

Eye Health Centre

Practice Satisfaction Survey

Spring 2018

Introduction

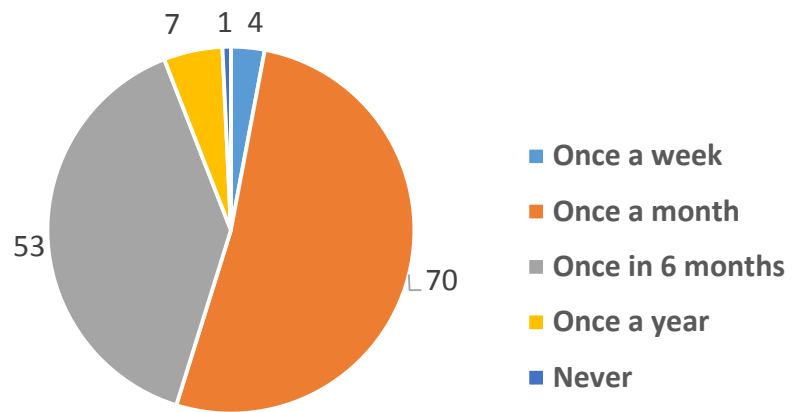
The survey was conducted during December 2017 and January 2018. Two options were offered to potential respondents: paper forms returned to the Health Centre and on-line using Survey Monkey. The replies were not unidentifiable and the answers were not traceable.

In the event the Health Centre received a total of 147 replies of which 35 were on-line.

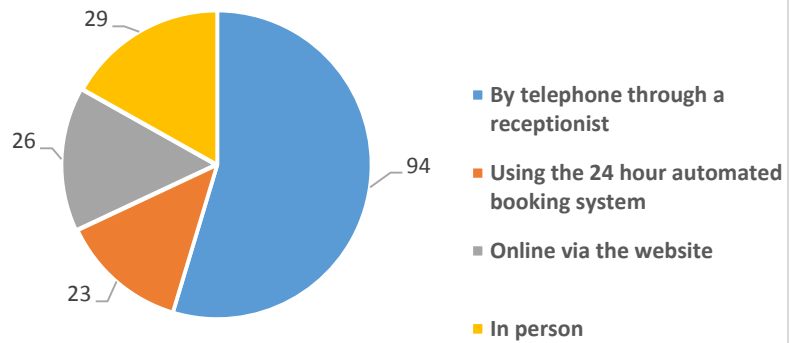
The pie charts show the responses for each question Pages 6 and 7 show the replies indicated by age and gender (not all respondents gave their age and several did not identify their gender).

Pages 8-12 give individual answers to what the Practice does well and Pages 13-15 what patients consider that the Practice could do better. The answers are grouped by age range and gender to enable any trends to be identified.

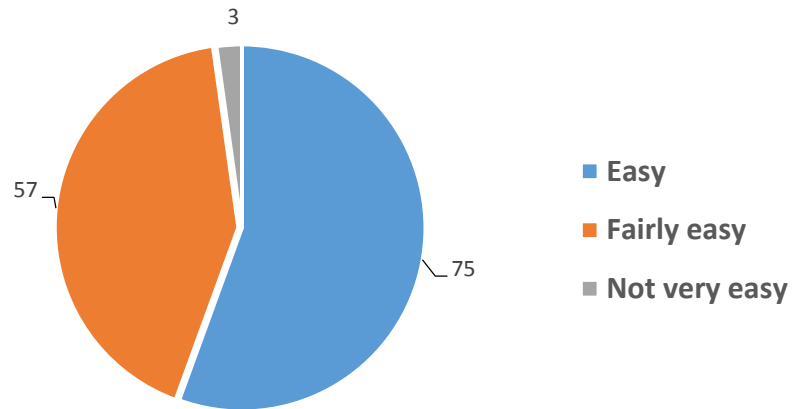
How often have you visited the health centre in the last 12 months?



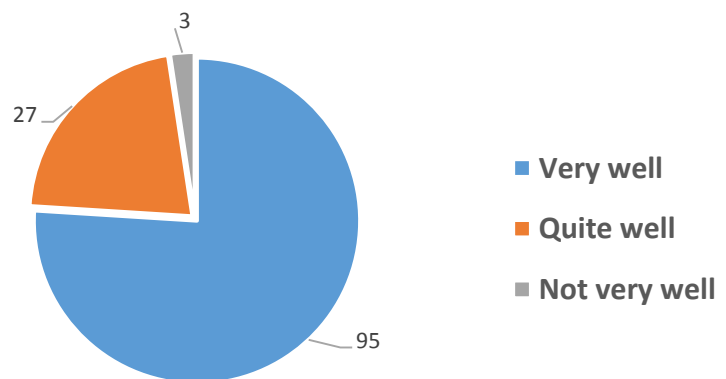
Which method do you use to book your appointment or communicate with the practice?



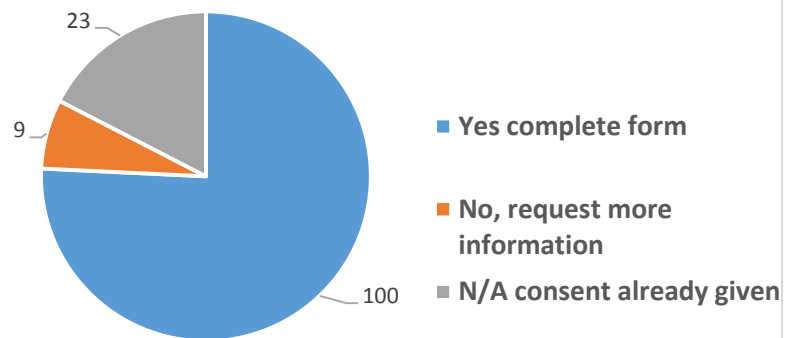
How easy is it to get an appointment with a specific doctor or health professional at a time convenient to you?



