**Wigston Central Surgery**

**Patient Questionnaire Spring 2017**

**Thank you to everyone who completed the questionnaire.**

**263 patients took part and this is what you said:**

* *89% are satisfied or very satisfied with Open Morning Surgery.*
* *78% are satisfied or very satisfied with getting through on the phone.*
* *60% are satisfied or very satisfied with getting an appointment and still having the opportunity to go to Open Morning Surgery.*
* *92% are satisfied or very satisfied with the time spent with a Doctor or Nurse.*
* *96% are satisfied or very satisfied that a Doctor or Nurse was listening to their concerns.*
* *93% are satisfied or very satisfied that a Doctor or Nurse explained any tests or treatment.*
* *83% are satisfied or very satisfied that a Doctor or Nurse was involving them in decisions about their care.*
* *69% are satisfied or very satisfied that a Doctor or Nurse helped them to manage their illness, with 22% not making a judgement as they had no experience.*
* *97% are satisfied or very satisfied with the cleanliness of the building.*
* *57% are satisfied or very satisfied with the facilities for those with disabilities, with 40% not making a judgement as they had no experience. The building is new and was designed and built to meet DDA standards.*
* *97% thought that the receptionists were helpful.*