

Rossendale Valley Medical Practice Patient Survey April 2017

Question	Poor to Fair		Fair		Fair to Good		Good		Very Good		Excellent		Outstanding		Other		Total	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
1	0	0	1	2.6	0	0	2	5.3	10	26.3	15	39.5	10	26.3	0	0.0	38	100
2	0	0	1	2.6	0	0	1	2.6	7	18.4	14	36.8	15	39.5	0	0.0	38	100
3	0	0	1	2.6	0	0	2	5.3	9	23.7	18	47.4	8	21.1	0	0.0	38	100
4	0	0	2	5.3	0	0	5	13.2	7	18.4	14	36.8	10	26.3	0	0.0	38	100
5	2	5.3	0	0	1	2.6	3	7.9	8	21.1	15	39.5	9	23.7	0	0.0	38	100
7	0	0	1	2.6	1	2.6	7	18.4	5	13.2	10	26.3	14	36.8	0	0.0	38	100
8	1	2.6	0	0.0	1	2.6	3	7.9	8	21.1	11	28.9	14	36.8	0	0.0	38	100
9	1	2.6	0	0.0	0	0.0	4	10.5	10	26.3	13	34.2	10	26.3	0	0.0	38	100
10	0	0	0	0.0	0	0.0	3	7.9	6	15.8	14	36.8	15	39.5	0	0.0	38	100
11	1	2.6	1	2.6	2	5.3	3	7.9	13	34.2	11	28.9	6	15.8	1	2.6	38	100
12	0	0	1	2.6	5	13.2	3	7.9	12	31.6	11	28.9	5	13.2	1	2.6	38	100
13	1	2.6	1	2.6	4	10.5	6	15.8	9	23.7	10	26.3	7	18.4	0	0.0	38	100
14	0	0	0	0.0	0	0	7	18.4	9	23.7	15	39.5	7	18.4	0	0.0	38	100
16	0	0	1	2.6	0	0	5	13.2	8	21.1	9	23.7	13	34.2	2	5.3	38	100

NB: Please note there is no Q6. Answer to Q16 on next tab.

Action Points:

To advertise on notice boards findings and survey results

To extend surgery opening times to give patients more pre-bookable appointments.

To continue to monitor service levels via surveys