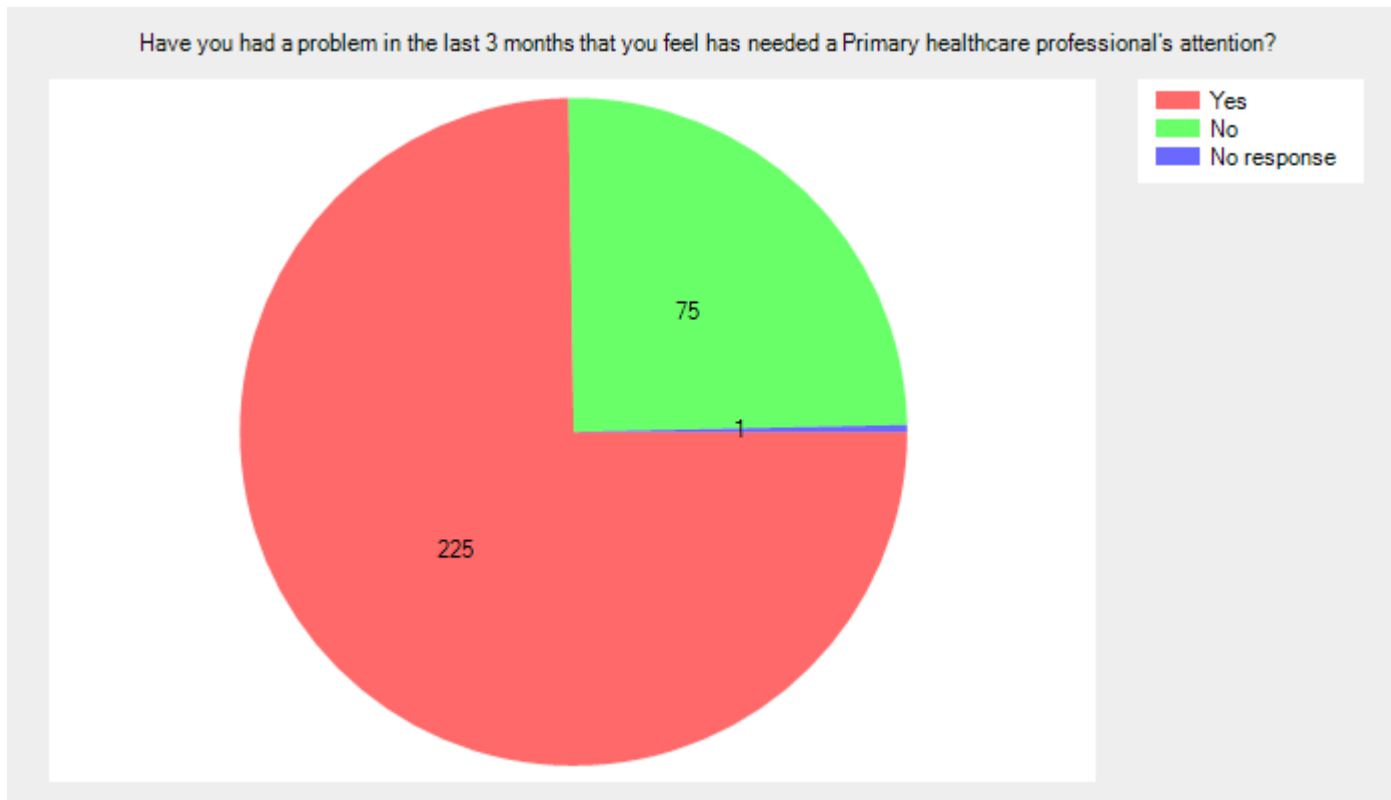


## Patient Satisfaction Survey 2024

The survey had **301** responses.

