

Hugglescote Surgery  
Patient Survey Results  
October 2016

	Accessing appointment	Arriving and checking-in	Information	Waiting	Consultation and next steps	
Respect	21	36%	17	29%	17	29%
Pleased	14	24%	24	41%	21	36%
Valued	3	5%	5	8%	6	10%
Cared for	12	20%	10	17%	9	15%
Involved	1	2%	2	3%	5	8%
Not listened to		0%		0%		0%
Hurried	1	2%		0%	1	2%
Frustrated	6	10%		0%	4	7%
Anxious		0%		0%	1	2%
No response	1	2%	1	2%		0%
<b>TOTAL RESPONSES</b>	<b>59</b>		<b>59</b>		<b>59</b>	

