

# Park Avenue Medical Centre

## PPG Patient Questionnaire Mar 2014

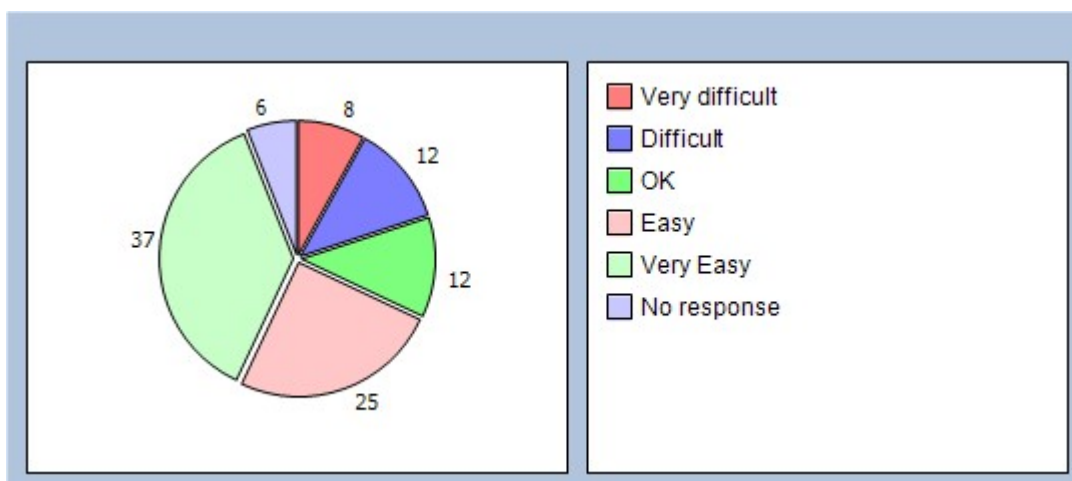
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Number of Responses:24

### PPG Patient Questionnaire Mar 2014

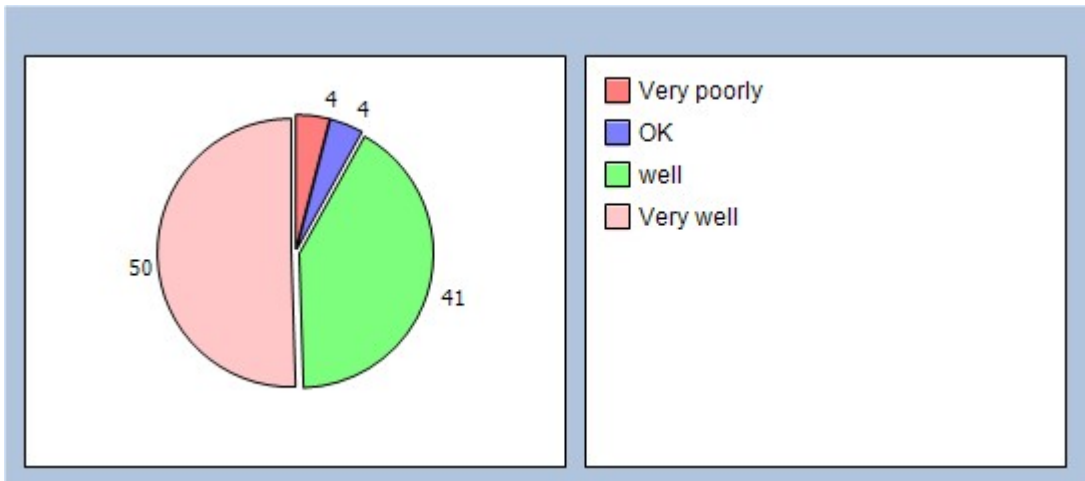
#### 1. How easy was it to get an appointment with your GP

Very difficult **8%**  
Difficult **12%**  
OK **12%**  
Easy **25%**  
Very Easy **37%**  
No response **6%**



#### 2. How were you received by the reception staff?

Very poorly **4%**  
poorly **0%**  
OK **4%**  
well **41%**  
Very well **50%**



