

HT Practice patient Questionnaire July 2014

	YES	NO	Blank	Comment
Are you happy with access to appointments?	75%	26%	2%	
Are you happy with the telephone access?	85%	17%	0%	
Are you happy with how we share your data or information and are you aware of whom we share this information with?	48%	29%	26%	
How satisfied are you with our website? www.htpractice.co.uk	41%	0%	53%	
How happy are you with the pharmacy services in the area?	87%	7%	7%	
How happy are you being able to attend both Trafalgar Square and the Highlands?	78%	5%	14%	

Are you aware of the access to online appointments? If no and would like access please ask at reception.	Yes 44%	No 39%	Blank 27%	Comment
Are you aware that the surgery has a policy to send letters to patients who do not attend appointments and will remove them from the list after 3 missed appointments?	58%	36%	9%	
Is there anything you would change with the surgery?	Yes 19%	No 53%	Blank 19%	Comment

We thank you for taking the time to complete this questionnaire to provide vital feedback to help improve your patient care.

Comments written as feedback from patients-

TV on the wall needs moving to the other one where the call system is

Excellent no changes

Had to wait 12 days to see my dr

Think DNA letters acceptable

Want to stay with my old Dr

Access to the surgery much improved

Pharmacy appreciated

Extra phone line needed

Good idea 2 sites

Excellent idea the DNA letters

Would like open apps to stop DNA

Totally agree with DNA letters as this is rude, time wasting, selfish and bad manners

Lack of privacy in waiting room using self check in

Highlands's waiting room is awful...drafty and uncomfortable

Improve pt confidentiality in the waiting room