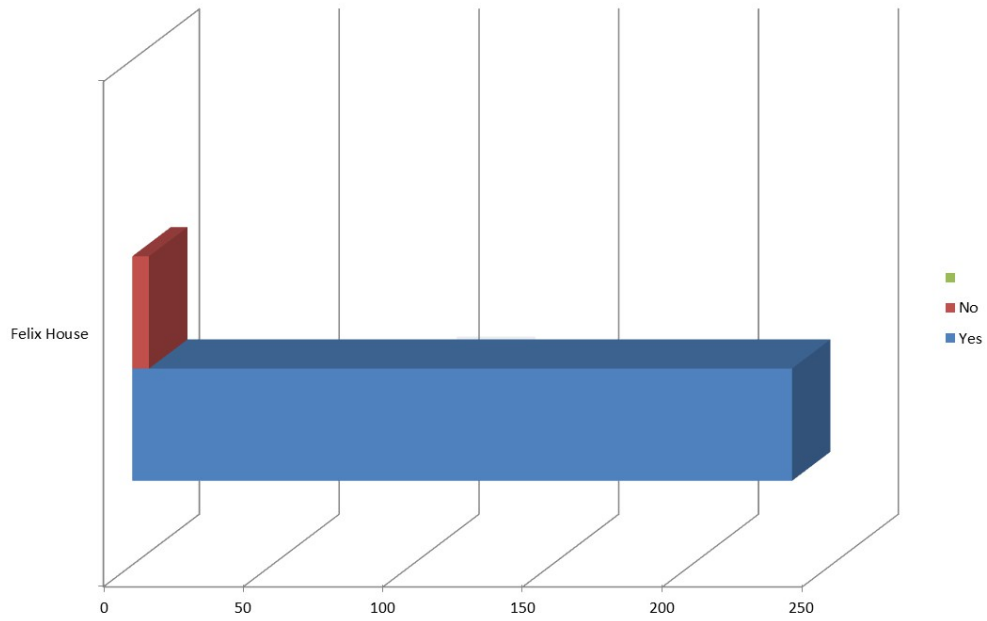


Results of Patient Survey 2012/13

Question 1: Is your GP Surgery currently open at times convenient for you?



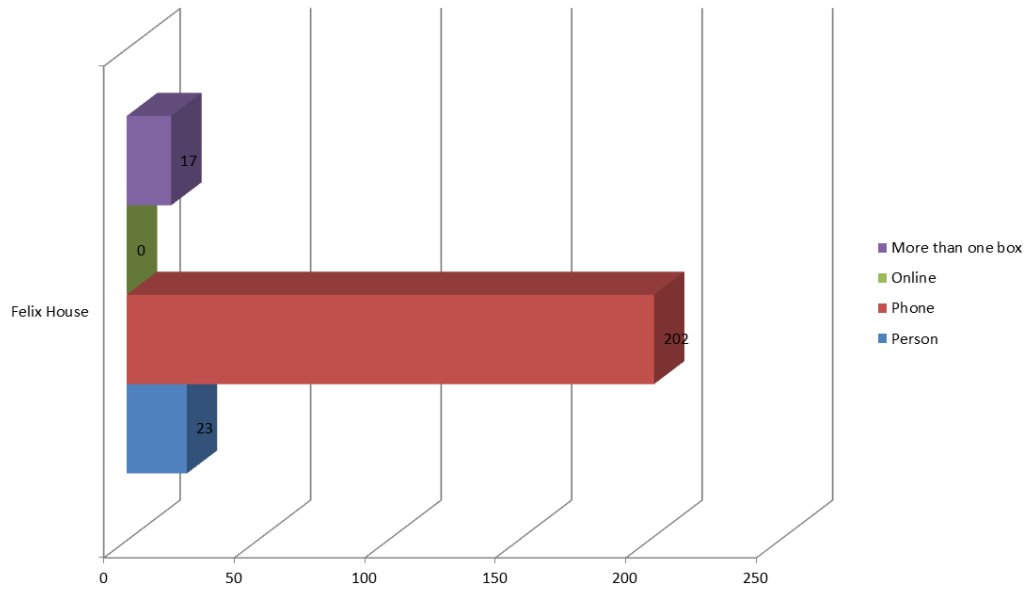
Question 1 - Convenient Opening Times ?



Question 2: How do you normally make your appointments?



