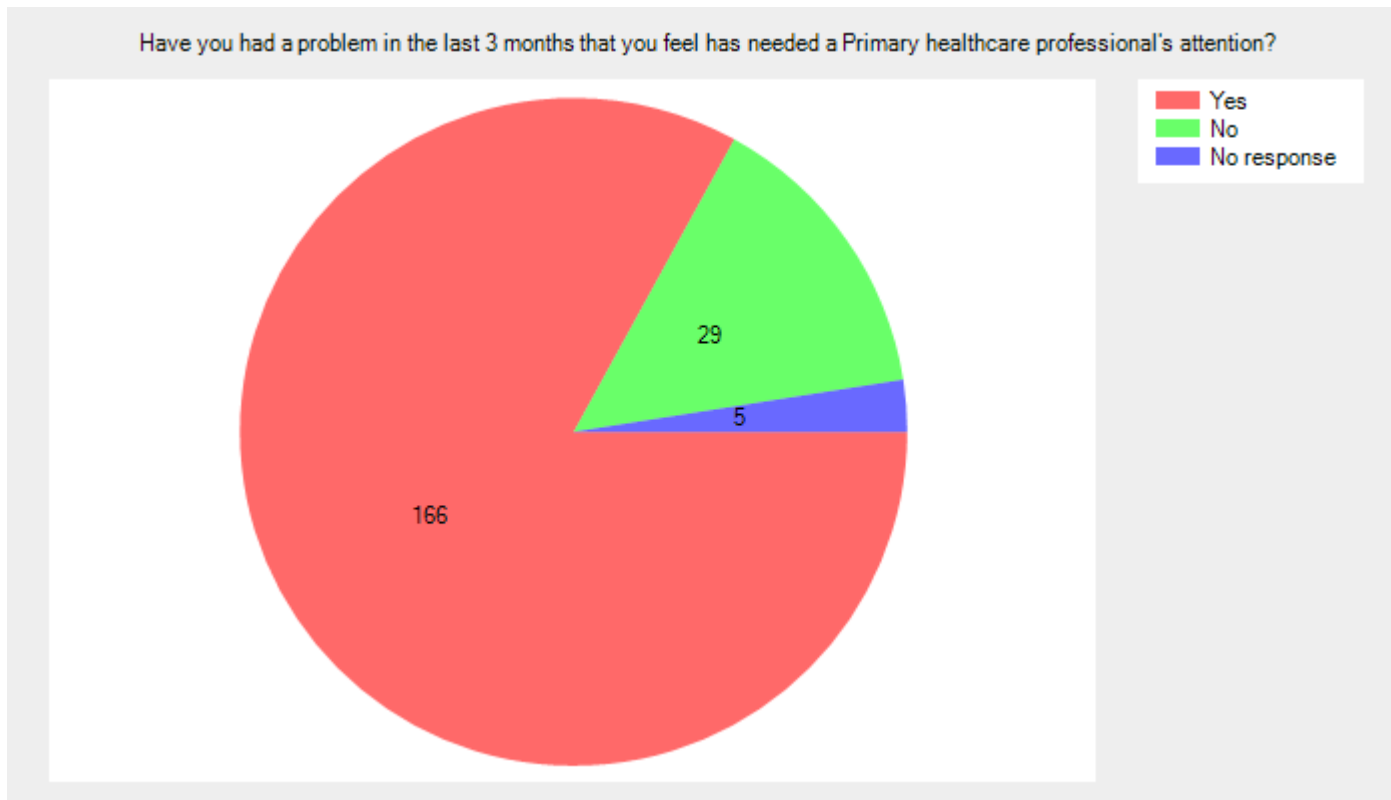


Patient Satisfaction Survey 2023

The survey had **200** responses.