### **Have you had a problem in the last 3 months that you feel has needed a Primary healthcare professional's attention?**

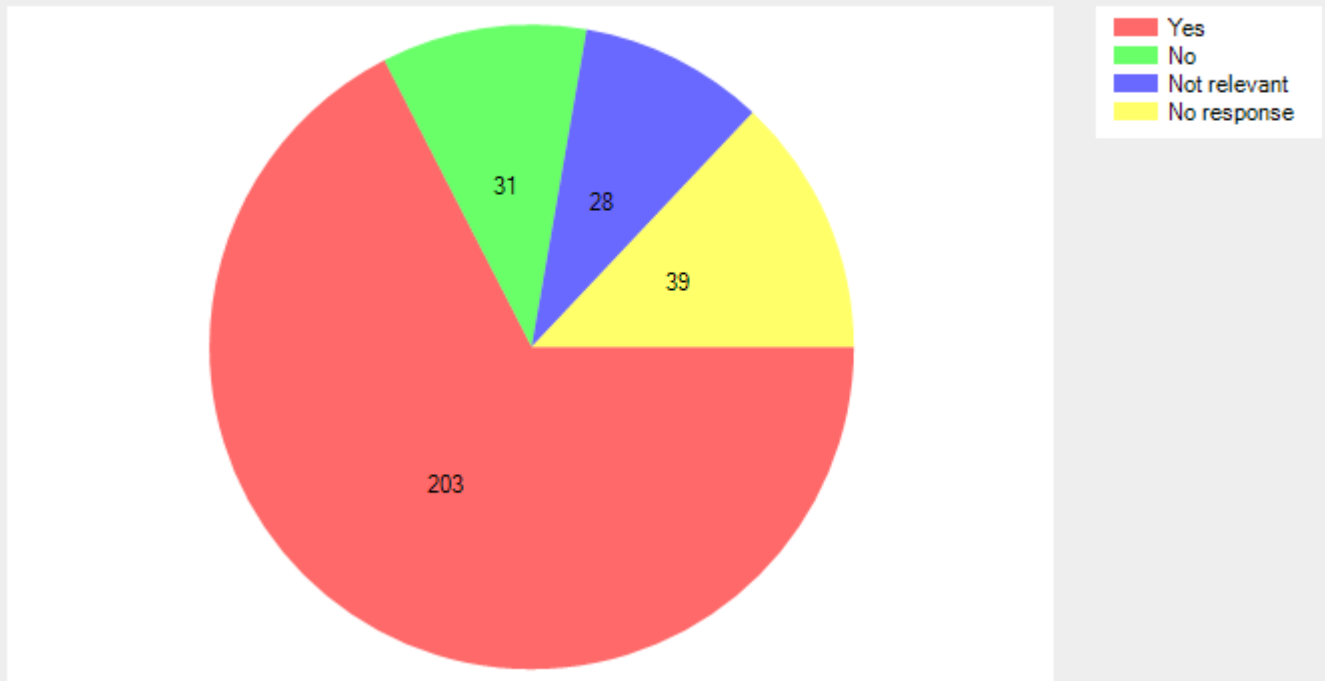
- Yes - **225** (74.8%).
- No - **75** (24.9%).
- No response - **1** (0.3%).



### **If you answered “yes” to Question 1, were you able to liaise with a relevant professional regarding your problem? (Through a telephone consultation/face to face consultation or eConsult?)**

- Yes - **203** (67.4%).
- No - **31** (10.3%).
- Not relevant - **28** (9.3%).
- No response - **39** (13.0%).

