

Staff Satisfaction Survey Results

	2013	2014
Total Number of Respondents	167	202
Non-clinical respondents	97	117
Clinical respondents	70	85

1. How many years have you worked at the practice?

	Less than 1 year	2-5 years	6-10 years	11-14 years	15+ years
2013	27	47	52	22	19
2014	35	79	47	28	13

2. Did you find the meeting content to be interesting?

	Very interesting	Interesting	Somewhat interesting	Not particularly interesting	Not at all interesting
2013	21.2%	27.6%	30.8%	11.4%	8.0%
2014	15.3%	30.6%	41.8%	7.6%	4.7%

3. Reflecting on your day at the staff meeting, what percentage of your time was spent on the following meeting activities? (Values are averaged over all responses.)

	Listening to guest speakers	Collaborating with peers	Eating meals or snacks	Attending workshops	Networking with other staff members
2013	22%	25%	10%	35%	8%
2014	28%	15%	12%	33%	12%

4. How easy was it to have your questions answered during the workshops?

	Very easy	Easy	Fairly easy	Not easy	Difficult
2013	42%	29%	12%	10%	7%
2014	35%	32%	19%	9%	5%

Patient Satisfaction Survey Results

	2015	2016
Total Number of Respondents	247	323
Male respondents	105	158
Female respondents	142	165

1. In what age-range do you fall?

	18-29	30-44	45-59	60-74	75+
2015	37	62	73	52	23
2016	48	76	98	66	35

2. Does your doctor spend enough time with you during the appointment?

	Not enough	Not quite enough	Just the right amount	A bit too much	Much too much
2015	21.2%	27.6%	30.8%	11.4%	8.0%
2016	15.3%	30.6%	41.8%	7.6%	4.7%

3. When you visit the practice, what percentage of your time is spent on each part of your visit? (Values are averaged over all responses.)

	In waiting room	In exam room alone	In exam room with medical assistant	In exam room with doctor	In the prescription center
2015	22%	25%	10%	35%	8%
2016	28%	15%	12%	33%	12%

4. How easy was it to schedule an urgent medical appointment if you need to?

	Very easy	Easy	Fairly easy	Not easy	Difficult
2015	42%	29%	12%	10%	7%
2016	35%	32%	19%	9%	5%

5. How easy was it to schedule a doctor's appointment if you need to?

	Very easy	Easy	Fairly easy	Not easy	Difficult
2015	31%	24%	21%	15%	9%
2016	45%	24%	17%	11%	3%