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

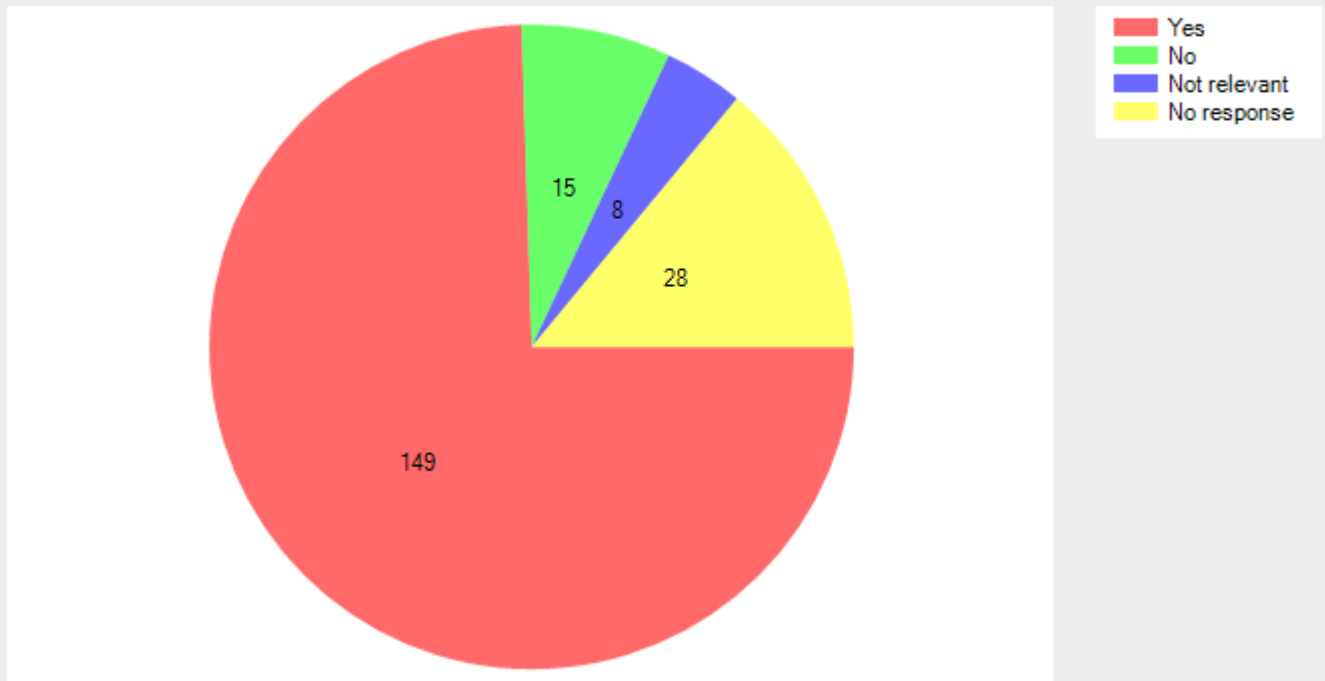
- Yes - **166** (83.0%).
- No - **29** (14.5%).
- No response - **5** (2.5%).



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

- Yes - **149** (74.5%).
- No - **15** (7.5%).
- Not relevant - **8** (4.0%).
- No response - **28** (14.0%).

