

TRESCOBEAS SURGERY ANNUAL SURVEY

We have recently carried out a simple survey seeking patient's views on their experiences and opinions of Trescobeas Surgery

Over 170 patients completed the Patient Questionnaires.

Some key points were (lots of useful other comments received as well):

Overall Assessment

91% of patients said they thought the service they had received was either



Good or Excellent.

Only 2 patients rated the service as Poor.

Opening Hours

It is apparent that we need to better advertise our out of hours facility as only 74% were aware it existed. This is despite it being advertised on the website and Practice Brochure.

Trescobeas Surgery is open from: 0800 – 1800 Monday to Friday

However we do have pre-bookable Doctor telephone call backs available after 6.30pm Monday to Thursday.

Internet Booking

Although telephone is the preferred method, 34% of our patients said they would use the Internet to book Doctor appointments.

We will be improving and updating our internet booking facility in March and April.

Car Parking

71% of Patients used their own cars to get to the surgery, of which 76% had encountered an occasional problem with parking.

Notably none of the patients used public transport despite Trescobeas Road being a major bus route.

Not much more we can do in Car Park but will better advertise bus timings