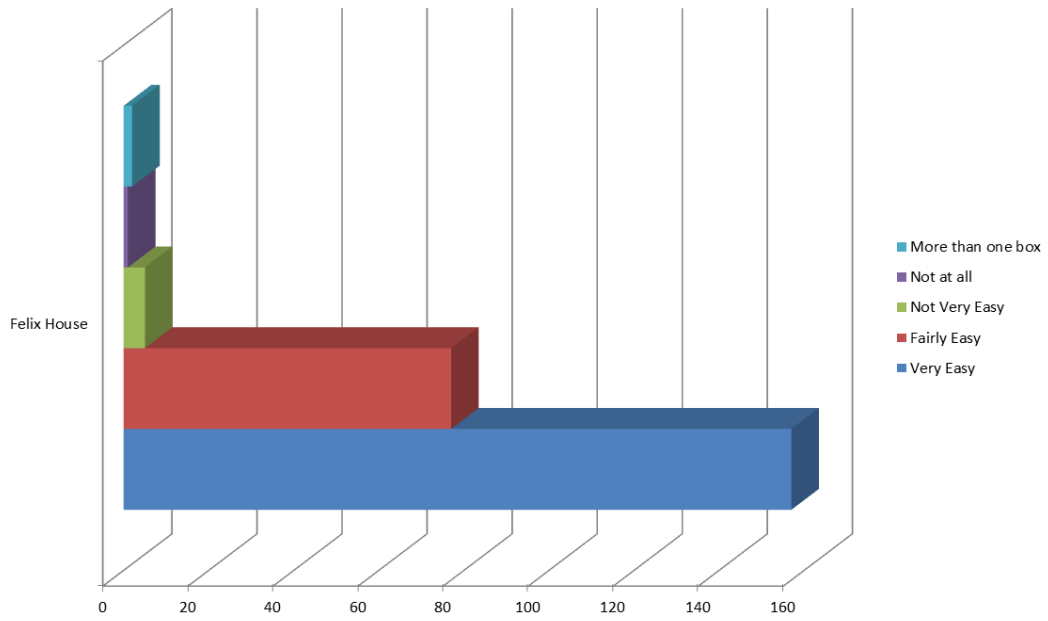
Question 2 - How do you usually make your appointments ?



Question 3: How do you rate the experience of making appointments?



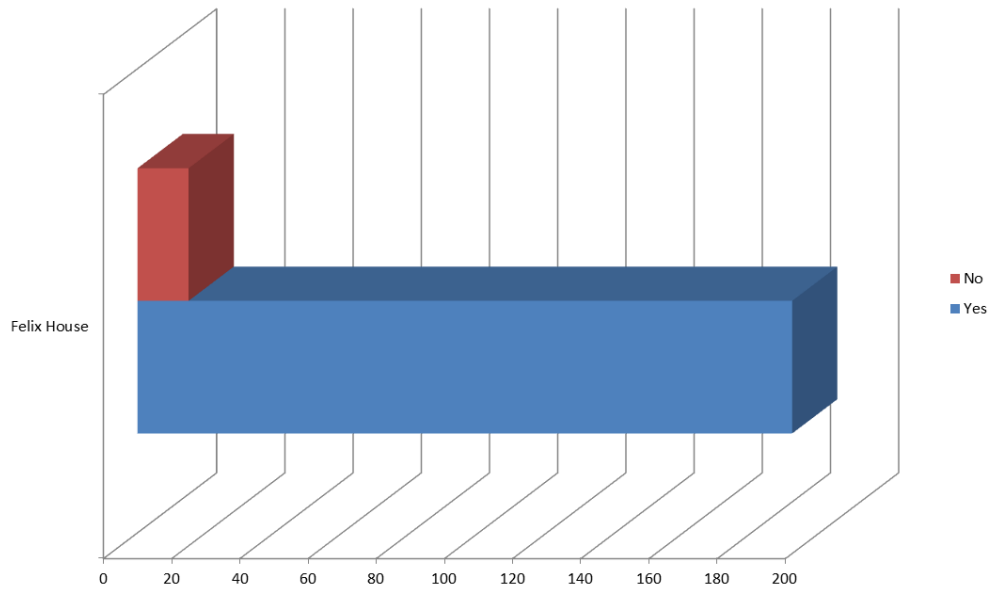
Question 3 - How do you rate the experience of making an appointment ?



Question 4: Were you able to obtain an appointment within a reasonable time period of your request?