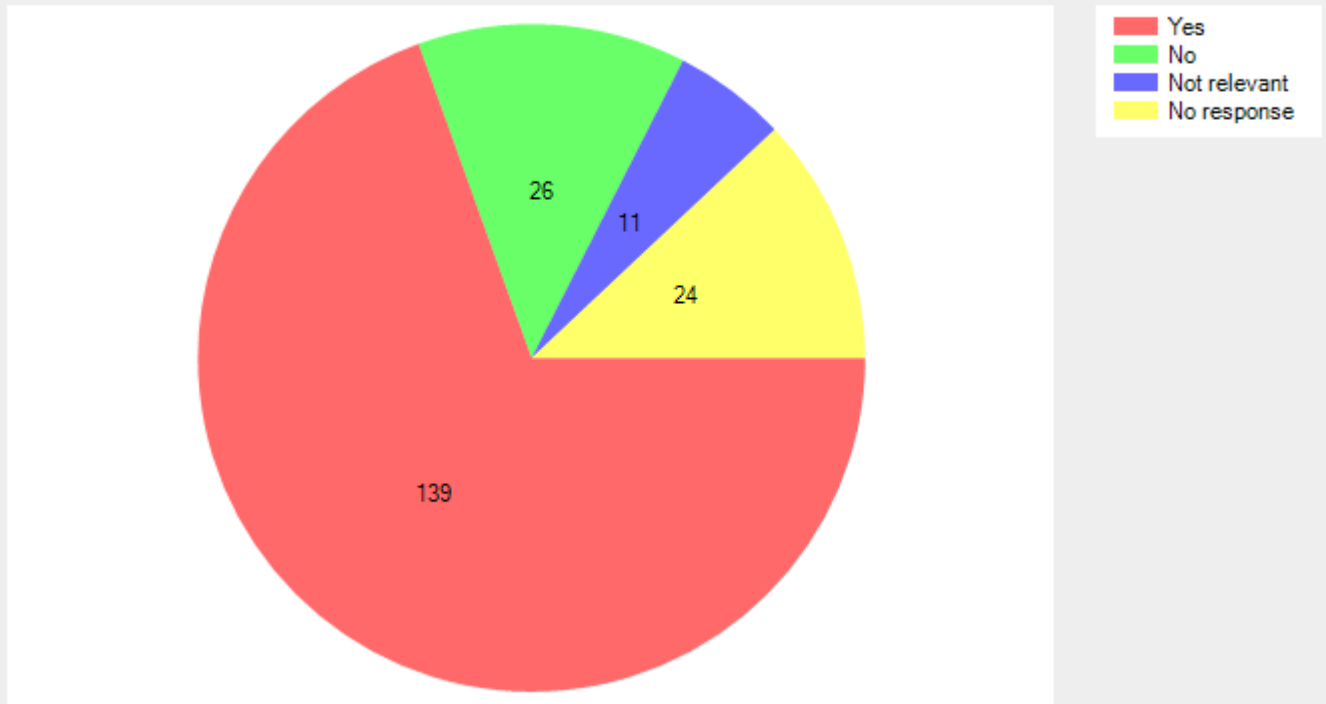
If you answered "yes", were you able to liaise with a relevant professional regarding your problem? (Through a telephone consultation/face to face consultation or eConsult?)



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

- Yes - **139** (69.5%).
- No - **26** (13.0%).
- Not relevant - **11** (5.5%).
- No response - **24** (12.0%).