3. Are there any improvement you would like made in the waiting areas?

4. Are there any other services you feel the Practice should offer

5. If you were unable to get an appointment with a GP within a few days where would you go to get advice?

Pharmacy **54%**

Call 111 **16%**

A&E **16%**

Drop in centre **4%**

Other **0%**

6. How was your experience at the surgery today?

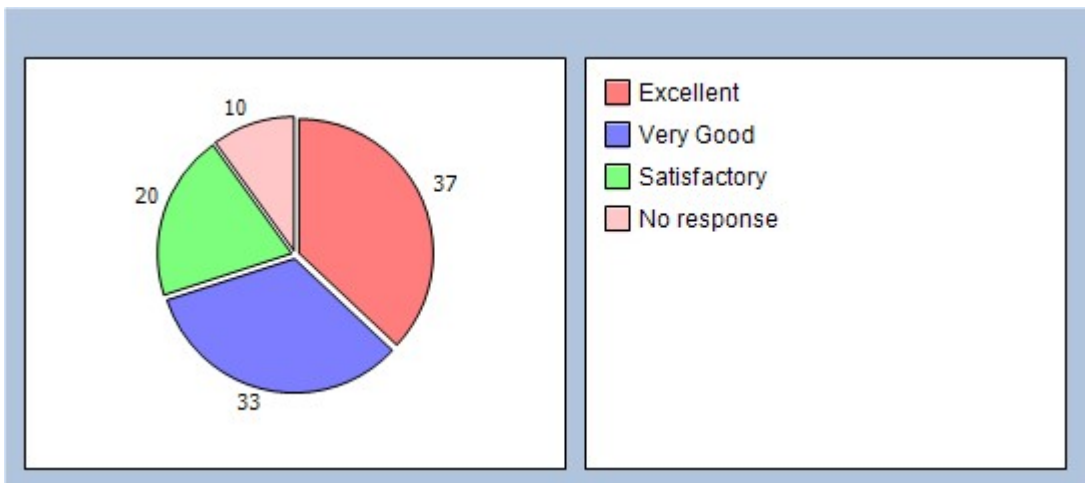
Excellent **37%**

Very Good **33%**

Satisfactory **20%**

Disappointing **0%**

No response **10%**

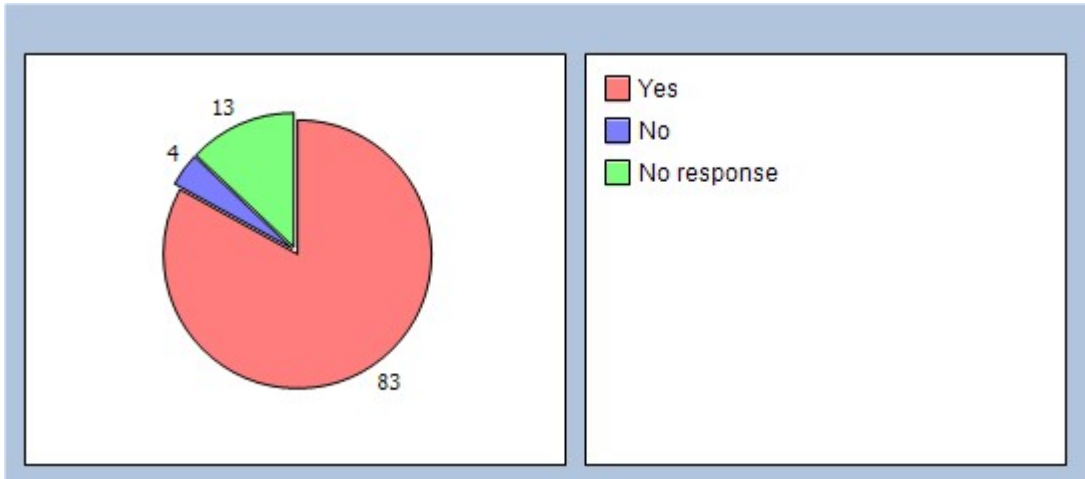


7. Did the consultation with the doctor/nurse meet your expectations?

Yes **83%**

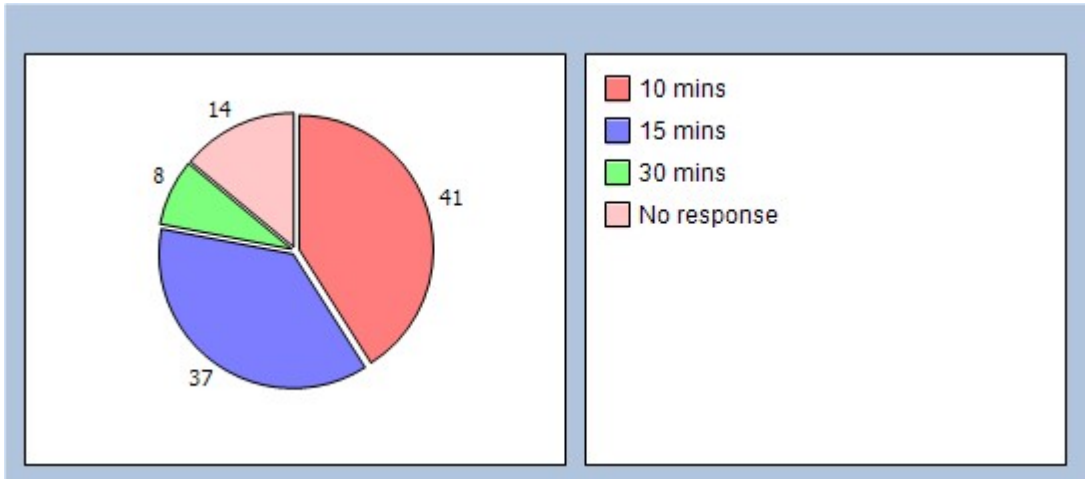
