

## CASTLECRAG MEDICAL PRACTICE PATIENT EXPERIENCE SURVEY RESULTS

SUMMARY OF SCORES FOR EACH DOMAIN	Percentage
Access and Availability: Making an appointment and getting to the clinic	85.87%
Interpersonal skills of reception staff	88.00%
Interpersonal skills of doctor	93.00%
Communication skills of the doctor	93.00%
Information provided by the doctor	90.00%
Privacy and confidentiality	90.00%
Continuity of care	91.00%
Experience over last year	92.00%

Access and Availability: Making an appointment and getting to the clinic	%	Mean Response
The time you had to wait to get this appointment ( <b>before</b> getting to the clinic)	87.64%	4.4
The time you had to wait ( <b>after you arrived</b> at the clinic)	67.03%	3.4
Getting reminders for your appointment	88.82%	4.4

Interpersonal skills of reception staff	%	Mean Response
Were professional with dealing with you	93.15%	4.7
Considered your needs when making an appointment	92.43%	4.6
Let you know about any delays while you were waiting	78.33%	3.9

Interpersonal skills of doctor	%	Mean Response
Understood your personal circumstances	92.91%	4.6
Had enough time to talk about the things that were important to you	93.82%	4.7
Told you all you wanted to know about your condition	92.18%	4.6

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<b>Communication skills of the doctor</b>	<b>%</b>	<b>Mean Response</b>
Helped you understand your medical condition	92.04%	4.6
Explained the purpose of tests and treatment	91.57%	4.6
Involved you in decisions	91.43%	4.6
Helped you understand what to do when you went home	90.10%	4.5

<b>Information provided by the doctor</b>	<b>%</b>	<b>Mean Response</b>
The amount of useful information given about your <b>condition</b>	90.75%	4.5
The amount of useful information given about your <b>treatment</b>	89.63%	4.5
Information about how to take your medicines	90.99%	4.5

<b>Privacy and confidentiality</b>	<b>%</b>	<b>Mean Response</b>
Privacy in the waiting area	80.19%	4.0
Privacy when you were examined	95.05%	4.8
Being able to discuss personal issues that were sensitive	94.58%	4.7

<b>Continuity of care</b>	<b>%</b>	<b>Mean Response</b>
Gave you options for specialists or other health providers you need to see	90.34%	4.5
Co-Ordinated different healthcare professionals	89.19%	4.5
Allowed you to have the final choice about which other professionals to see	93.15%	4.7

<b>Experience over last year</b>	<b>%</b>	<b>Mean Response</b>
Being able to see a doctor at the clinic when you need urgent care	90.83%	4.5
Being able to receive a home visit by a doctor	95.88%	4.8
Providing your test results in an understandable way	89.42%	4.5