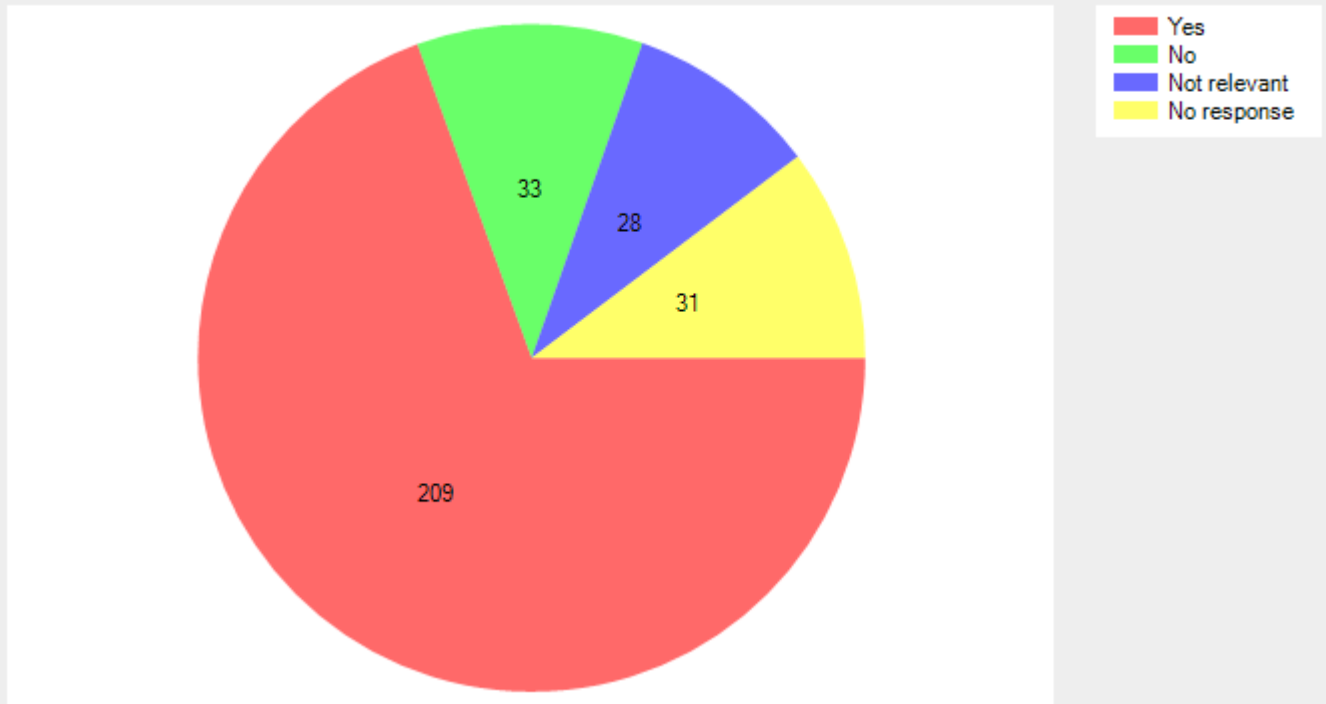
If you answered "yes" to Question 1, were you able to liaise with a relevant professional regarding your problem? (Through a telephone consultation/face to face consultation or eConsult?)



**Do you feel that your problem was dealt with to your satisfaction?**

- Yes - **209** (69.4%).
- No - **33** (11.0%).
- Not relevant - **28** (9.3%).
- No response - **31** (10.3%).

