**Lockswood Surgery**

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| **Patient Survey October 2015 - Customer Service** |  |
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| Q1 |  |
| **How eager to help you were the reception team at the practice?** |  |
| Extremely eager | 5 |
| Very eager | 16 |
| Moderately eager | 40 |
| Slightly eager | 15 |
| Not at all eager | 6 |

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| Q2 |  |
| **Would you say that our reception team solved your problem or answered your question quickly, slowly or neither?** |  |
| Extremely quickly | 10 |
| Quite quickly | 25 |
| Somewhat quickly | 6 |
| Neither quickly or slowly | 14 |
| Somewhat slowly | 3 |
| Quite slowly | 1 |
| Extremely slowly | 0 |

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| Q3 |  |
| **How knowledgeable did our reception team seem to you?** |  |
| Extremely knowledgeable | 11 |
| Quite knowledgeable | 28 |
| Moderately knowledgeable | 17 |
| Slightly knowledgeable | 11 |
| Not at all knowledgeable | 1 |

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| Q4 |  |
| **How clear was the information that our reception team provided to you?** |  |
| Extremely clear | 19 |
| Quite clear | 26 |
| Moderately clear | 10 |
| Slightly clear | 1 |
| Not at all clear | 2 |

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| Q5 |  |
| **How many of your questions/problems did the reception team**  |  |
| All of them | 35 |
| Most of them | 13 |
| About half of them | 1 |
| Some of them | 6 |
| None of them | 1 |

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| Q6 |  |
| **Was your experience with customer service with our reception team better than you expected it to be, worse than you expected it to be, or about what you expected it to be?** |  |
| A great deal better | 2 |
| Quite a bit better | 10 |
| Somewhat better | 10 |
| About what was expected | 31 |
| Somewhat worse | 3 |
| Quite a bit worse | 2 |
| A great deal worse | 0 |
| Don't know | 0 |

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| Q7 |  |
| **Overall, are you satisfied with the customer service you received, dissatisfied with our customer service or neither satisfied nor dissatisfied?** |  |
| Extremely satisfied | 13 |
| Quite satisfied | 20 |
| Somewhat satisfied | 12 |
| Neither satisfied nor dissatisfied | 8 |
| Somewhat dissatisfied | 2 |
| Quite dissatisfied | 2 |
| Extremely dissatisfied | 0 |