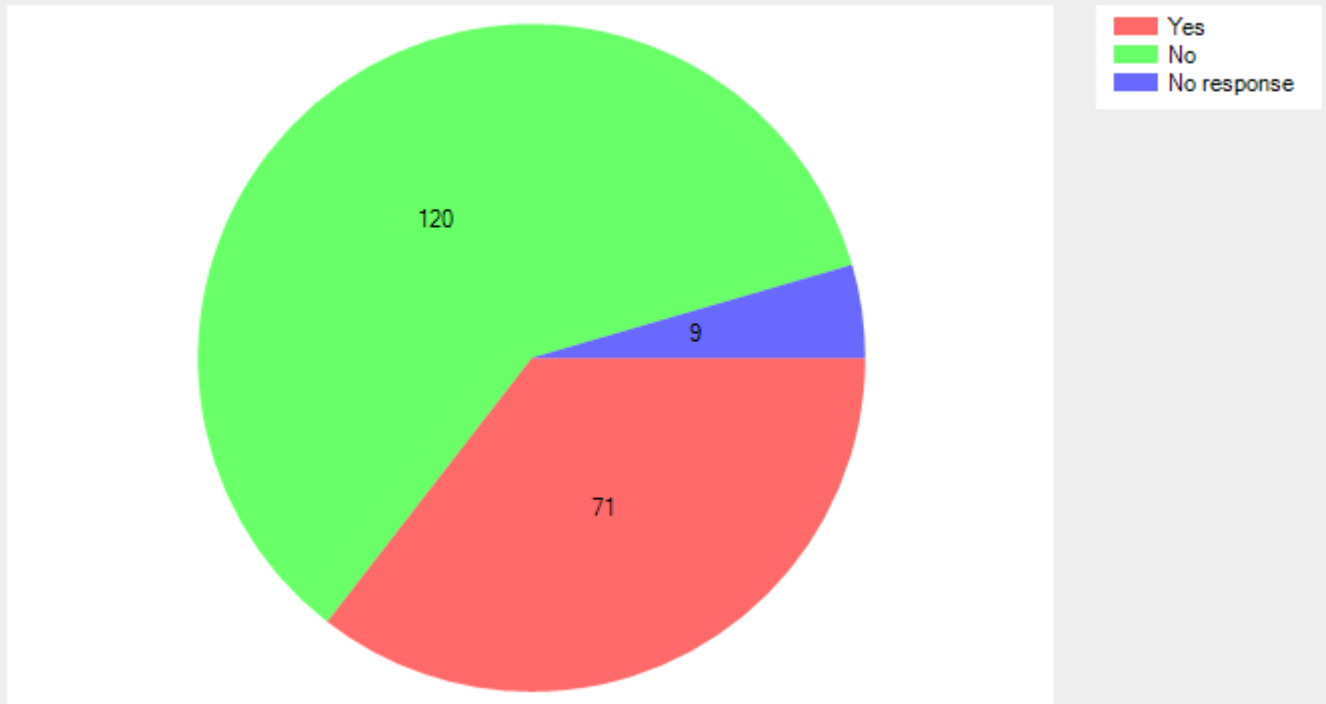
Do you feel that your problem was dealt with to your satisfaction?



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

- Yes - **71** (35.5%).
- No - **120** (60.0%).
- No response - **9** (4.5%).

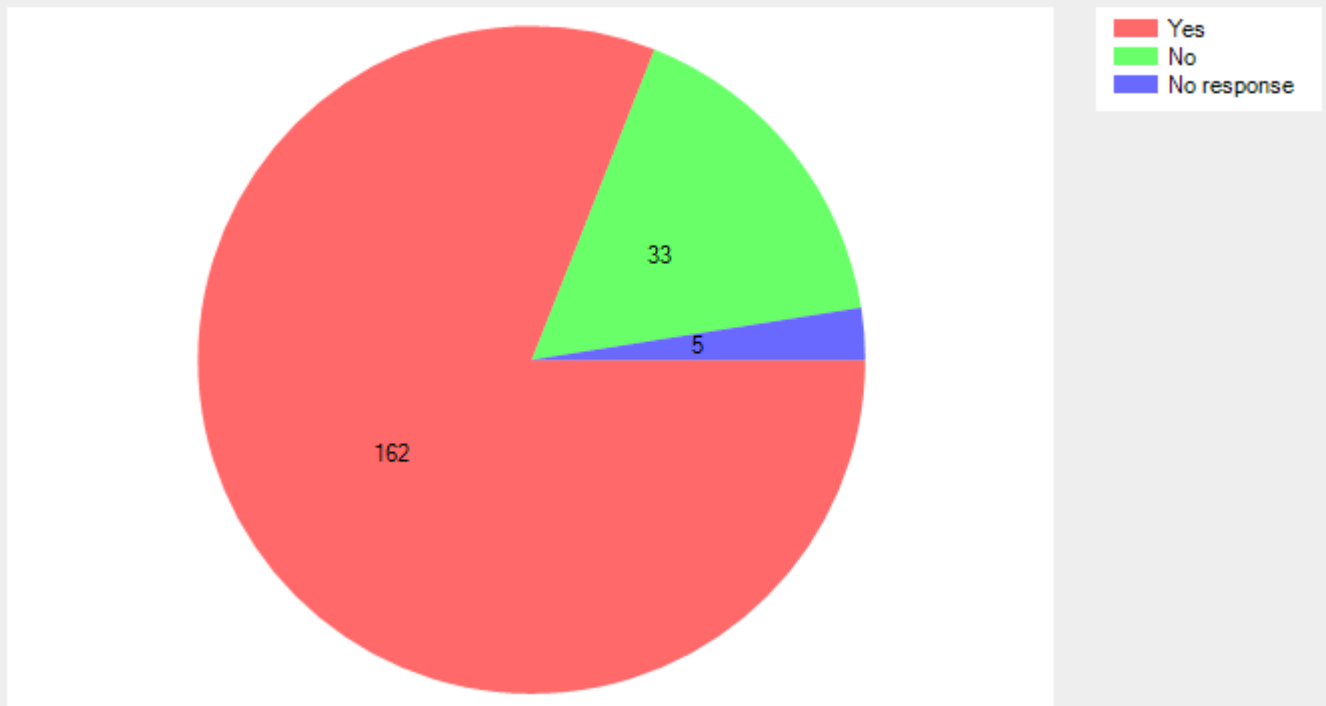
Do you find it easy to get through to this GP practice by phone