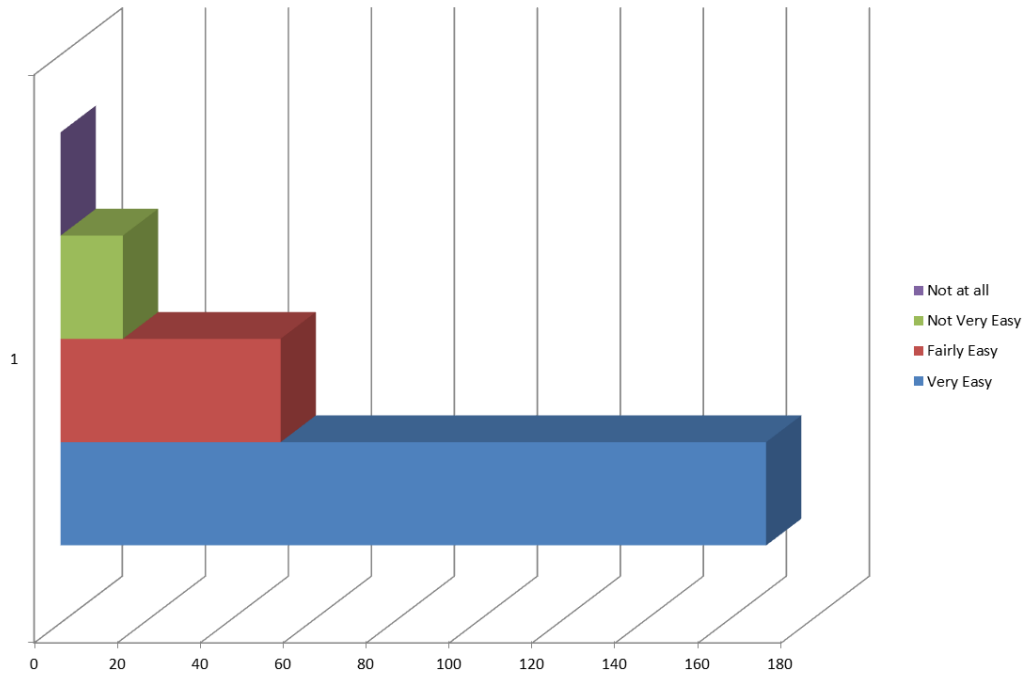
Question 4 - Were you able to obtain an appointment within a reasonable time period of your request ?



Question 5: How easy did you find the access into the surgery building?



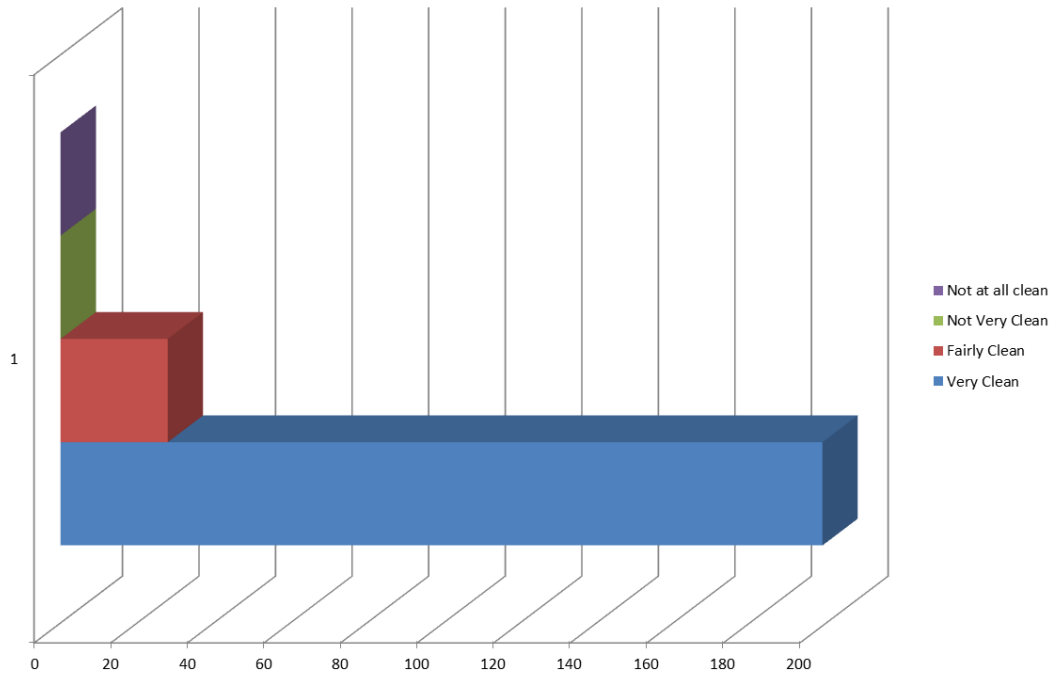
Question 5 - How easy did you find the access into the surgery building ?



Question 6: How clean did you find your surgery?



