



Survey Results

Manor Road Surgery

2018

Our Doctor

Dr Marianne Ford

MBBS, FRACGP, Dip. Med, mFMed

- 95% of applicable patients feel at ease during physical examinations.
- 100% of patients feel involved enough in their care.
- 97% of patients feel the doctor explained their problems/treatment adequately and all patients surveyed felt that they had enough information.
- All patients surveyed felt that they had enough or a reasonable amount of time with the doctor.
- 92% of patients who needed to be seen urgently, were able to get an appointment on the same day.

Our Nurses

Mrs Frances Finch—RGN

Mrs Laura Hughes—RGN

- 96% of applicable patients were able to be seen by the nurses within 10 minutes of their appointment time.
- 100% of patients felt that the nurses listened well to their concerns.
- 100% of patients surveyed felt that the quality of care was excellent.

Our Receptionists

Mrs Angela Hill (Practice Manager)

Mrs Angela Pointer (Administrator/HCA)

Mrs Amanda Phillips (Head of Reception)

Mrs Suzanne Oliver

Ms Diane Chittenden

Miss Jade Lawrence

Mrs Dorothy Simmons

- All patients were satisfied with the help given by the receptionists and over 89% were very satisfied.
- 60% of patients surveyed thought their experience of our surgery was excellent, 35% said very good.
- 81% of patients surveyed would definitely recommend our surgery to other people they know, and 19% probably would.