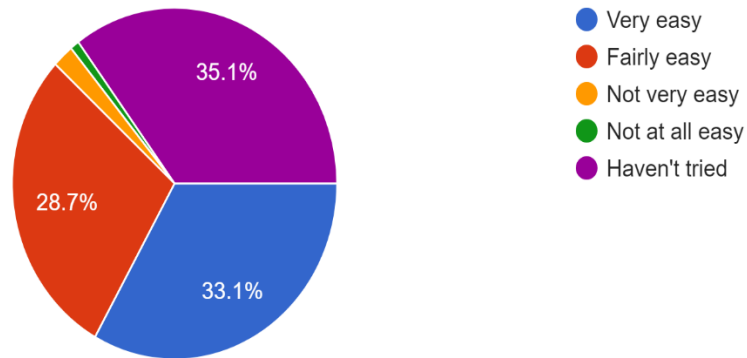


**SPRINGFIELD PATIENT SURVEY JAN 2024 ( 4741 SMS sent)**

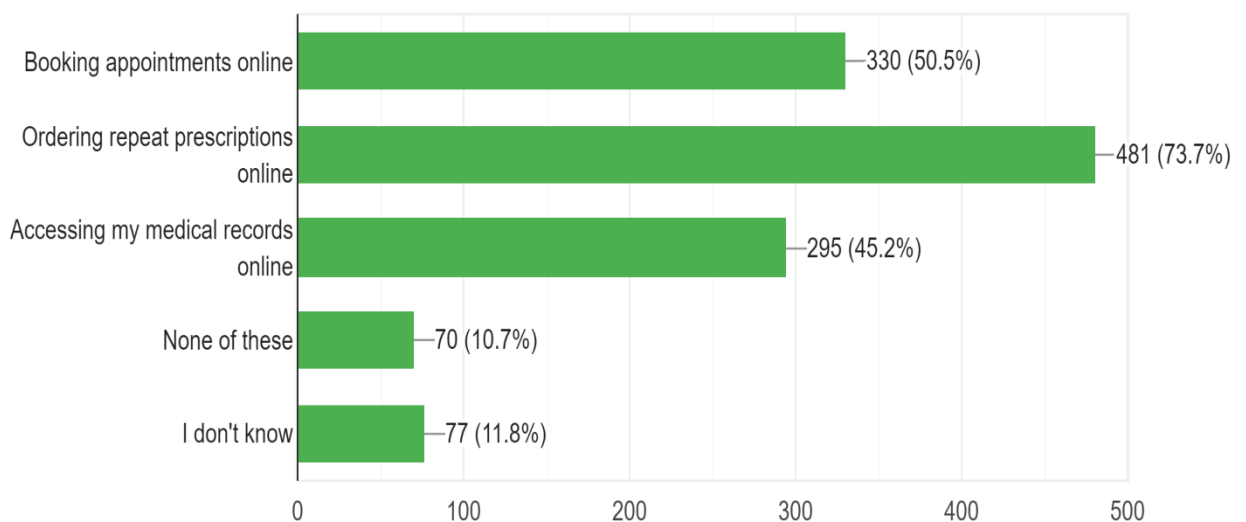
Q1. Generally, how easy is it to use the Springfield Surgery website to look for information or access services?

661 responses



Q2. The surgery offers a range of online services. Please tick the ones you know about. By 'online' we mean on the website or NHS app.

