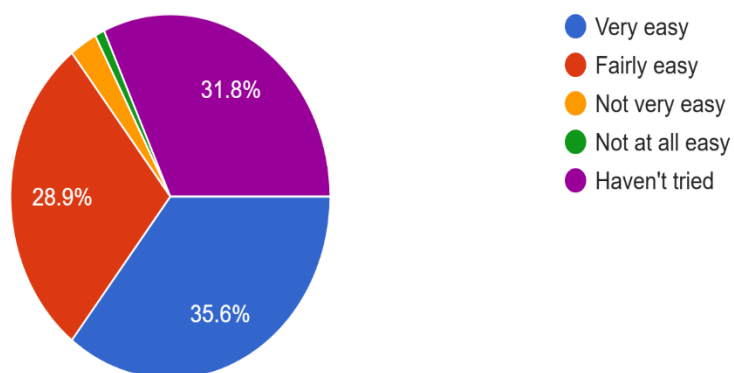


Springfield Patient Survey 2025 Results

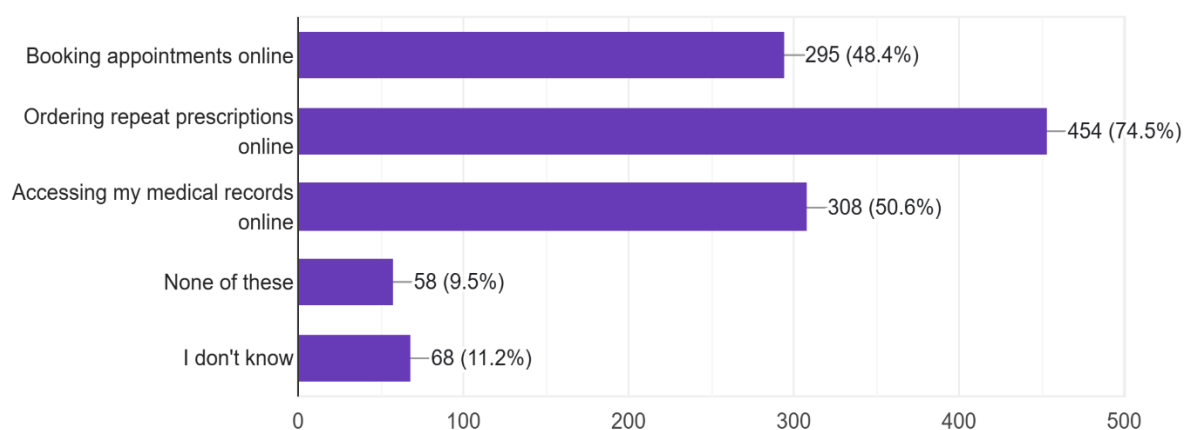
Q1. Generally, how easy is it to use the Springfield Surgery website to look for information or access services?

613 responses



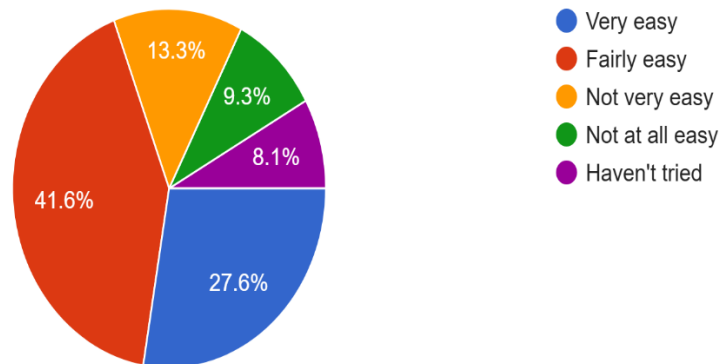
Q2. The surgery offers a range of online services. Please tick the ones you know about. By 'online' we mean on the website or NHS app.

609 responses



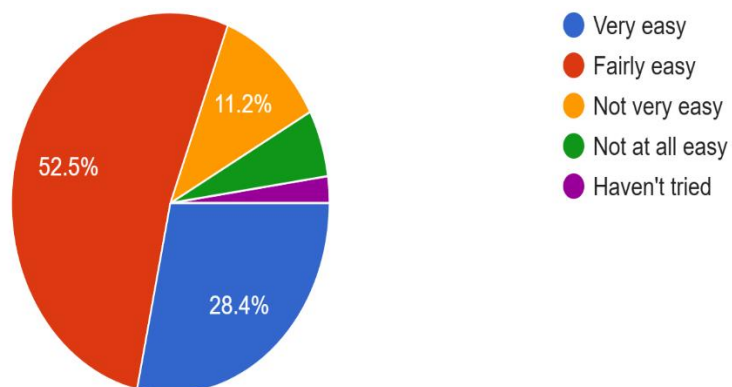
Q3 Overall, how would you describe your experience of making an appointment?

