

# Crosshouse Medical Practice

356 Responses   05:05 Average time to complete   Closed Status

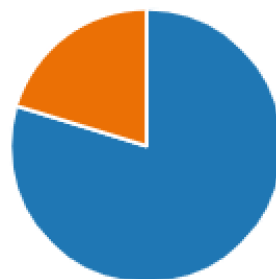
1. When did you last contact the GP practice?

● In the last 6 months	301
● In the last 12 months	26
● More than 12 months ago	29



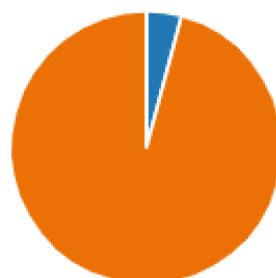
2. Have you tried contacting us on our new telephone number (01563 825200) recently?

● Yes	240
● No	61



3. Did you encounter any technical issues with your call?  
i.e. not connecting, disconnected mid call, etc

● Yes	10
● No	230



5. How many times have you contacted us in the last year?

● Once	36
● Two to four times	159
● Five to ten times	88
● More than ten times	44



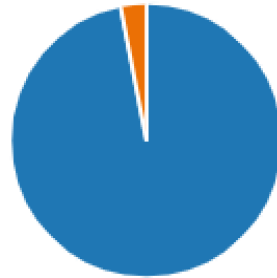
6. How easy is it for you to contact us in the way that you want

Very easy	159
Fairly easy	137
Not Easy	31



7. Did you contact our team by telephone?

Yes	317
No	10



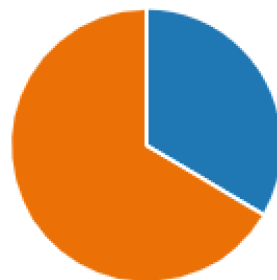
8. How quickly did our team answer your call?

Extremely quickly	62
Somewhat quickly	154
Neutral	75
Somewhat not quickly	21
Extremely not quickly	5



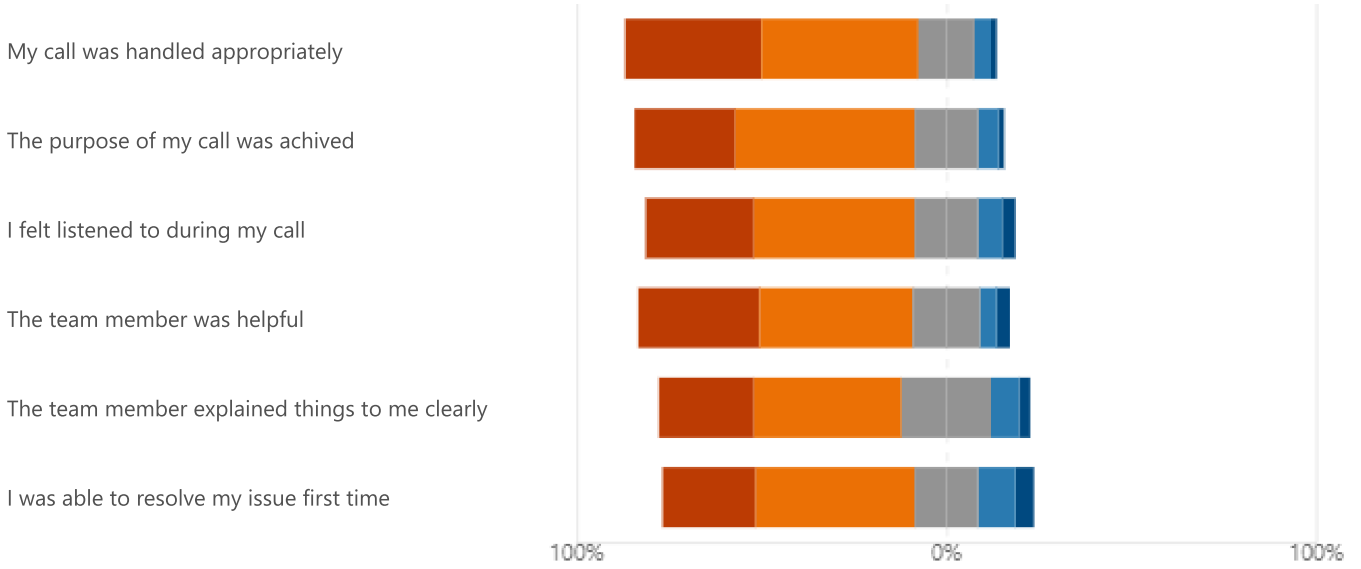
9. Did you have to make more than one call to speak to our team initially?

