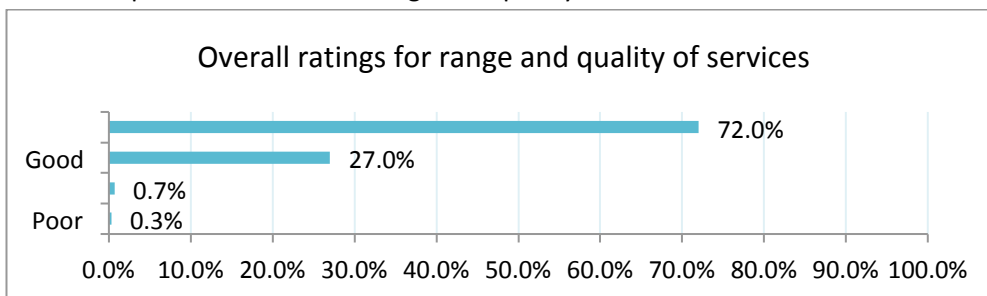


PATIENT SURVEY 2017

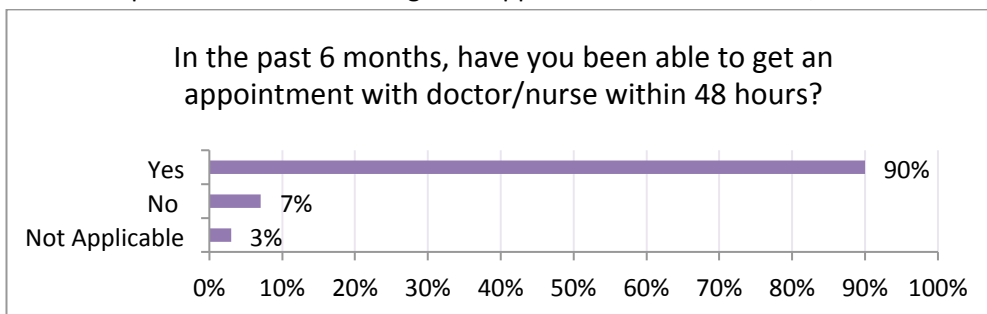
In November 2017, Healthcare carried out its annual patient survey and we are pleased to report the results below.

What Healthcare does well

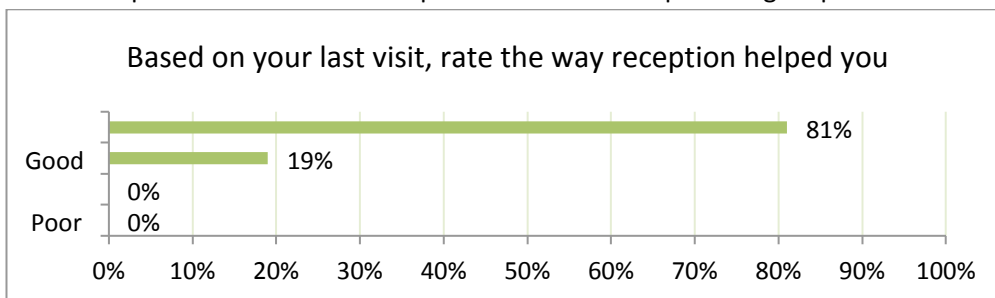
- ✓ 72% of respondents rated the range and quality of Healthcare services as excellent



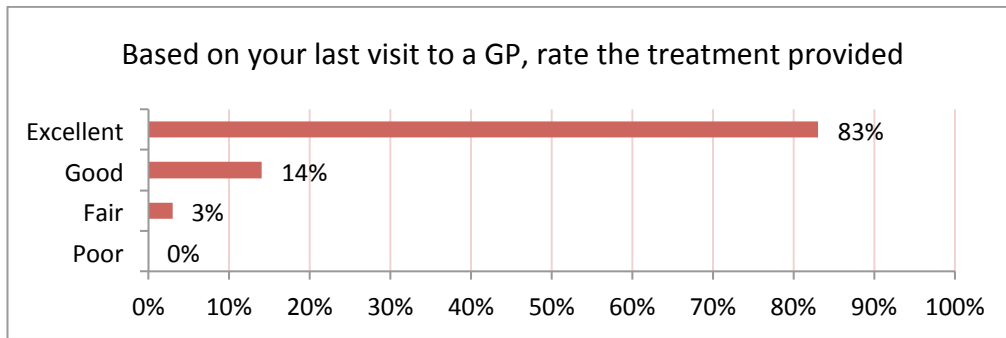
- ✓ 90% of respondents were able to get an appointment with a doctor/nurse within 48 hours



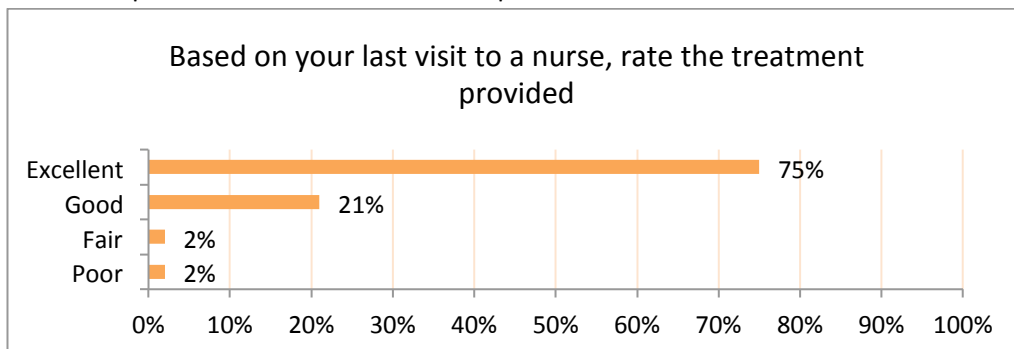
- ✓ 81% of respondents rated the reception as excellent in providing help



- ✓ 83% of respondents rated the treatment provided from the GP as excellent



- ✓ 75% of respondents rated the treatment provided from the nurse as excellent



What Healthcare could improve

- Comments were made that an online booking system would be helpful

– *the Healthcare Group is currently considering the feasibility of this option*

- 53% of respondents would be interested in weekend services and 49% would be interested in evening services

– *this is something which the Healthcare Group will be considering in the future*

- Suggestions were received regarding patients being made aware of when doctors were running late

– *this is also something which we are taking into consideration*