APPOINTMENT SURVEY - DECEMBER 2014

Average wait for telephone call: 38 mins

Average wait to be seen: 24 mins

Total number of Survey results received: 95

Yes	No	Very satisfied	Somewhat satisfied	Undecided	Somewhat dissatisfied	Very dissatisified	Very satisfied	Somewhat satisfied	Undecided	Somewhat dissatisfied	Very dissatisified	Yes	No	Very satisfied	Somewhat satisfied	Undecided	Somewhat dissatisfied	Very dissatisified	Being able to book on the day	Being able to prebook an appointment	Being able to speak with a Doctor prior to making an appointment	Very satisfied	Somewhat satisfied	Undecided	Somewhat dissatisfied	Very dissatisified	Strongly Agree	Agree	Undecided	Disagree	Strongly Disagreee	18 or under	19-30	30-60	61 or over
a.	b.	a.	b.	c.	d.	e.	a.	b.	c.	d.	e.	a.	b.	a.	b.	c.	d.	e.	a.	b.	c.	a.	b.	c.	d.	e.	a.	b.	c.	d.	e.	a.	b.	c.	d.
Q1. Do you think the new system is an improvement on the previous one?		Q2. How Satisfied are you with the new appointment system?					Q3. How satisified were you with the Doctor telephoning you in the first instance?					Q4. Was the call back received in an acceptable timeframe?		Q5. How satisified were you with the choice of Doctor offered?					Q6. Which of these options is important for you?			Q7. How satisified were you with length of time you waited in the surgery for your appointment?					Q8. The staff were friendly and courteous					Q9. Your age group			