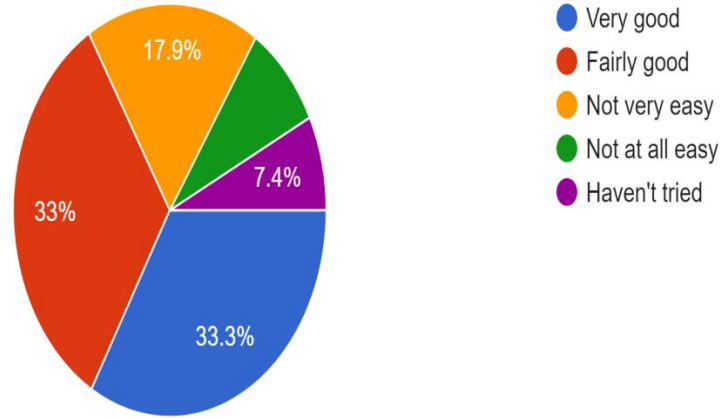
653 responses



**SPRINGFIELD PATIENT SURVEY JAN 2024 ( 4741 SMS sent)**

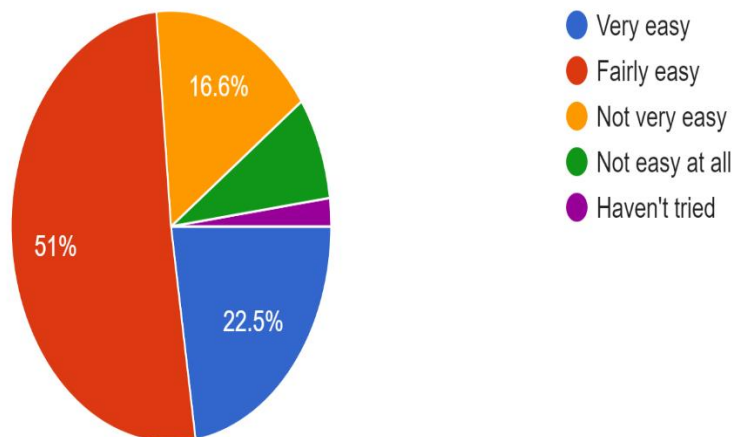
Q3 Overall, how would you describe your experience of making an appointment?

660 responses



Q4 Generally, how easy is it to get through to someone at Springfield Surgery on the telephone?

