

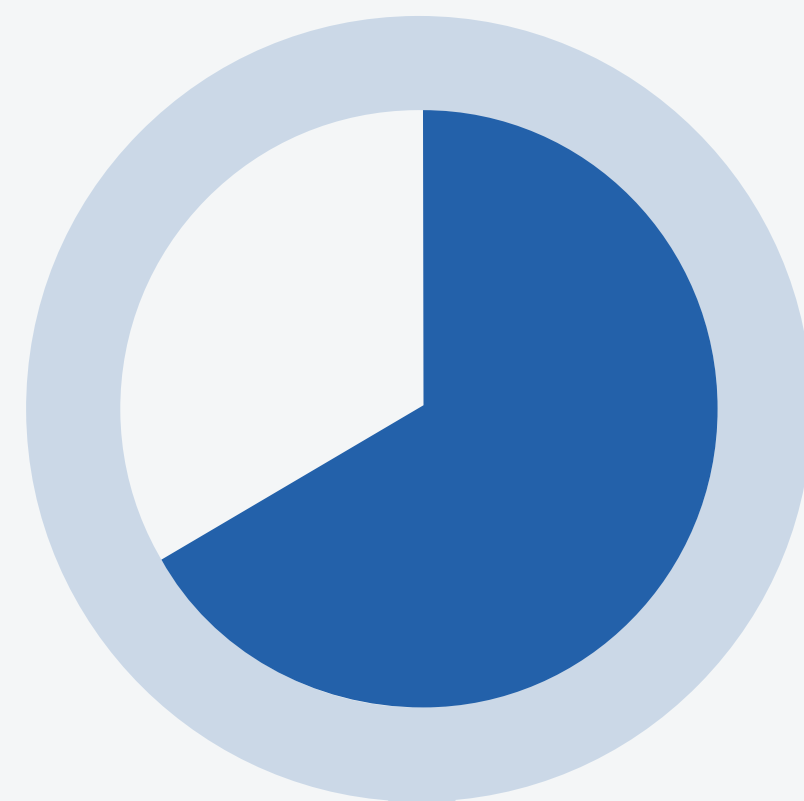
# Extended Access Service

## Patient Feedback Questionnaire - June 2022

### gender

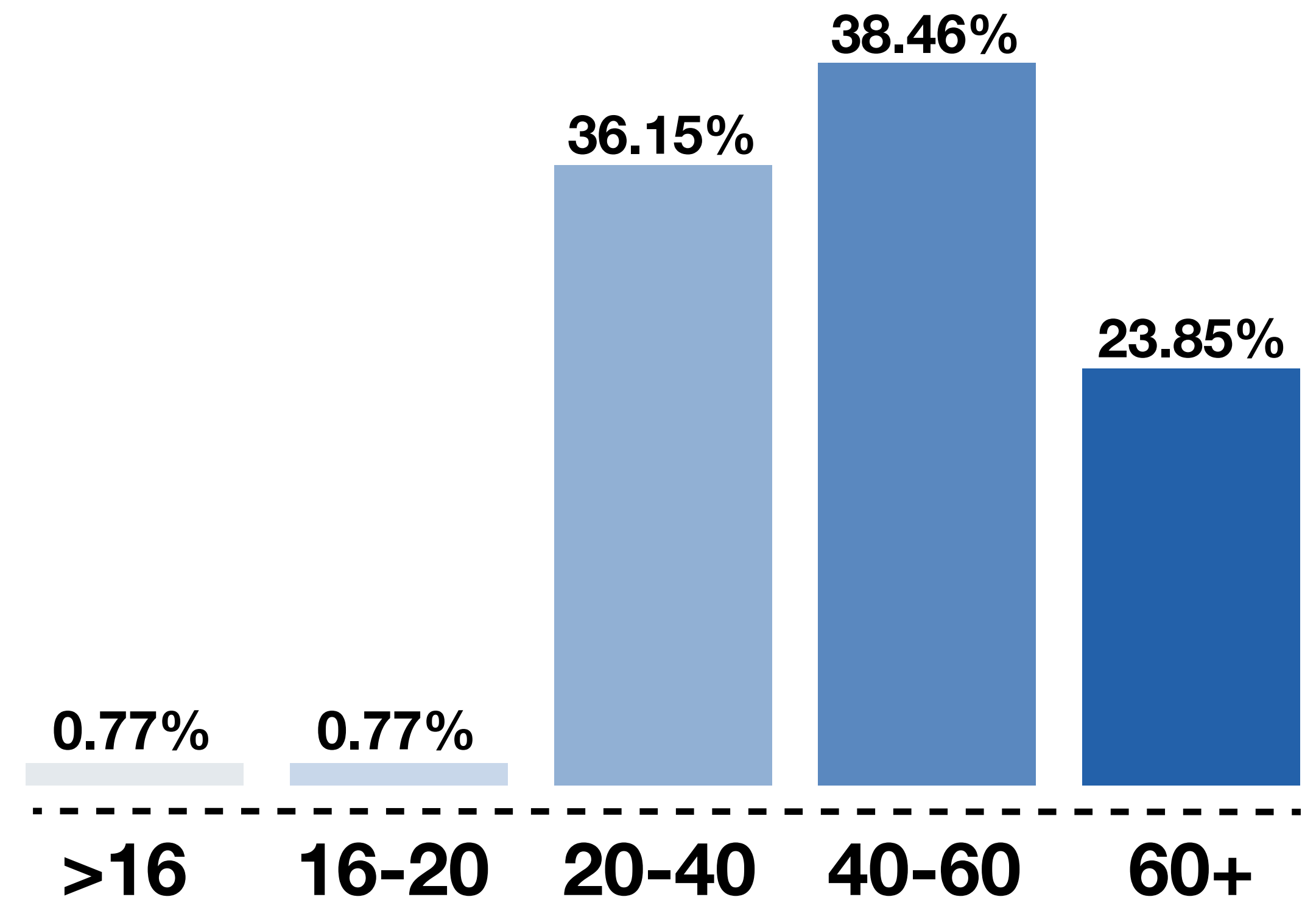


**68.84%**  
of patients who completed the  
feedback questionnaire were  
**female**



**31.16%**  
of patients who completed the  
feedback questionnaire were  
**male**

### age





of respondents found it **easy to book** their appointments



of respondents said their **needs were met** by the receptionists



of patients said they found the receptionists **professional and helpful**



of patients said they were given the choice of a **face-to-face or telephone consultation**

## Additional comments by patients

“

very good and **speedy service** - **professional facility** with **quality staff**

”

“

always grateful for face to face, all **very friendly and professional**.  
Thank you

”

“

I got an immediate appointment when I needed it most. **staff were friendly** and **environment was clean**

”

**100%**  
thought the surgery building is fit for purpose


**100%**  
said they were happy with the clinical care from the healthcare professional

“The whole service as well as the staff have all been amazing - **best service**”


**100%**  
thought the surgery building is clean and well-kept

We asked our patients on a scale of 1-5 if they would recommend our services. **Here are the results:**

 **73.3%** rated the service **VERY GOOD**

 **25.3%** rated the service **GOOD**

 **1.4%** rated the service **NEITHER GOOD OR POOR**

 **0%** rated the service **NO LOWER THAN A 3**



## Additional comments from patients

**Excellent service**  
- took time to explain  
next steps

**Dr Sohda was very  
helpful and responsive**  
- had a great experience

I liked the **warm welcome** I  
received, I found it **simple to  
book** and the receptionists  
were **very professional and kind**

we have been using this **over  
10 years** and **very happy** of  
overall service

My appointment time  
was met and got  
parking with no problem.  
I'm **very pleased with  
the GP** and her  
consulting

