

Hugglescote Surgery
Patient Survey Results
November 2015

	Accessing appointment	Arriving and checking-in	Information	Waiting	Consultation and next steps					
Respect	41	24%	44	26%	39	23%	38	22%	41	24%
Pleased	80	47%	80	47%	94	55%	101	59%	81	47%
Valued	16	9%	19	11%	16	9%	8	5%	17	10%
Cared for	27	16%	26	15%	16	9%	14	8%	16	9%
Involved	4	2%	1	1%	4	2%	2	1%	5	3%
Not listened to		0%		0%	1	1%		0%		0%
Hurried		0%		0%	1	1%		0%		0%
Frustrated	2	1%		0%	1	1%	5	3%	4	2%
Anxious		0%		0%		0%		0%		0%
No response	2	1%	2	1%		0%	4	2%	8	5%
TOTAL RESPONSES	172		172		172		172		172	