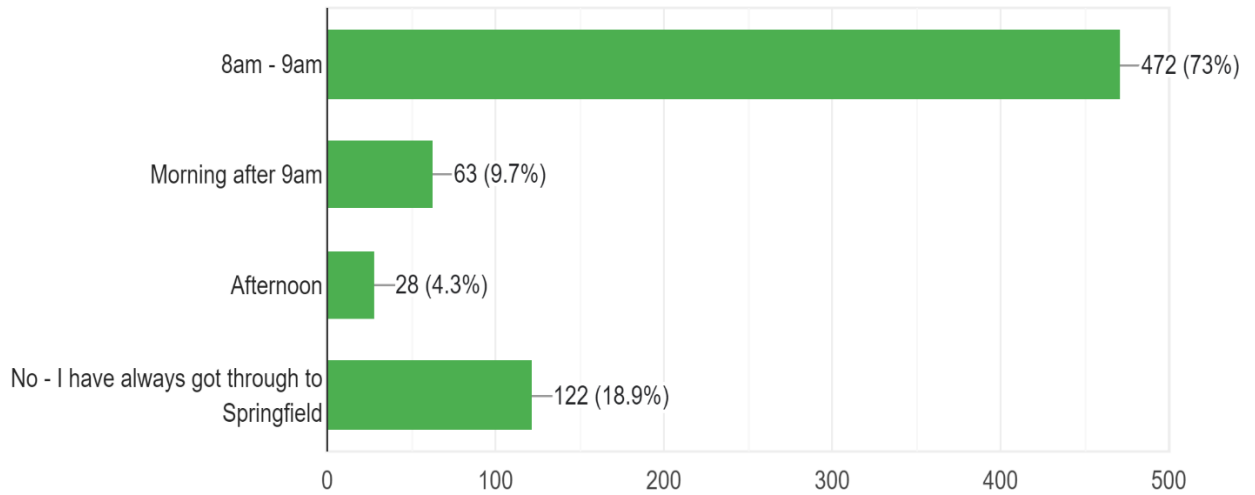
661 responses



**SPRINGFIELD PATIENT SURVEY JAN 2024 ( 4741 SMS sent)**

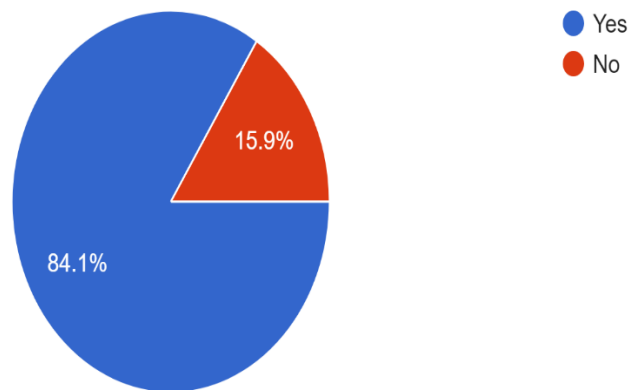
Q5 On your last few telephone calls to Springfield, if you got the engaged tone, roughly what time did you call?

647 responses



Q6 The last time you wanted to see or speak to someone at the surgery, were you able to get an appointment to see or speak with someone within an appropriate timescale?

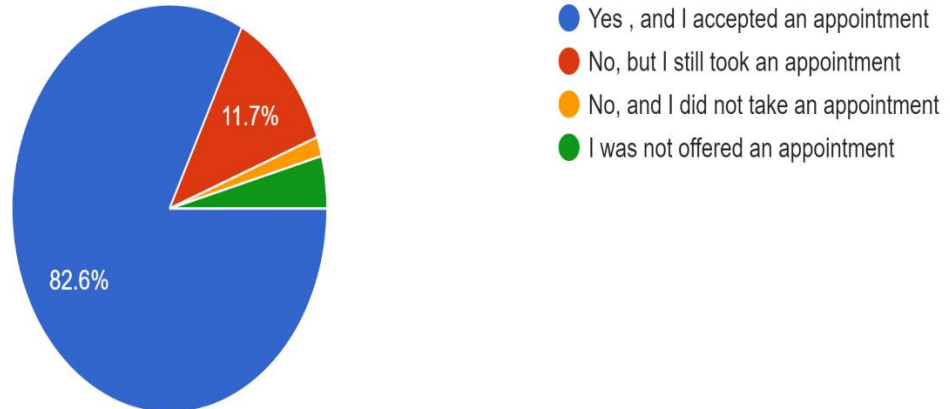
654 responses



SPRINGFIELD PATIENT SURVEY JAN 2024 ( 4741 SMS sent)

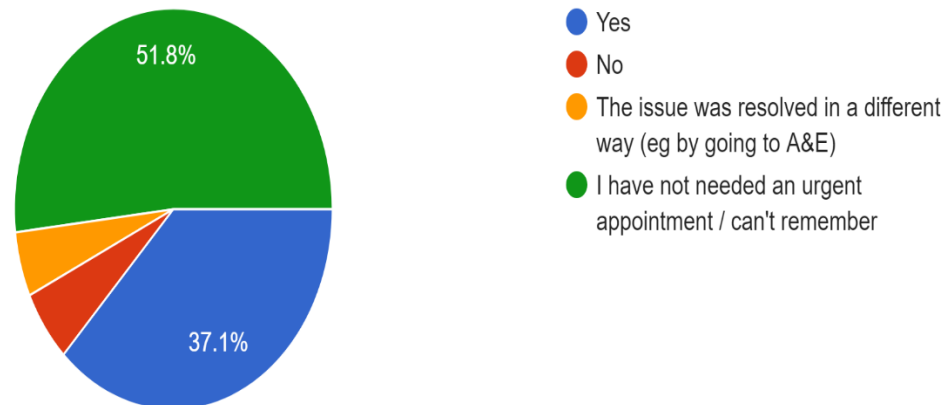
Q7 Were you satisfied with the appointment (or appointments) you were offered?

649 responses



Q8 If you needed to see or speak to someone urgently, were you able to do so in an appropriate timescale?

