Results of recent survey for this practice

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

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

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
	13.1	5.6	15.9	21.5	26.2					
Are you aware if the practice has some emergency appointment slots for children						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
Are you satisfied with the service you receive from the nurse	4.8	3 7.6	23.8	23.8	40.0
Are the receptionist polite?	2.8	6.6	18.9	21.7	50.0
Are the receptionist friendly?	3.8	5.7	15.1	27.4	48.1
Are the receptionist competent?	3.9	5.8	17.5	26.2	46.6
how helpful do you find the receptionist at the surgery?	2.9	5.8	19.2	25.0	47.1

Ор	ening Hours					
		Poor	Fair	Good	Very Good	Excellent
Hov	w satisfied are you with the opening hours at the surgery?	1.9	3.8	22.1	31.7	40.4

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

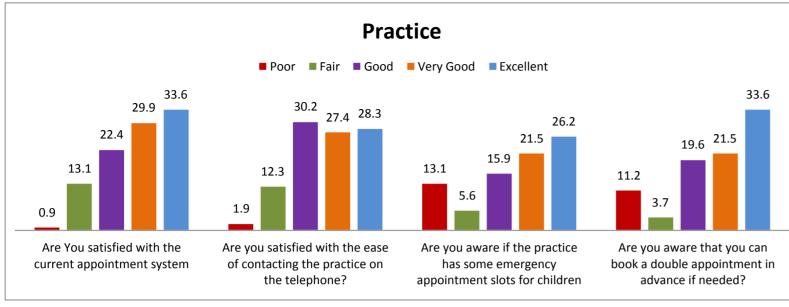
Patient Participation Group / Practice Website		
	Yes	No
Are you aware the practice has a PPG?	64.8	53.4
would you like to join the group?	27.3	72.7
Are you aware that the practice has a website	65.9	34.1

Online Booking		
	Yes	No
Are you aware that the practiice has online booking facilities	60	40

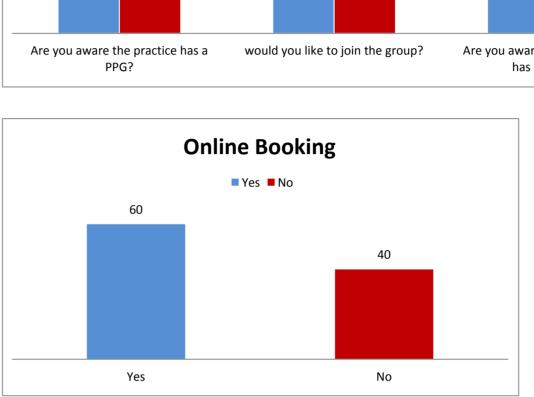
Carer						
	Yes	No				
Are you a carer or caring for someone in your house?	10.9	89.1				

26 49

23 33 42







Opening Hours 🔳 Yes 📕 No 83.5 16.5 Yes No