615 responses



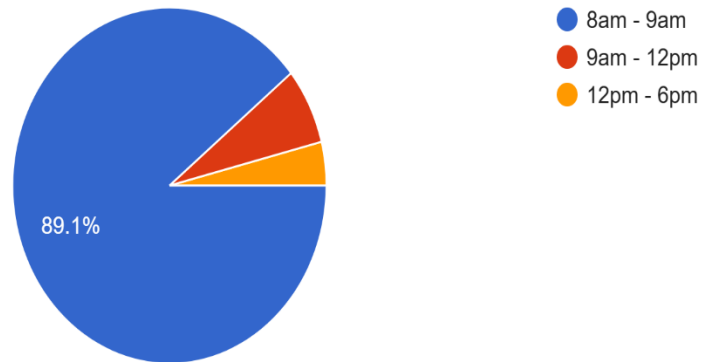
Q4 Generally, how easy is it to get through to someone at Springfield Surgery on the telephone?

617 responses



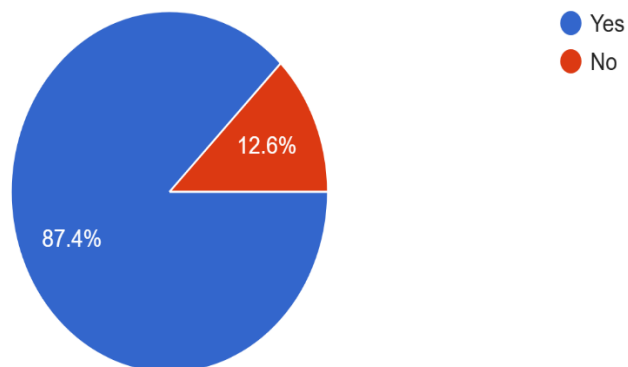
Q5. On your last few telephone calls to Springfield, if you got the engaged tone, roughly what time did you call?

505 responses



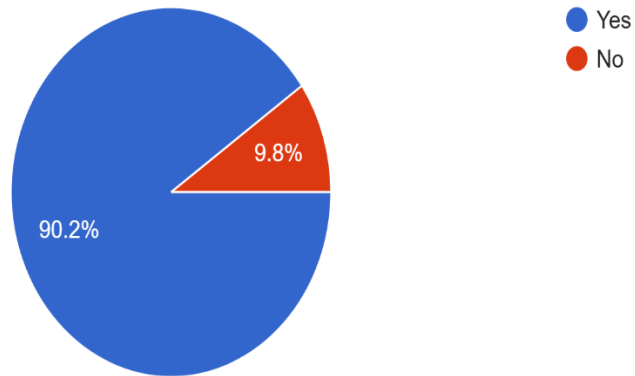
Q6. The last time you wanted to see or speak to someone at the surgery, were you able to get an appointment to see or speak with someone within an appropriate timescale?

603 responses



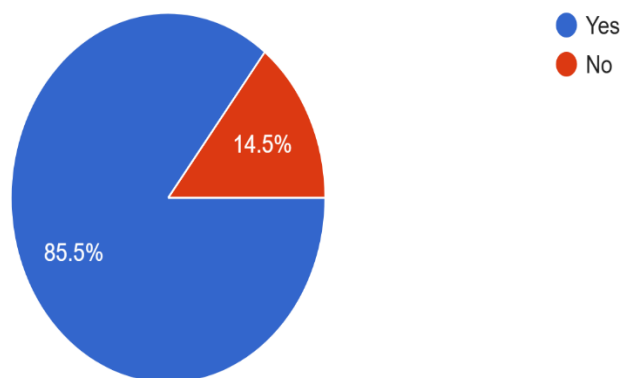
Q7. Were you satisfied with the appointment (or appointments) you were offered?