Yes	106
No	211



10. Please rate the following statements

Strongly Agree Agree Neutral disagree Strongly disagree



11. Please rate how you felt your call was handled out of 5

317  
Responses

4.03  
Average Number

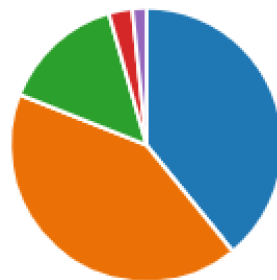
13. Did you contact our team in person?

Yes 179  
No 148



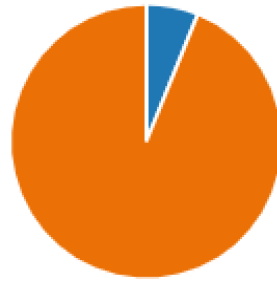
14. How quickly did you get seen at reception?

Extremely quickly 70  
Somewhat quickly 75  
Neutral 26  
Somewhat not quickly 5  
Extremely not quickly 3



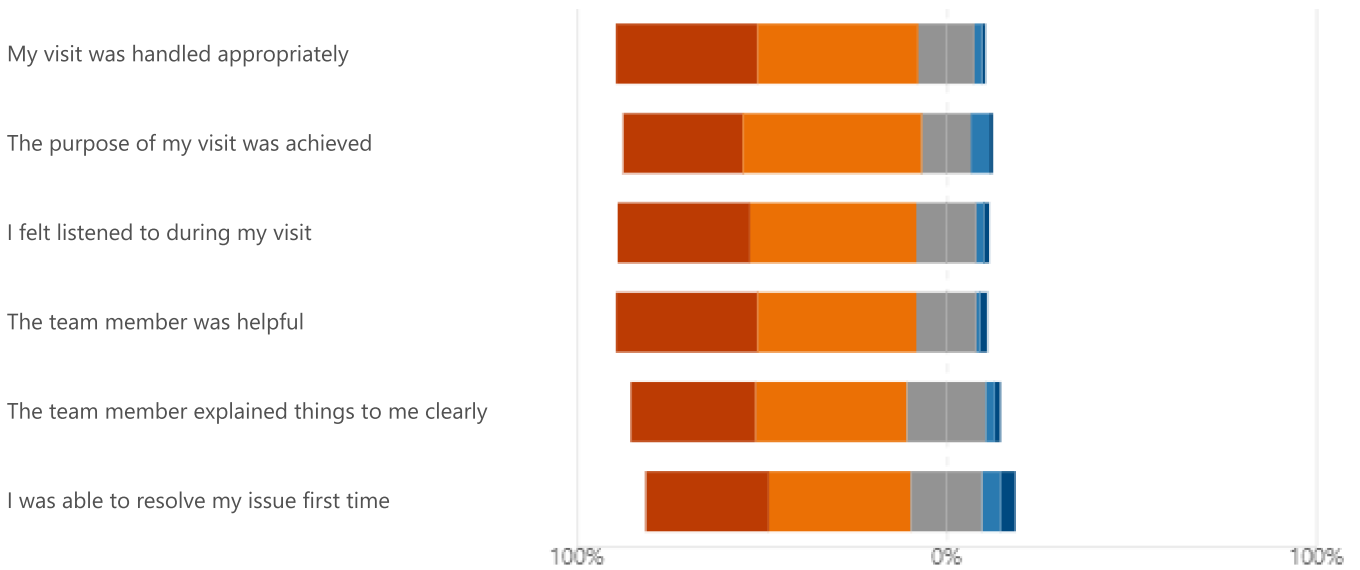
15. Did you have to make more than one visit to be seen initially? (not including appointments)

Yes	11
No	168



16. Please rate the following statements

Strongly Agree Agree Neutral disagree Strongly disagree



17. Please rate how you felt our team handled your visit?

179  
Responses

4.13  
Average Number

19. Please rate how helpful you find the team overall

356  
Responses

★★★★☆  
3.97 Average Rating

20. Please rate how you feel the team give advice on the situation at the surgery overall

356  
Responses

★★★★☆  
3.92 Average Rating