

Billingham Medical Practice

Billingham Survey 2014 - HCAs

Number of Responses: 65

 [Excel Report \(click here for full dataset\)](#)

Dear Patient,

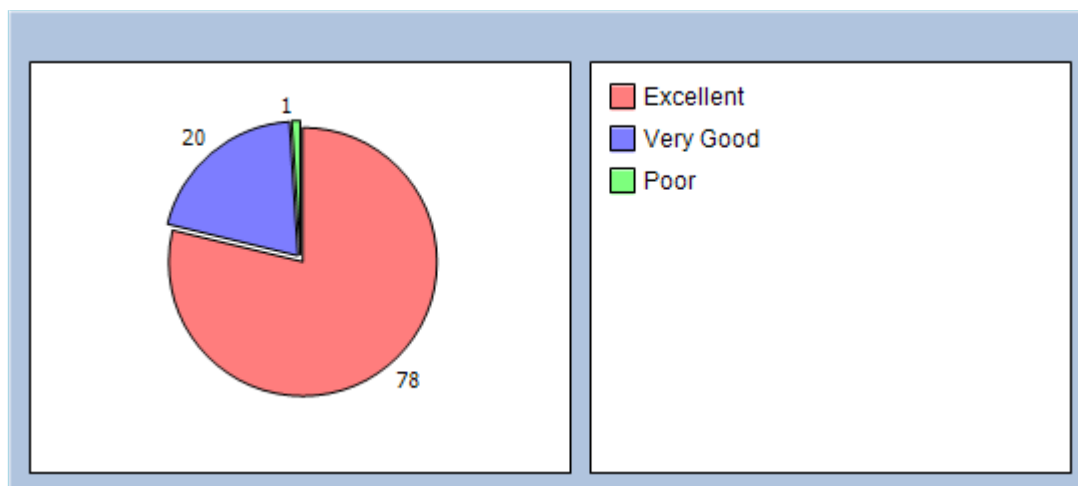
Many thanks for agreeing to take this short survey to help our practice understand how our Practice is performing.

The following questions were selected by our Patient Group on 9 December 2014.

Please answer all of the questions and click 'Send Survey' when you are done.

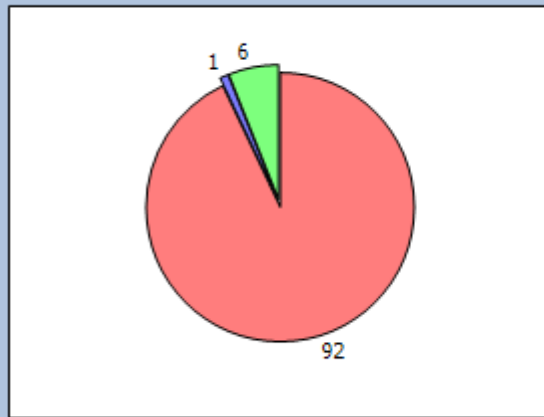
Q1. How helpful and understanding did you find the Health Care Assistant ?

Excellent	78%
Very Good	20%
Good	0%
Poor	1%
Very Poor	0%
No Experience	0%



Q2. Did the Health Care Assistant explain the reason for the appointment ?

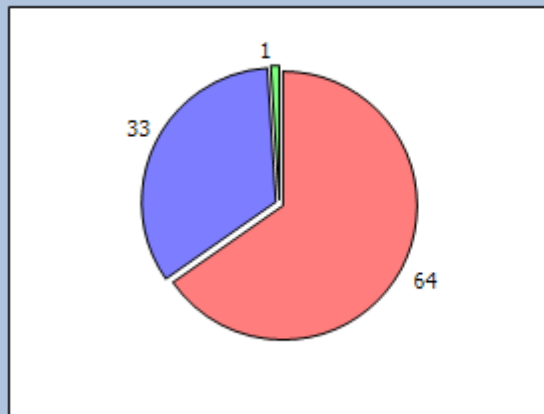
Yes	92%
No	1%
N/A	6%



- Yes
- No
- N/A

Q3. How knowledgeable did you find the Health Care Assistant ?

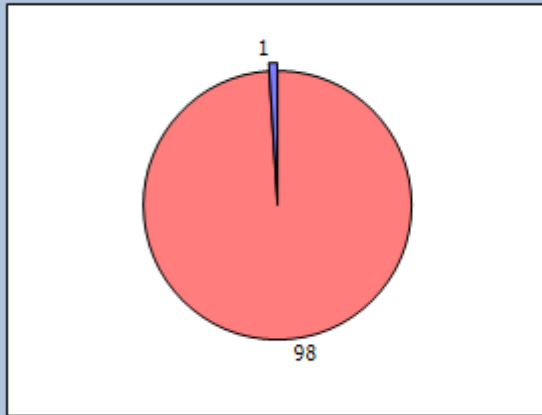
Excellent	64%
Very Good	33%
Good	0%
Poor	1%
Very Poor	0%
No Experience	0%



- Excellent
- Very Good
- Poor

Q4. How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment ?

Extremely likely	98%
Likely	1%
Neither likely nor unlikely	0%
Unlikely	0%
Extremely unlikely	0%
Don't know	0%



- Extremely likely
- Likely

Q5. Can you tell us why you gave that response ?

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Many thanks for your time in answering the questions on this survey.

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