

The Willows Medical Practice Patient Survey 2014.

We have once again conducted a questionnaire which was distributed to as many patients that felt able or willing to participate. We printed and distributed 250 copies of the questionnaire. We had 126 responses to hard copies. We adapted last year's questions to include the Reception Staff, our Practice Nurse and our Health Care Assistance.

Access was a major part of the survey conducted as it was felt that this is an important issue which needs to be monitored closely and therefore was the main focus of the survey.

The survey was e-mailed to all those patients who had supplied their e-mail addresses and was also available at the reception desk. Thank you to those of you who completed the questionnaire.

We have managed to obtain 1937 e-mail addresses but sadly we have only had 15 responses.

All patients who have supplied an e-mail address have been encouraged to be active in the PRG. Comments on the results of the survey are welcome by return or in person if you so wish.

Once again my thanks to all who participated in the survey.

Pam Gentry
Practice Manager