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 - **162** (81.0%).
- No - **33** (16.5%).
- No response - **5** (2.5%).

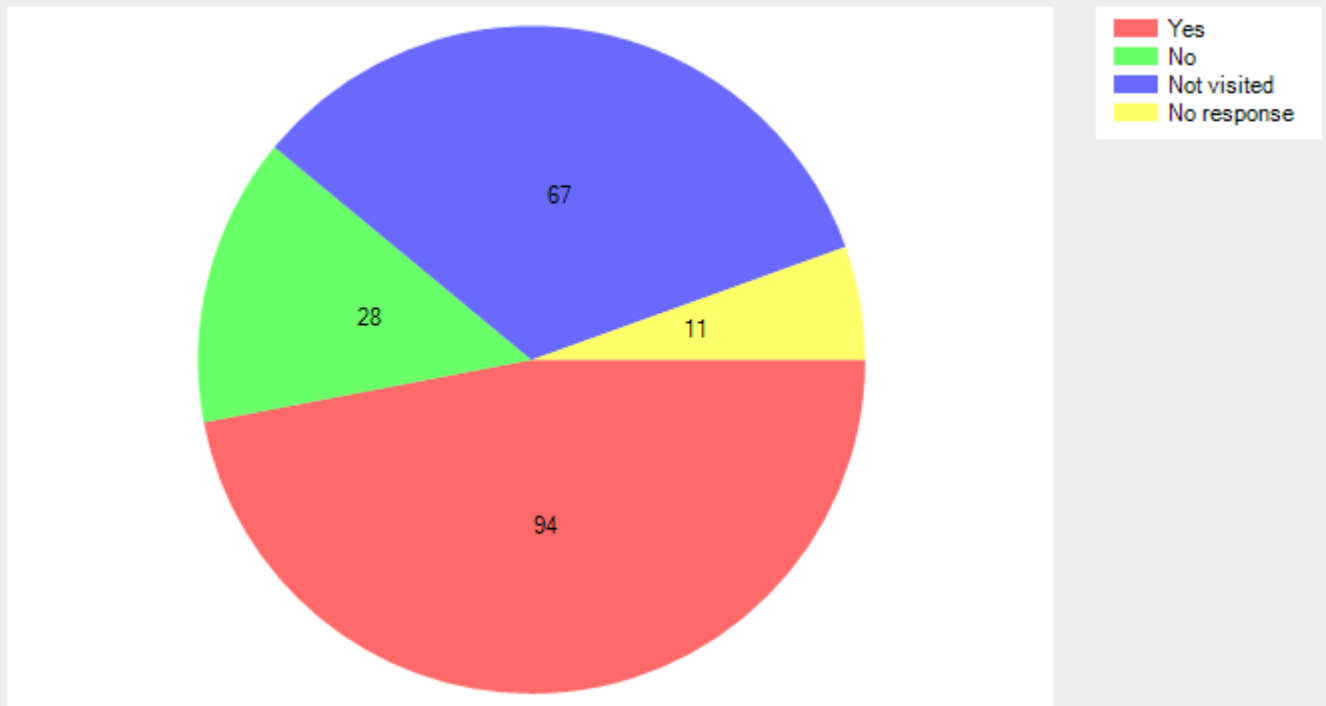
Are you aware that there is a walk in Urgent Treatment Centre, with access to a GP, at Deal Hospital which is open from 8am - 8pm?