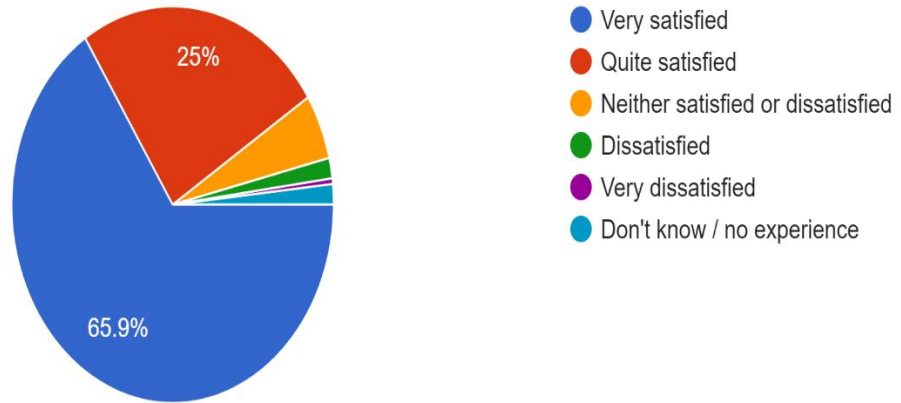
652 responses



SPRINGFIELD PATIENT SURVEY JAN 2024 ( 4741 SMS sent)

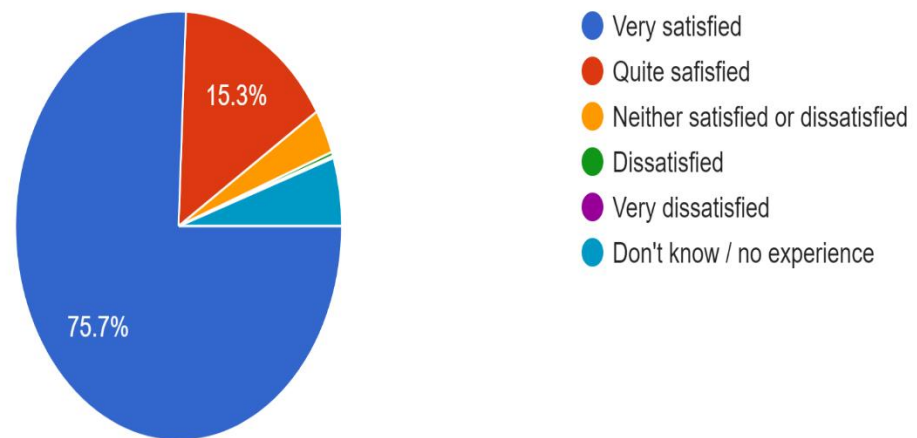
Q9 How satisfied are you with the service you get from the Doctors at Springfield?

659 responses



Q10 How satisfied are you with the service you get from the Nurses at Springfield?

