

# Hollywood Road Surgery

## *Patient Satisfaction Survey 2020*

The current Practice population is 5658. We are required to invite at least 2% of our practice population to participate in the survey. We issued 115 questionnaires, of which 111 were returned = 98.3%.

Patients contacting the Surgery between 27 January 2000 and 31 January 2020, were invited to participate.

In all cases, anonymity was preserved to allow patients to express their opinions freely. We were required to ask only one question - see results below - and to offer patients the opportunity to add a comment about the Practice.

The responses to the question '***Would you recommend your GP practice to someone who has just moved into the local area?***'

Extremely likely	65.8%
Likely	28.8%
Neither likely nor unlikely	3.6%
Unlikely	0%
Extremely unlikely	0%
Don't know	1.8%.

The second part of the questionnaire was to ask for additional comments. All responses were noted and discussed with GP Partners at a Practice Meeting, and then disseminated within the Practice.

There were a total of 54 questionnaires returned without comment. The majority of the 57 comments received were positive and, in most cases, were in praise of staff.