

Results of recent survey for this practice

Percentage shown for each heading marked as 1 Poor to 5 Excellent

Mitcham Family Practice
55 Mortimer Road, Micham CR4 3HS
Tel: 0208 648 2432

Practice						
	Poor	Fair	Good	Very Good	Excellent	
Are You satisfied with the current appointment system	0.9	13.1	22.4	29.9	33.6	1 14 24 32 36
Are you satisfied with the ease of contacting the practice on the telephone?	1.9	12.3	30.2	27.4	28.3	2 13 32 29 30
Are you aware if the practice has some emergency appointment slots for children	13.1	5.6	15.9	21.5	26.2	14 6 17 23 28
Are you aware that you can book a double appointment in advance if needed?	11.2	3.7	19.6	21.5	33.6	12 4 21 23 36

Staff						
	Poor	Fair	Good	Very Good	Excellent	
Do you have confidence and trust in the doctor you see?	1.0	10.7	19.4	25.2	43.7	1 11 20 26 45
Are you satisfied with the service you receive from the nurse	4.8	7.6	23.8	23.8	40.0	5 8 25 25 42
Are the receptionist polite?	2.8	6.6	18.9	21.7	50.0	3 7 20 23 53
Are the receptionist friendly?	3.8	5.7	15.1	27.4	48.1	4 6 16 29 51
Are the receptionist competent?	3.9	5.8	17.5	26.2	46.6	4 6 18 27 48
how helpful do you find the receptionist at the surgery?	2.9	5.8	19.2	25.0	47.1	3 6 20 26 49

Opening Hours						
	Poor	Fair	Good	Very Good	Excellent	
How satisfied are you with the opening hours at the surgery?	1.9	3.8	22.1	31.7	40.4	2 4 23 33 42

Opening Hours				
	Yes	No		
Are you aware that the surgery opening hours are Monday to Thursday 8am - 7pm, Friday 8am to 6.30pm and Saturday 10am to 12.30pm?	83.5	16.5	81	16

Patient Participation Group / Practice Website				
	Yes	No		
Are you aware the practice has a PPG?	64.8	53.4	41	47
would you like to join the group?	27.3	72.7	21	56
Are you aware that the practice has a website	65.9	34.1	54	28

Online Booking				
	Yes	No		
Are you aware that the practice has online booking facilities	60	40	57	38

Carer				
	Yes	No		
Are you a carer or caring for someone in your house?	10.9	89.1	10	82