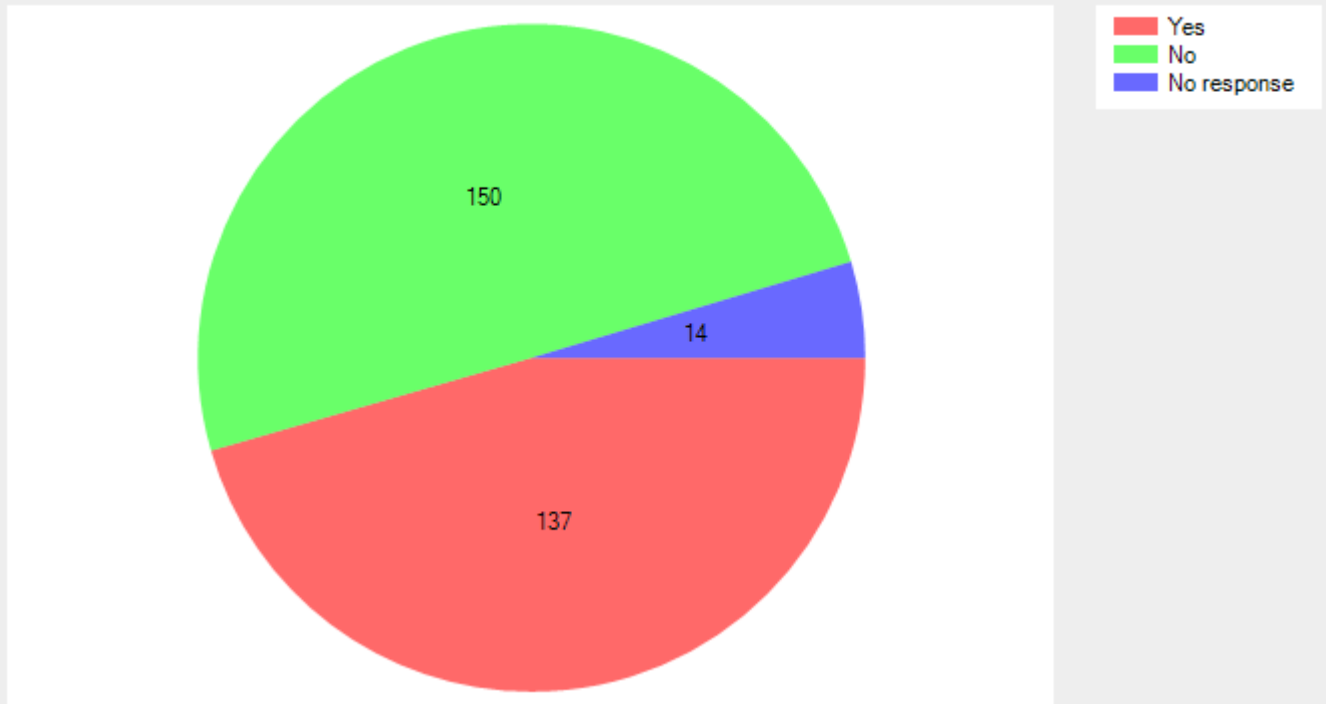
Do you feel that your problem was dealt with to your satisfaction?



**Do you find it easy to get through to this GP practice by phone**

- Yes - **137** (45.5%).
- No - **150** (49.8%).
- No response - **14** (4.7%).