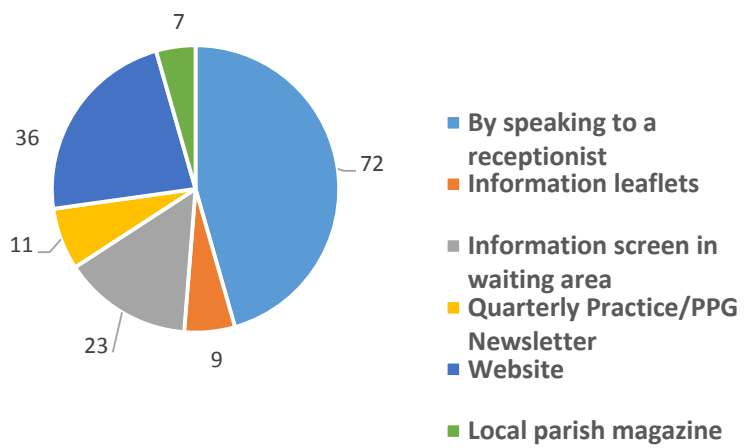
How well do you feel that the Doctor or Nurse listened, explained tests and treatments and involved you in decisions about your care?



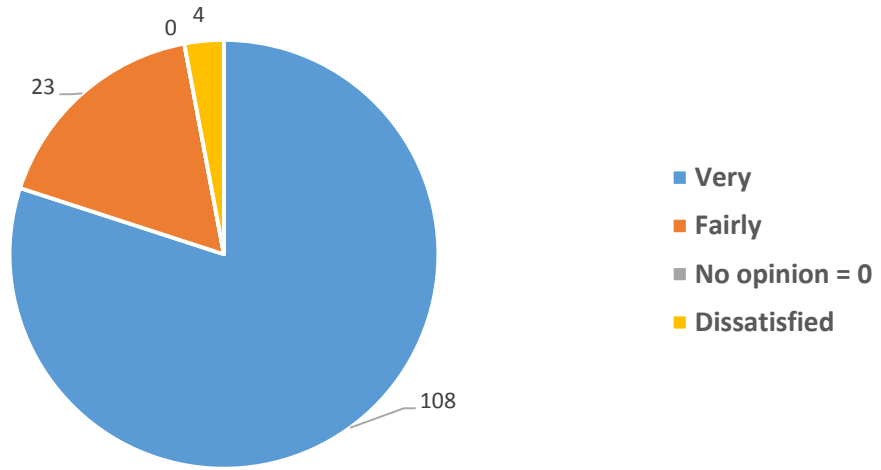
Would you be happy to consent to your medical records being shared with other health professionals involved in your care?



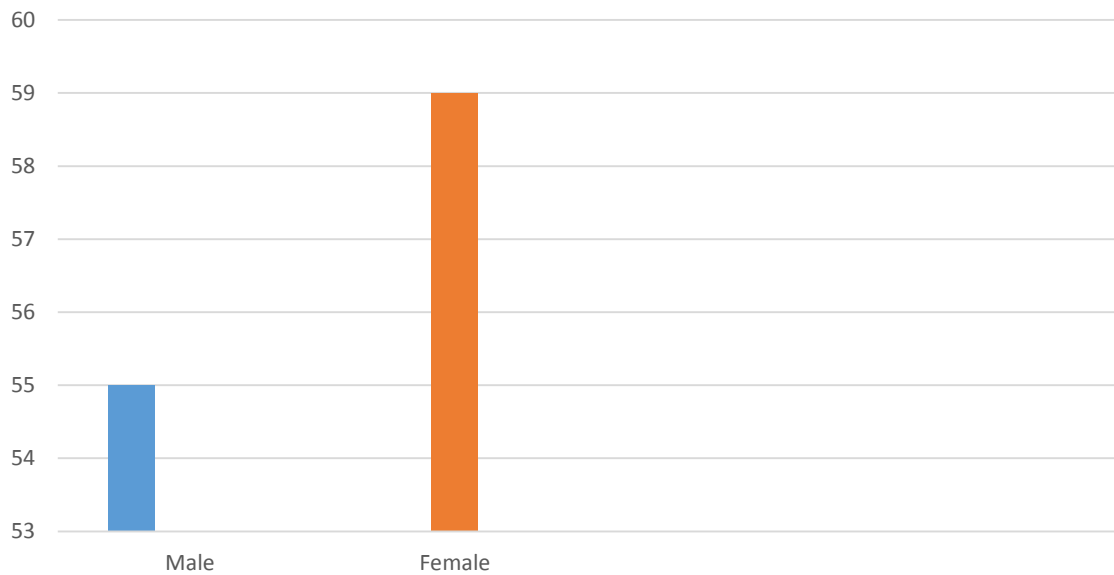
What is your preferred method of accessing information about the health centre?



How satisfied are you with the ongoing level of care you receive at the Health Centre?



Demographics



Age Demographics

