

Patient Survey Results 2013

Following on from a comment made about the waiting area in the Survey Results 2012, the Patient Group devised a brief questionnaire on satisfaction with the waiting area in relation to comfort and information. The questionnaire was shared with patients of Cheviot Medical Group so the results data is for the entire waiting area and not just Glendale side.

COMFORT

Think about the section below. Is it	N/A	Great	Good	Ok	Poor	Bad
Seating Type		27%	63%	10%		
Seating Positioning		37%	45%	14%	4%	
Décor	2%	31%	43%	22%	2%	
Lighting		45%	39%	16%		
Reading Matter		16%	31%	35%	14%	4%
Catering for Children	24%	12%	33%	20%	10%	
Condition of Toilets	6%	43%	43%	6%	2%	

INFORMATION

Think about Information boards and leaflets	N/A	Yes	Maybe	No
Do you look at Information Boards at most visits		65%	24%	10%
Is information grouped to make it easy to find	2%	73%	18%	6%
Could the layout of information be improved	2%	20%	55%	22%
Do you take leaflets from the dispensers	2%	41%	26%	31%