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

- Yes - **94** (47.0%).
- No - **28** (14.0%).
- Not visited - **67** (33.5%).
- No response - **11** (5.5%).

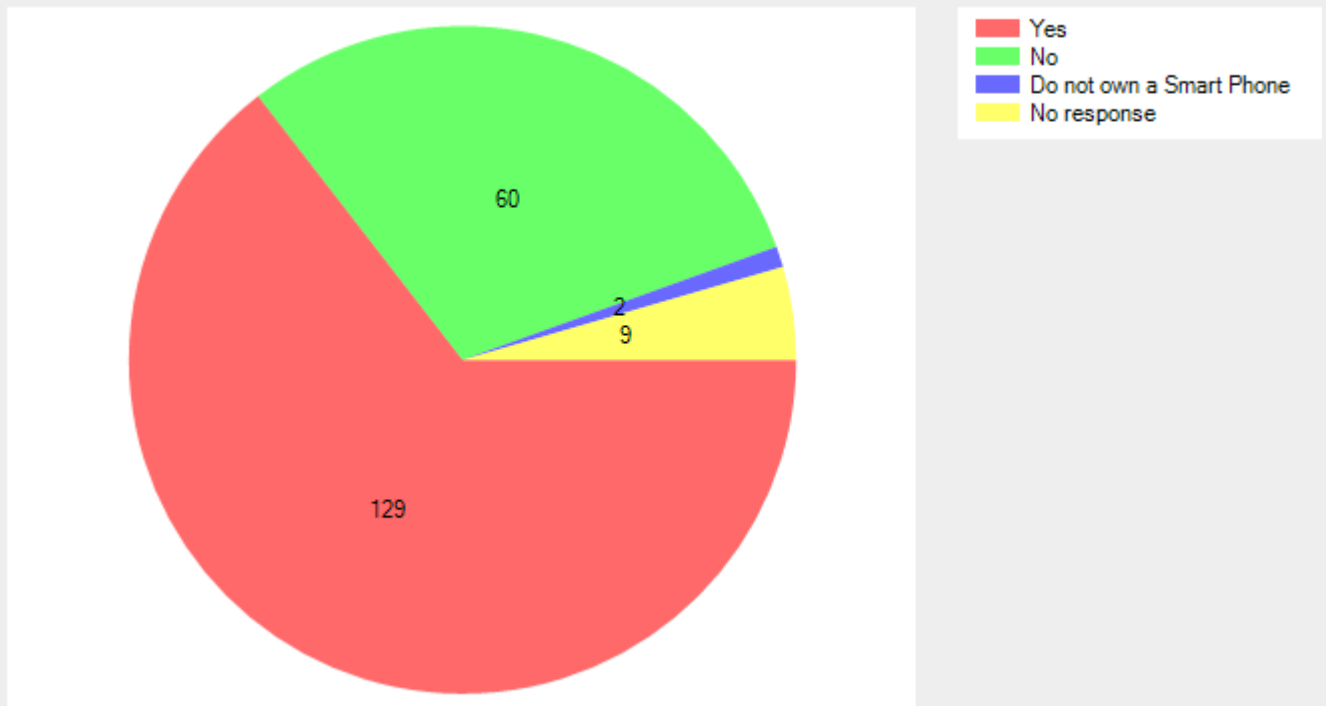
If you have ever visited our Practice Website, do you find it informative?