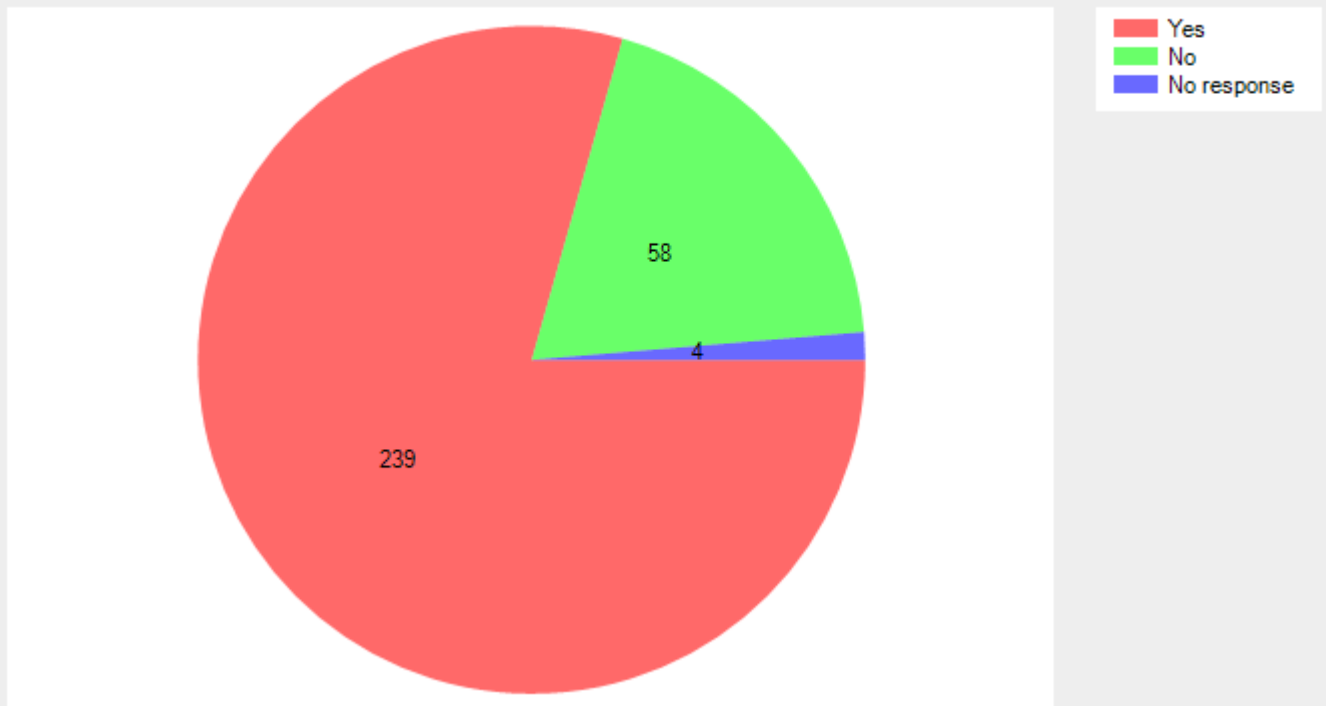
Do you find it easy to get through to this GP practice by phone



**Are you aware that there is a walk in Urgent Treatment Centre, with access to a GP, at Deal Hospital which is open from 8am – 8pm?**

- Yes - **239** (79.4%).
- No - **58** (19.3%).
- No response - **4** (1.3%).

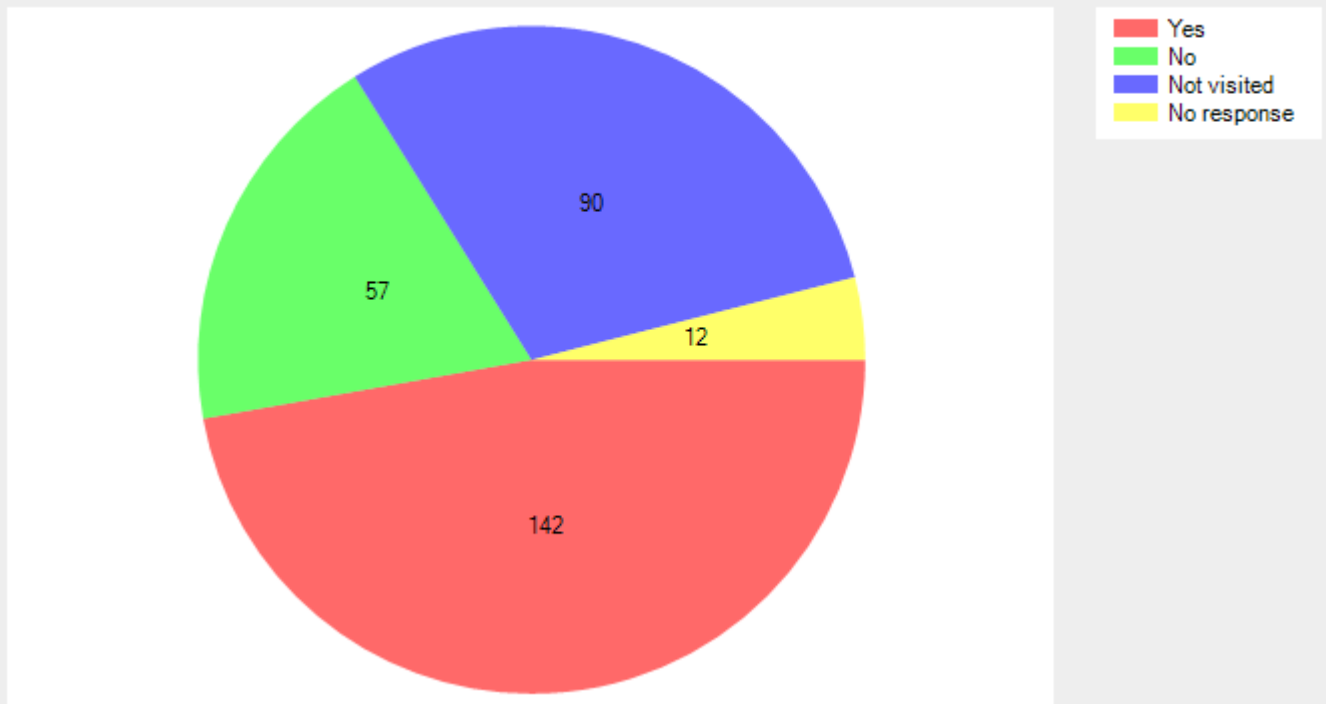
Are you aware that there is a walk in Urgent Treatment Centre, with access to a GP, at Deal Hospital which is open from 8am - 8pm?