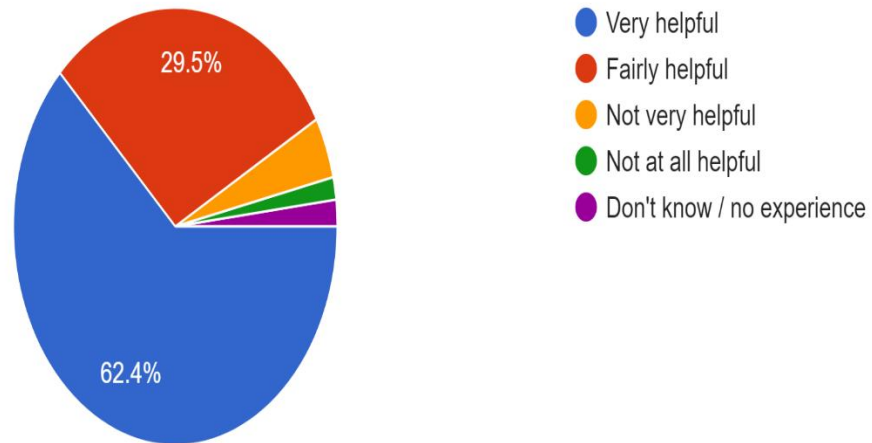
659 responses



**SPRINGFIELD PATIENT SURVEY JAN 2024 ( 4741 SMS sent)**

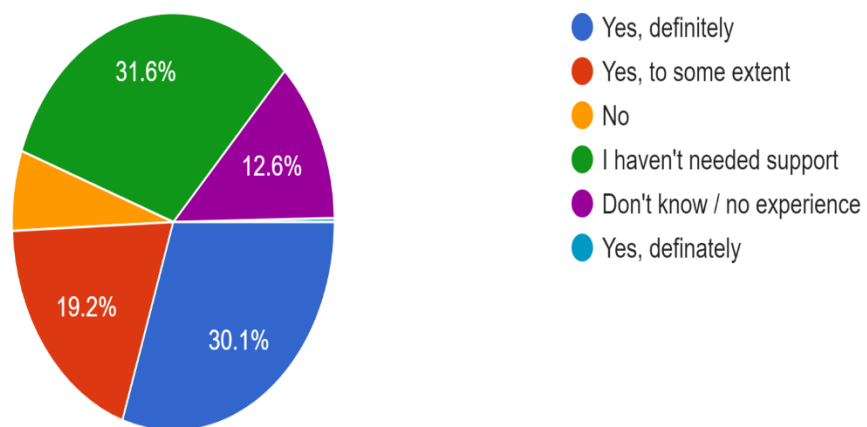
Q11 How helpful do you find the receptionists at Springfield ?

662 responses



Q12 In the last 12 months, have you had enough support from local services or organisations to help you manage your long term conditions or illness...vices and organisations, not just health services.

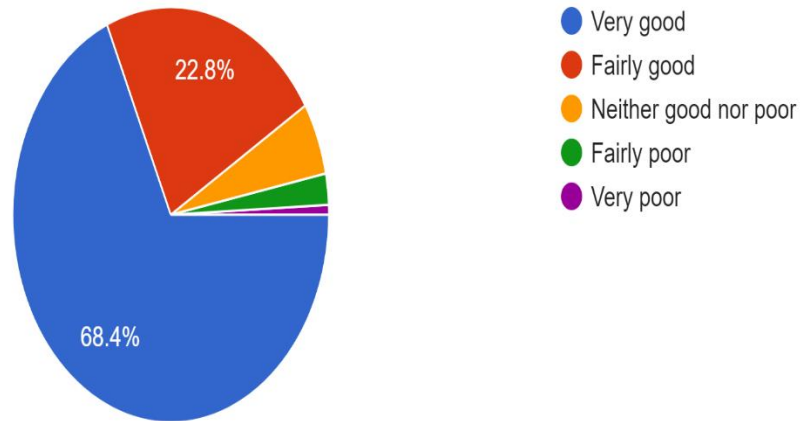
661 responses



**SPRINGFIELD PATIENT SURVEY JAN 2024 ( 4741 SMS sent)**

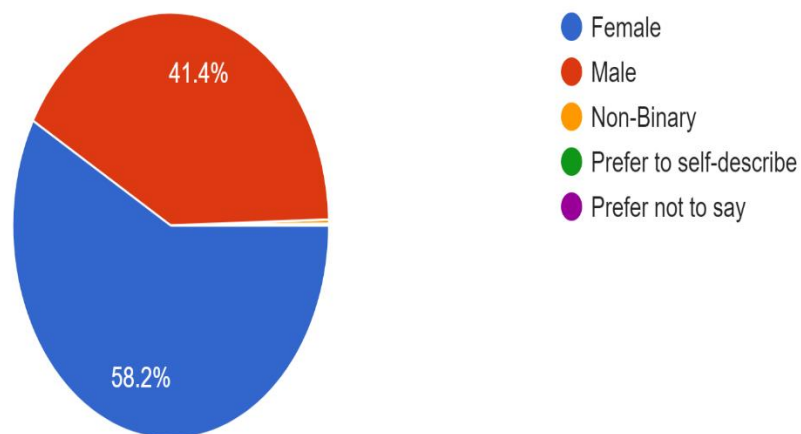
Q13 Overall, how would you describe your experience of Springfield Surgery?

