

Audit of out of Hours Practice Service January 2023

Question	Poor	Fair	Good	Very Good	Excellent
Speed at which telephone was answered			1	111111	11111
Was the call transferred			1	11111	111111
Length of time you waited for an appointment		1	11	11111	1111
Convenience of date and time of the appointment			11	111111	1111
Seeing GP of choice			1	1111111	1111
Length of time you waited to check in at reception			1	111111	11111
Length of time waiting to see a GP/Nurse			11	11111	11111
Opportunity to speak to nurse or GP via			11	1111111	111
Opportunity of a home visit		1	11	11111	1111
Level of satisfaction with the OOH service			1	11111111	111
Prescription ready on time				11111	1111111
Prescription correctly issued				11111	1111111
Handling of any queries				1111	11111111
Obtaining blood results				111111	111111
Results available on calling			1	11111	111111
Level of satisfaction with the information			1	11111111	111
Level of satisfaction with the manner in which results were given			1	1111111	1111
The information provided by reception staff			11	111111	1111
Helpfulness of reception staff			111	111111	111
Information provided by other staff			11	1111111	111
Helpfulness of other staff			11	11111	11111
Overall satisfaction with the practice			1	111	11111111
Percentage		0.8	10.6	48	40.6

Ages of participants

4 gave no details

Age	Sex
30	female
33	female
34	female
35	male
36	female
46	female
57	male
63	male