**If you have ever visited our Practice Website, do you find it informative?**

- Yes - **142** (47.2%).
- No - **57** (18.9%).
- Not visited - **90** (29.9%).
- No response - **12** (4.0%).

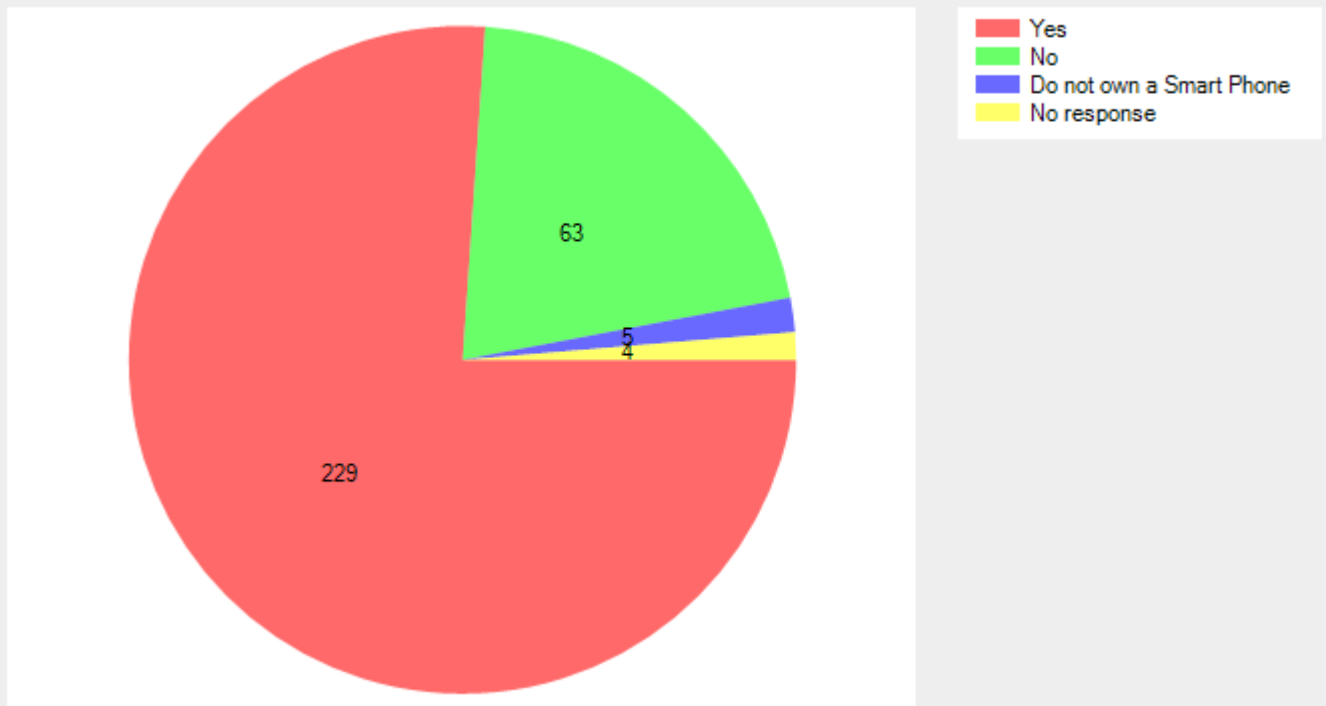
If you have ever visited our Practice Website, do you find it informative?



