

Patient Satisfaction Survey UPDA Apr - Sept 2017

Is there anything that particularly impressed you? (Themes)	Freq.
Overall service	1
Professionalism of staff	1
Professionalism of students	2
Reception staff	2
Friendliness of Staff	2
Facilities/Equipment	2
Treated with dignity and/or respect	1

Selected full responses (Positive)
Very professional approach
Excellent students. Great service and environment
Respect for patients
Lovely building and facilities
Reception staff are all so friendly
Always find the reception staff very friendly and helpful
Students and tutors are great
The staff student relationship is great

All negative responses
Not taking on new patients therefore husband unable to join
Difficulty getting an appointment in half term
More health and fitness magazines needed in reception