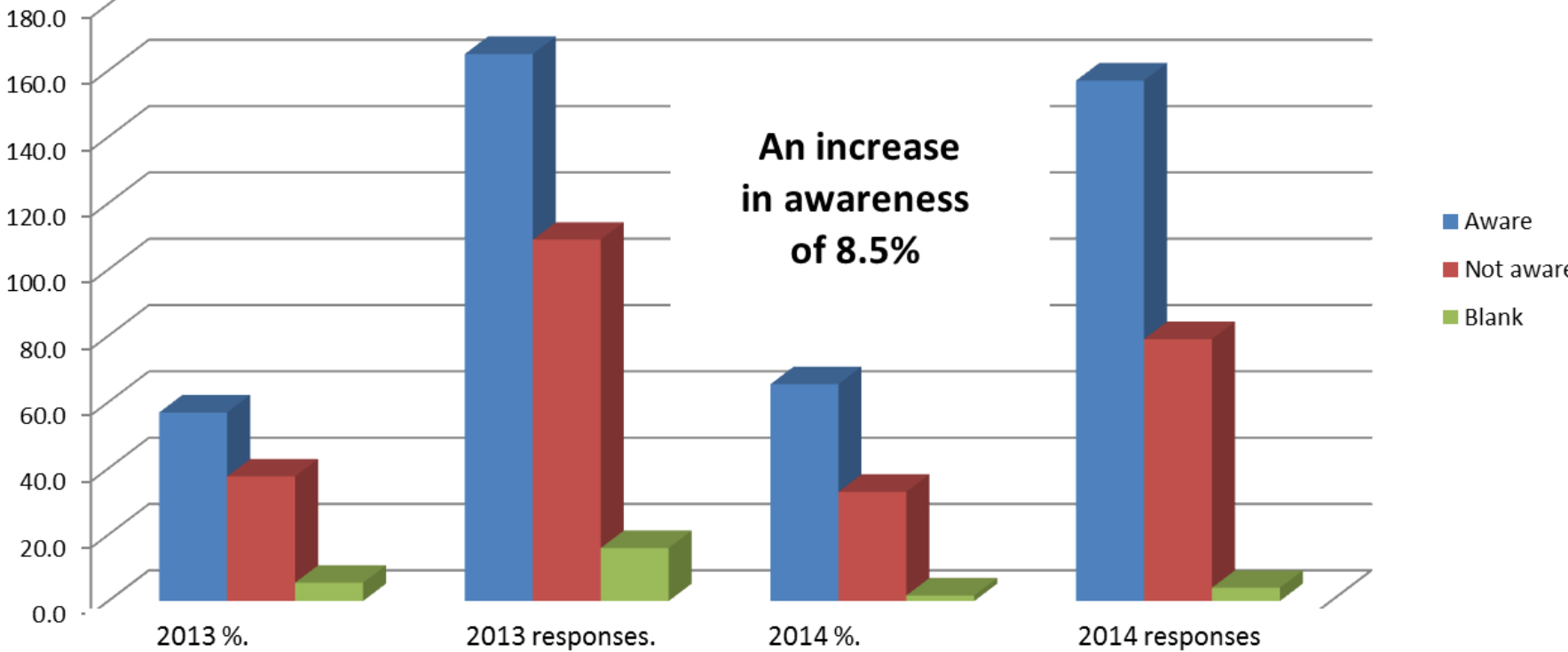
Q3 a. Ability to order repeat prescriptions online?



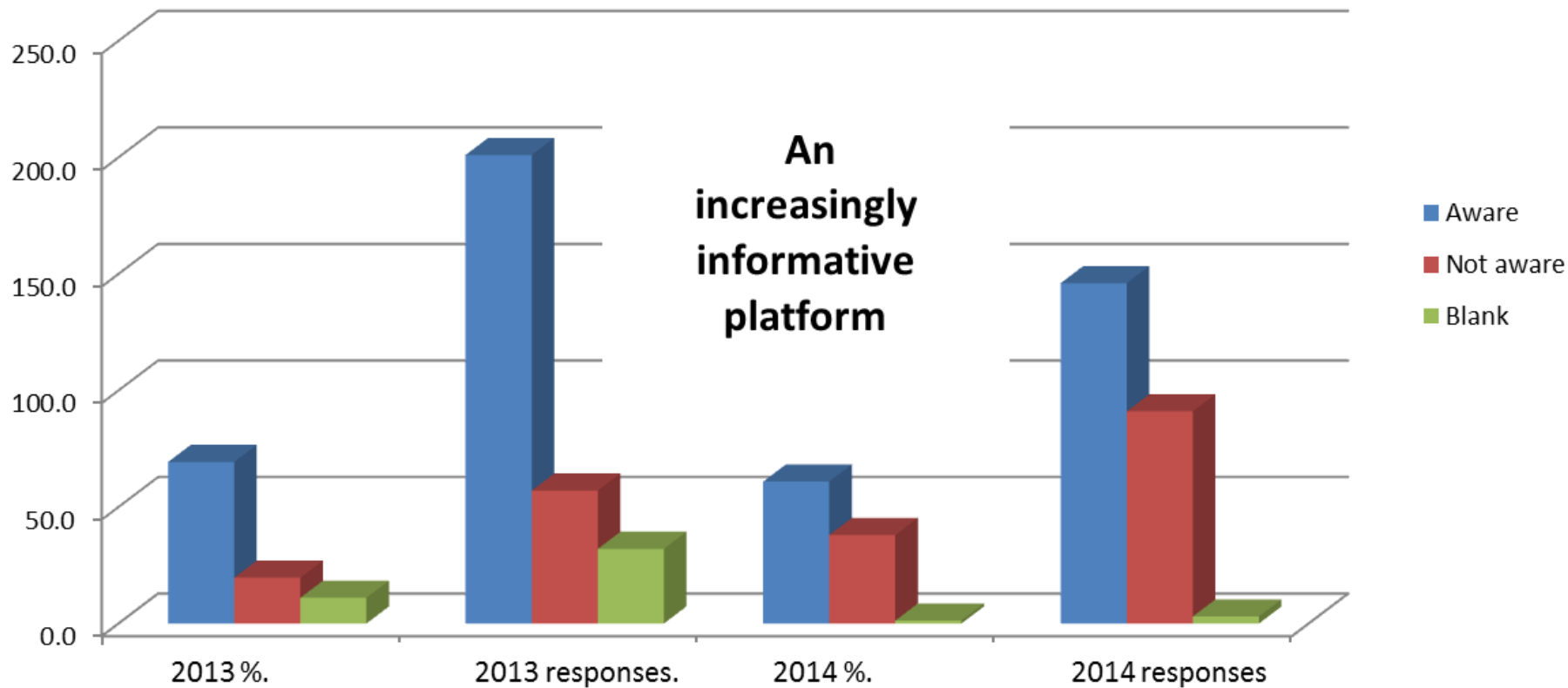
Q3 b. Ability to book same day urgent appointments by ringing at 8:30am each day?