### Do you have the NHS app?

- Yes - **229** (76.1%).
- No - **63** (20.9%).
- Do not own a Smart Phone - **5** (1.7%).
- No response - **4** (1.3%).

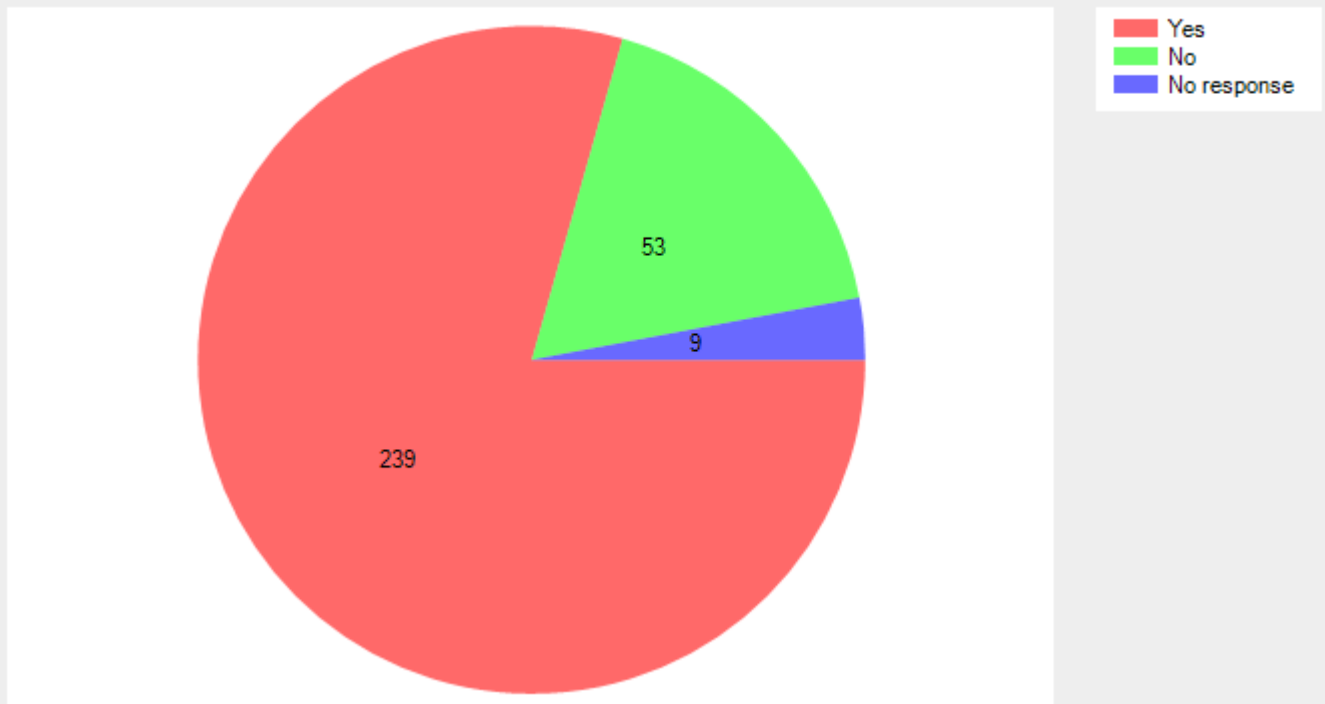
Do you have the NHS app?