604 responses



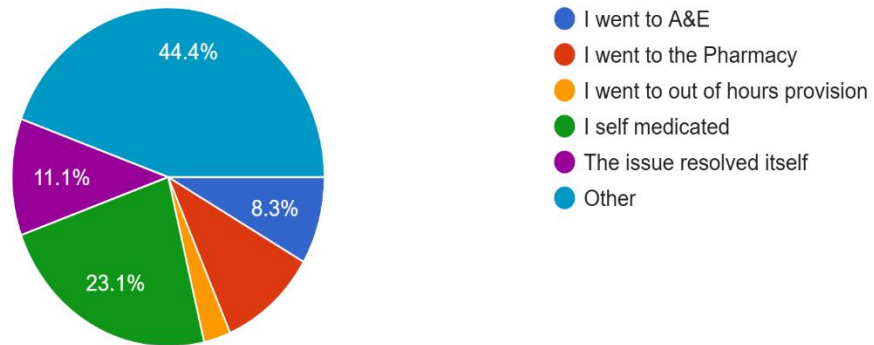
8a. If you needed to see or speak to someone urgently, were you able to do so in an appropriate timescale?

505 responses



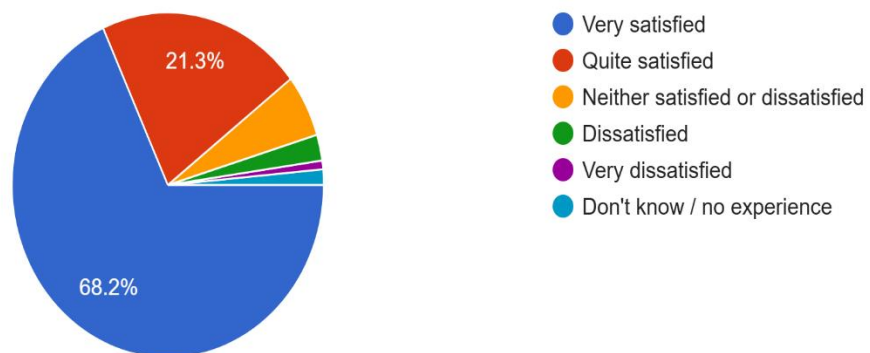
8b. If your answer was No, how did you resolve the issue?

108 responses



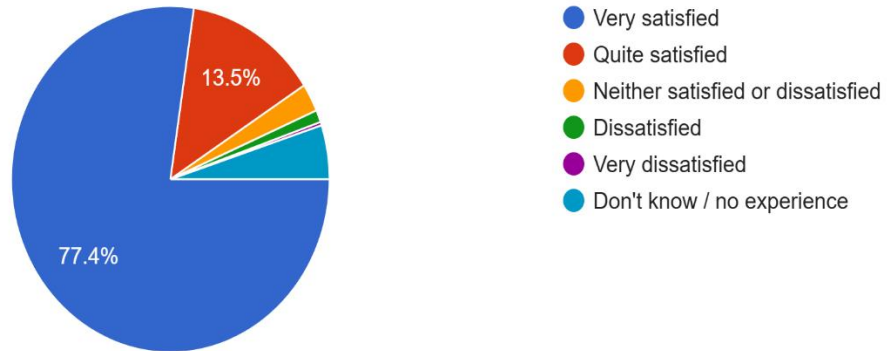
9. How satisfied are you with the service you get from the Doctors at Springfield?

616 responses



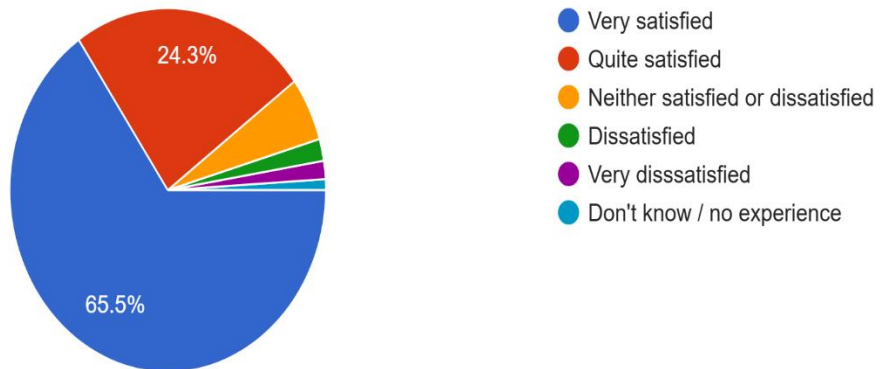
10. How satisfied are you with the service you get from the Nurses at Springfield?