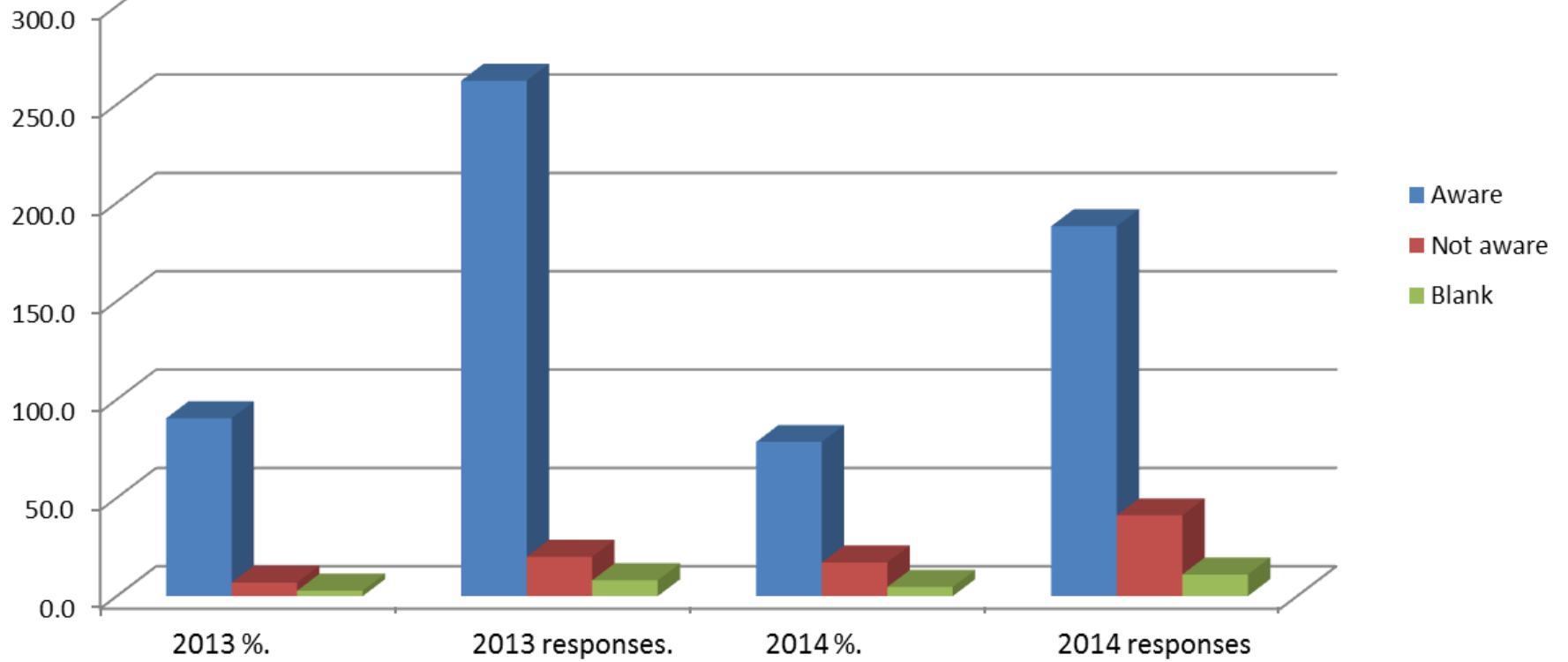
Q3 c. Availability of a practice information Booklet



Q3 d. A practice website www.themedicalcentregroup.co.uk?



Q3 e. The practice opening hours?



Q3 f. You can ring the practice for test results?