**Would you recommend this surgery to your Friends and Family?**

- Yes - **239** (79.4%).
- No - **53** (17.6%).
- No response - **9** (3.0%).

Would you recommend this surgery to your Friends and Family?

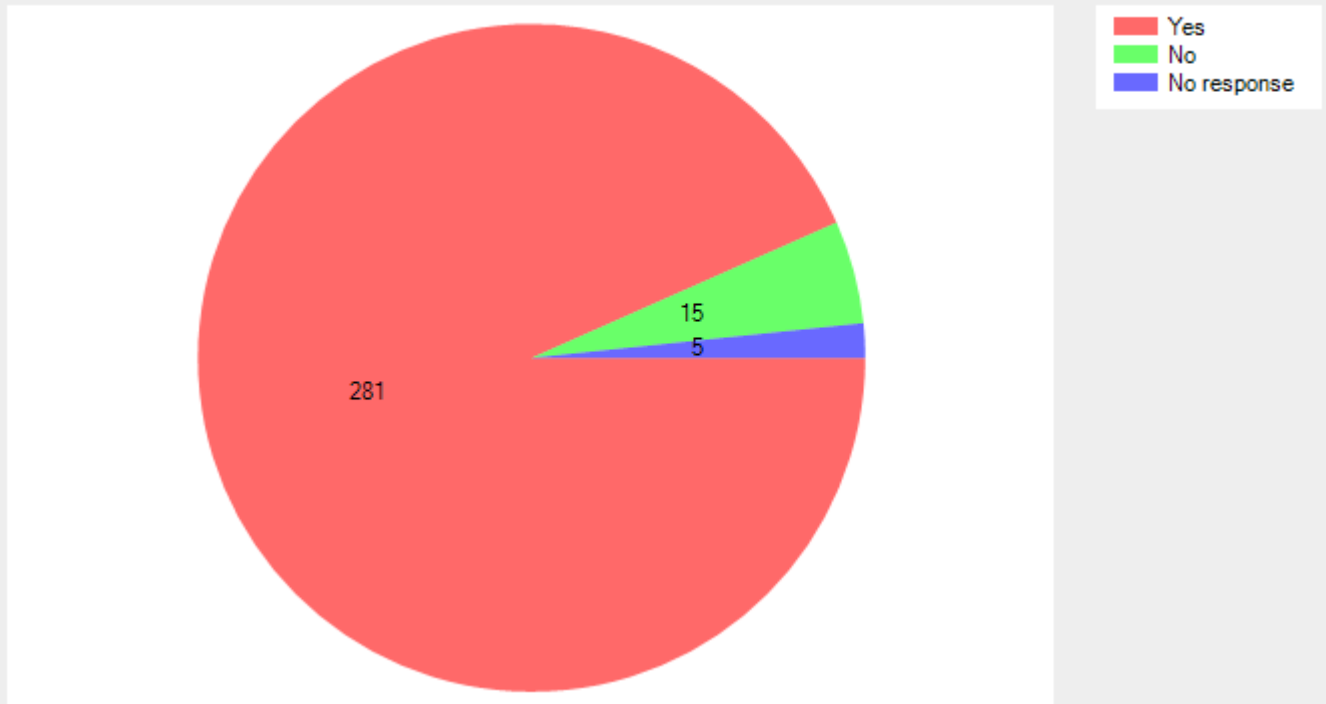


**When you visit the surgery, do you feel that you are treated with dignity and respect from all staff and doctors?**

- Yes - **281** (93.4%).
- No - **15** (5.0%).
- No response - **5** (1.7%).



When you visit the surgery, do you feel that you are treated with dignity and respect from all staff and doctors?



**Thank you for your time and assistance**