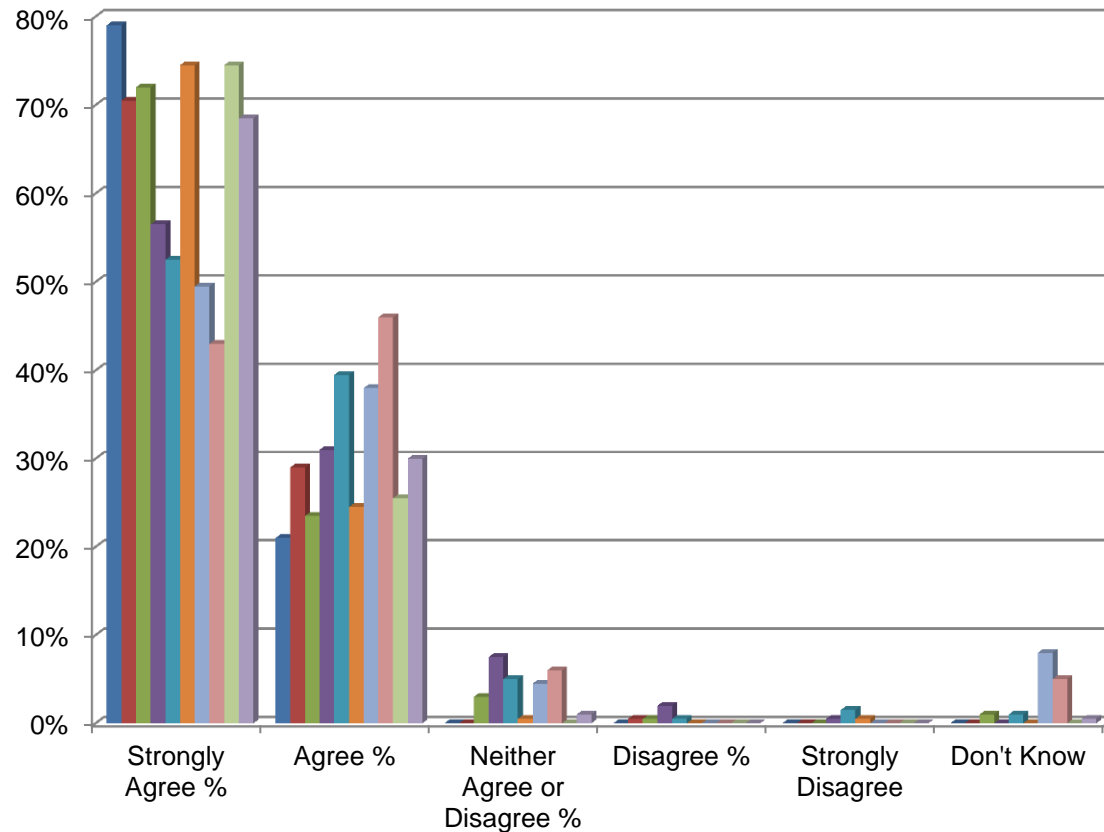


THE ELMS 2014/2015 – PATIENT SURVEY RESULTS

72% OF PATIENTS FELT THAT WHEN THEY HAD AN IMPORTANT QUESTION THEY RECEIVED AN ANSWER THEY COULD UNDERSTAND

79% OF PATIENTS FELT THEY WERE TREATED WITH COURTESY DURING THEIR VISIT

74.5% OF PATIENTS HAD CONFIDENCE IN THE HEALTHCARE PROFESSIONAL THEY SAW



- 1. I feel I was treated with courtesy during my visit
- 2. I was involved as much as I wanted in the decisions about my care
- 3. When I had an important question, I received an answer I could understand
- 4. I would be willing to see a local Pharmacist for minor conditions such as coughs, colds, mild infection etc.
- 5. The length of time I had to wait to see the Healthcare Professional was reasonable.
- 6. I had confidence in the Healthcare Professional who saw me.
- 7. The Practice has a satisfactory reminder/recall system and complaints/compliments procedures.
- 8. The Practice is pro-active at giving information to help prevention of illness.
- 9. You were given enough privacy during your consultation.
- 10. I received the care I expected.