Do you have the NHS app?

- Yes - **129** (64.5%).
- No - **60** (30.0%).
- Do not own a Smart Phone - **2** (1.0%).
- No response - **9** (4.5%).

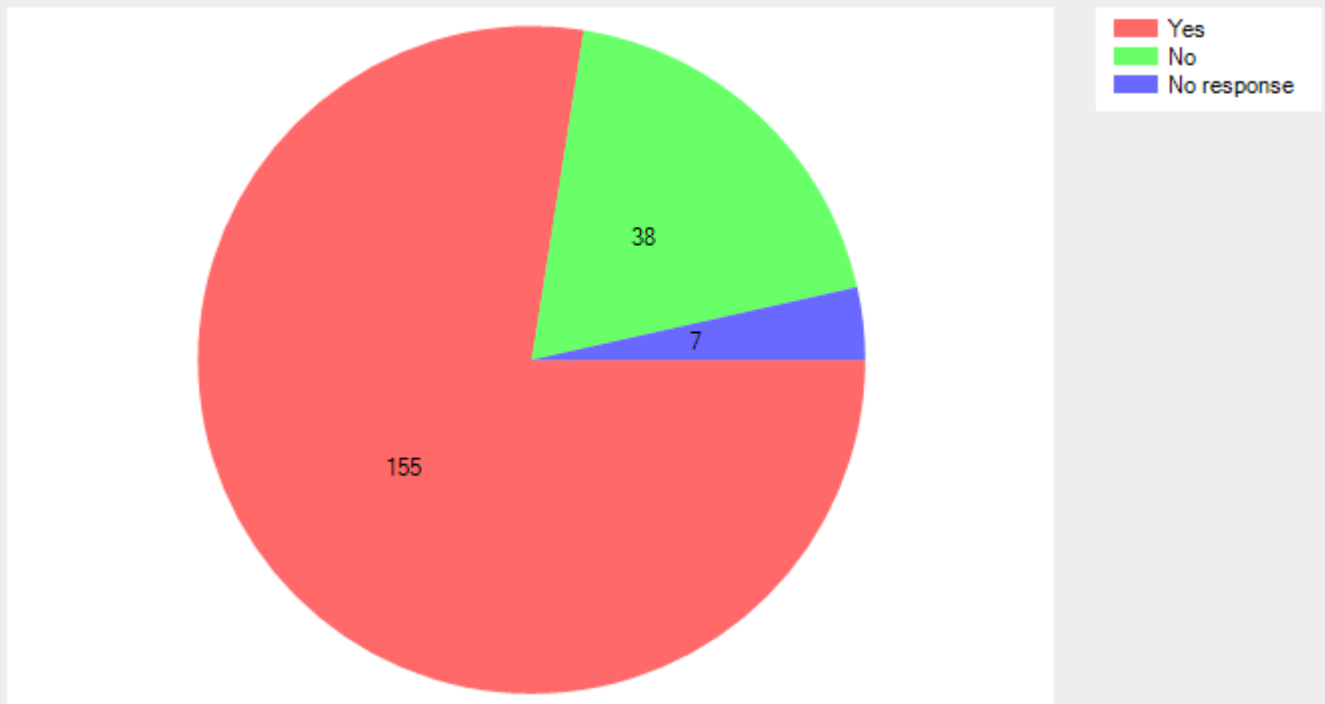
Do you have the NHS app?



Would you recommend this surgery to your Friends and Family?

- Yes - **155** (77.5%).
- No - **38** (19.0%).
- No response - **7** (3.5%).

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 - **180** (90.0%).
- No - **14** (7.0%).
- No response - **6** (3.0%).

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

