

PATIENT SATISFACTION REPORT



3rd Feb 2012 - 6th Feb 2013

	Total	%
How long past your appointment time did you wait today before being seen today?		
Response - 15 - 30 mins	392	26.27%
Response - 30 - 45 mins	151	10.12%
Response - 45 - 60 mins	81	5.43%
Response - Above 60 mins	78	5.23%
Response - Less than 15 mins	790	52.95%
Please rate your Doctor in terms of his explanations to you	1,148	8.42%
Response - Not sure	2	0.17%
Response - Satisfied	35	3.05%
Response - Unsatisfied	1	0.09%
Response - Very Satisfied	1,103	96.08%
Response - Very unsatisfied	7	0.61%
Please rate your Doctor in terms of his friendliness to you	1,150	
Response - Not sure	3	0.26%
Response - Satisfied	24	2.09%
Response - Very Satisfied	1,116	97.04%
Response - Very unsatisfied	7	0.61%
Please rate your Doctor in terms of his politeness to you	1,143	
Response - Not sure	2	0.17%
Response - Satisfied	28	2.45%
Response - Unsatisfied	1	0.09%
Response - Very Satisfied	1,106	96.76%
Response - Very unsatisfied	6	0.52%
Please rate your Doctor in terms of listening to you	1,141	
Response - Not sure	3	0.26%
Response - Satisfied	49	4.29%
Response - Unsatisfied	1	0.09%
Response - Very Satisfied	1,082	94.83%
Response - Very unsatisfied	6	0.53%

Please rate your Doctor in terms of understanding you**1,156**

Response -	Not sure	8	0.69%
Response -	Satisfied	30	2.60%
Response -	Very Satisfied	1,112	96.19%
Response -	Very unsatisfied	6	0.52%

Would you reccoment this department to your Friends & Family if they needed treatment ?**1,551**

Response -	Not sure	25	1.61%
Response -	Satisfied	185	11.93%
Response -	Unsatisfied	7	0.45%
Response -	Very Satisfied	1,310	84.46%
Response -	Very unsatisfied	24	1.55%