No **4%**

No response **13%**



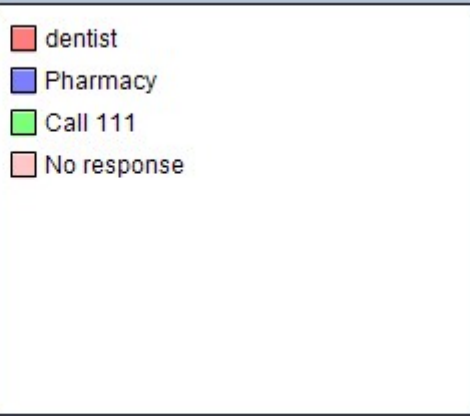
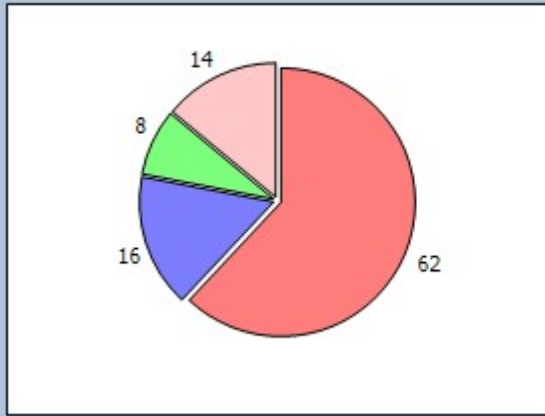
**8. How long did you have to wait in the surgery to see the GP/Nurse?**

- 10 mins **41%**
- 15 mins **37%**
- 30 mins **8%**
- Longer **0%**
- No response **14%**



**9. If you were suffering from dental issue where would you go?**

- GP **0%**
- Nurse **0%**
- dentist **62%**
- Pharmacy **16%**
- Call 111 **8%**
- A&E **0%**
- Drop in Centre **0%**
- No response **14%**



10. If you were suffering from a cough or cold where would you go?

GO **16%**  
 Nurse **4%**  
 Pharmacy **66%**  
 Call 111 A&E **0%**  
 Drop in Centre **0%**  
 No response **14%**

