

BHF Highgate Surgery

Patient Survey Results Q1 2018

How We Did

44%* of patient said they agree that they are satisfied with the practice opening hours (Question One)

52%* of patients said they strongly agree that they're very happy with the service received from both clinical and non clinical staff (Question Four)

54%* of patients said they strongly agree that the clinician they have seen was very thorough and that they understood their explanations (Question Six)

What You Said

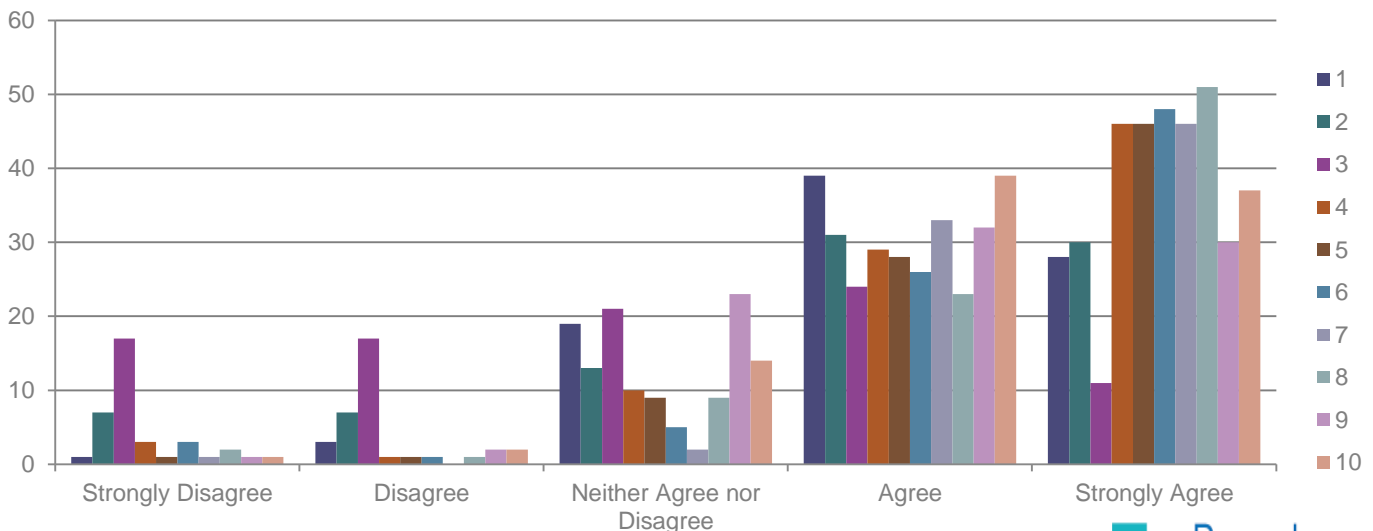
"I am happy with my doctors and staff. Just wished we could get appointments easier" – Anon.

"Generally the surgery is ok but sometimes it seems as though you cant see the same doctor" – Male patient, aged 65+

"Should have more appointments for babies/young and elderly" – Anon., aged 26-44

Average Score

4.4



* based on 89 completed surveys