

## March 2013 Royal Crescent Surgery - survey results analysis summary

Total number of questionnaires sent	275
Total number of questionnaires received back	213
Questionnaires received back by email	2
Questionnaires completed manually	211

### Reception and waiting room facilities

How easy do you find getting into the building at the surgery	
Very easy	179
Fairly easy	31
Not very easy	3
Not at all easy	0

### How clean is the GP surgery?

Very clean	161
Fairly clean	48
Not very clean	2
Not at all clean	0
Don't know	3

### In the Reception Area, can other patients overhear what you say to the Receptionist?

Yes, but don't mind	174
Yes and am not happy about it	19
No, other patients can't overhear	8
Don't know	10

### Are you aware that you can ask to speak more privately if you wish?

Yes	88
No	125

### How helpful do you find the receptionists at the surgery?

Very	160
Fairly	35
Not very	5
Not at all	0

### Do you look at the notices on the noticeboards?

Yes	144
No	55

### If you do look at the noticeboards, how helpful do you find the information displayed?

Very helpful	55
Fairly helpful	93
Not very helpful	3
Not at all helpful	0

### How do you usually order your prescriptions?

In person/surgery	90
Post	1
Email	4
Through the chemist	111

### How would you like to be able to order your prescriptions in future?

Email	32
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Telephone	72
Online	32
In person/surgery	73

**Are you aware that you can arrange for local pharmacies to order and collect your prescriptions?**

Yes and I use this service	89
Yes but don't wish to use the service	68
No but may use it in future	33
No and don't want to use it	7

**Would you like to be able to collect prescriptions on Saturday mornings?**

Yes	123
No	62

%

77%  
1%  
99%

84%  
15%  
1%  
0%

76%  
23%  
6%  
0%  
1%

82%  
9%  
4%  
5%

41%  
59%

75%  
16%  
2%  
0%

68%  
26%

26%  
44%  
1%  
0%

42%  
0%  
2%  
52%

15%

34%  
15%  
34%

42%  
32%  
15%  
3%

58%  
29%