614 responses

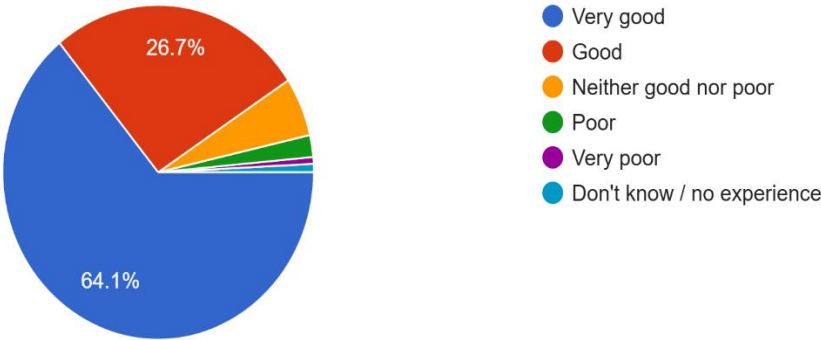


11. How helpful do you find the receptionists at Springfield ?

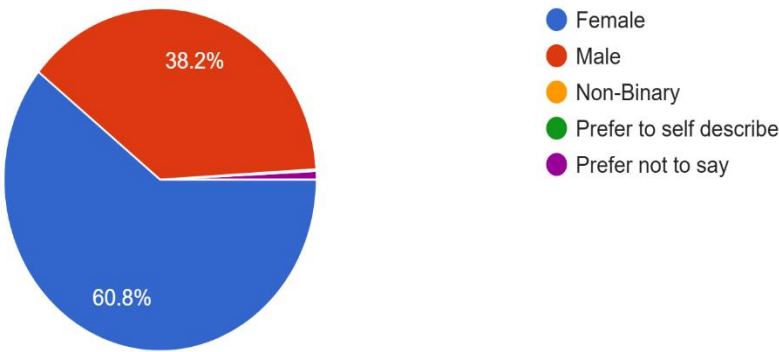
617 responses



12. Overall, how was your experience of our service?
615 responses

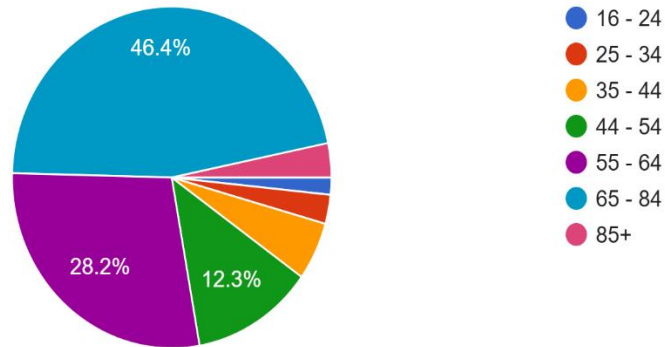


13. Your gender
615 responses



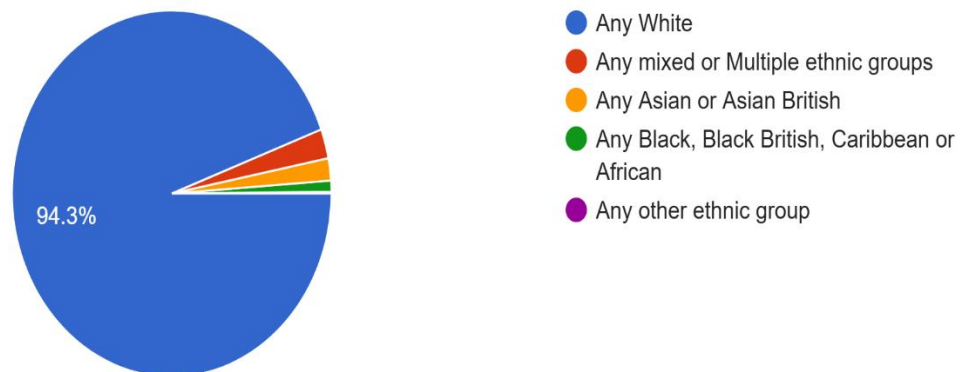
14. Your age

617 responses



15. Your ethnicity

614 responses



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

614 responses