658 responses



Q14 Your gender

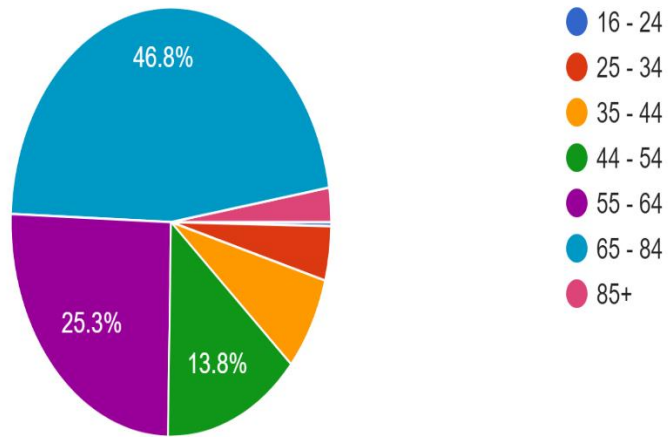
660 responses



SPRINGFIELD PATIENT SURVEY JAN 2024 ( 4741 SMS sent)

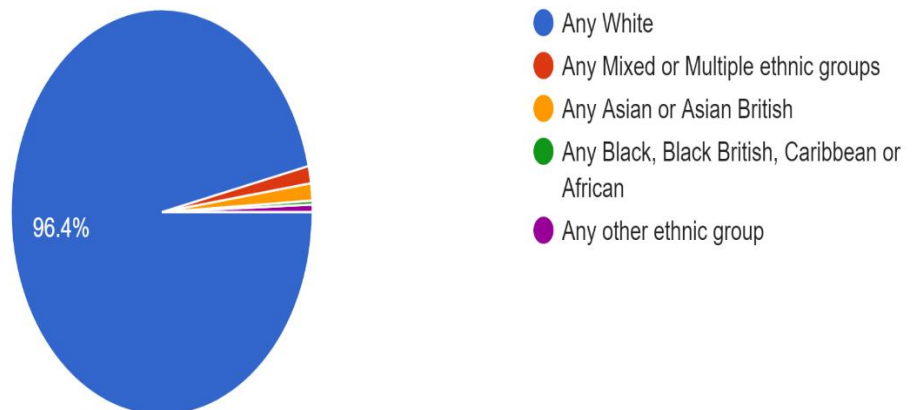
Q15 Your age

660 responses



Q 16 Your ethnicity

658 responses

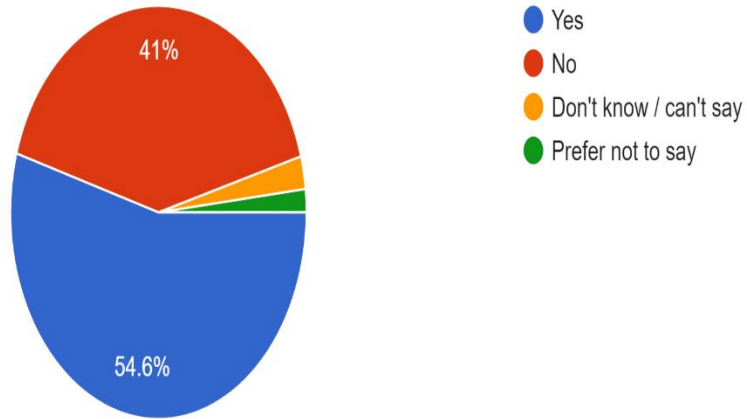




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Q17 Do you have a long-term condition or disability

663 responses



Q18 Which of the following best describes your situation (please tick all relevant)

663 responses

