

## HILLINGDON HEALTH CENTRE

### PATIENT SURVEY RESULTS / FEBRUARY 2013

	Happy with Opening Hours % of 200	Happy with Day & Time % of 200	Happy with Clinical Care % of 200	Happy with Reception % of 200	Happy with Services % of 200
Poor	0	3	0.5	1.5	0.5
Fair	5.5	10.5	3	4.5	3
Good	25	15	8.5	21	0
Very Good	38	32.5	35.5	40.5	42.5
Excellent	20.5	22.5	43.5	32.5	24
* Total	89	83.5	91	100	70

(\* Where the column does not add up to 100% there were blank answers.)

'Were you Aware about .....?'

	Website % of 200	Repeat Prescriptions on Website % of 200	When to ring '111' out of hours % of 200	Minor Injury Unit at Mount Vernon % of 200	Practice Newsletter % of 200	Was the Newsletter informative % of 200
Yes	27.5	54	63	27.5	44	22.5
No	11	34	26	11	53	8.5

Which of the following conditions would you or your family consider it appropriate to attend A&E? % of 200.

Ear Ache	1.5	Difficulty Breathing	87
Sore Throat	3.5	Vomiting & Diarrhoea	16
High Temperature	20	Loss of movements in Limbs	73
Chest pain	79	Cough	1.5
Sore Eyes	3		