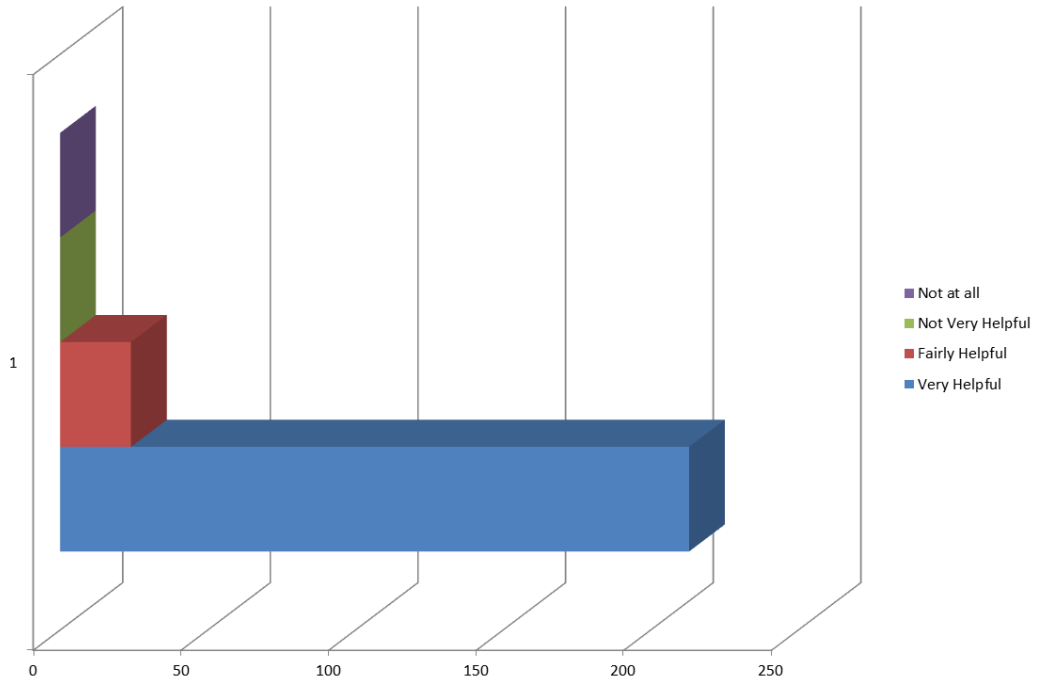
Question 6 - How clean did you find your surgery ?



Question 7: How helpful did you find the reception team?

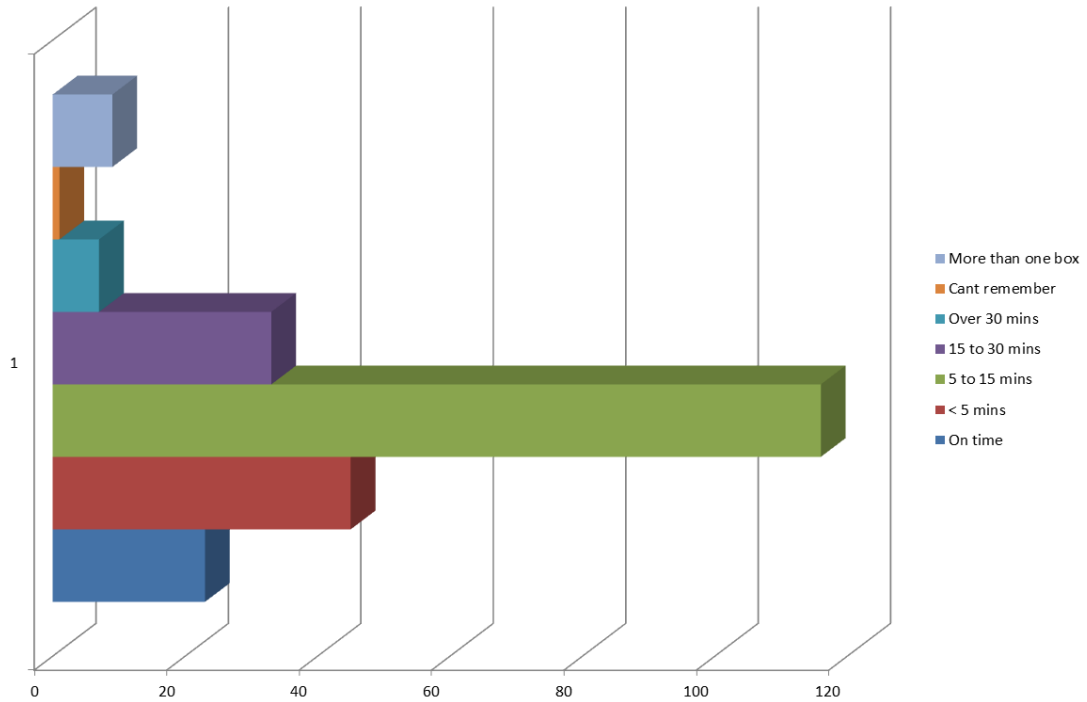


Question 7 - How helpful did you find the reception team ?



Question 8a: How long after your appointment time do you normally wait to be seen?

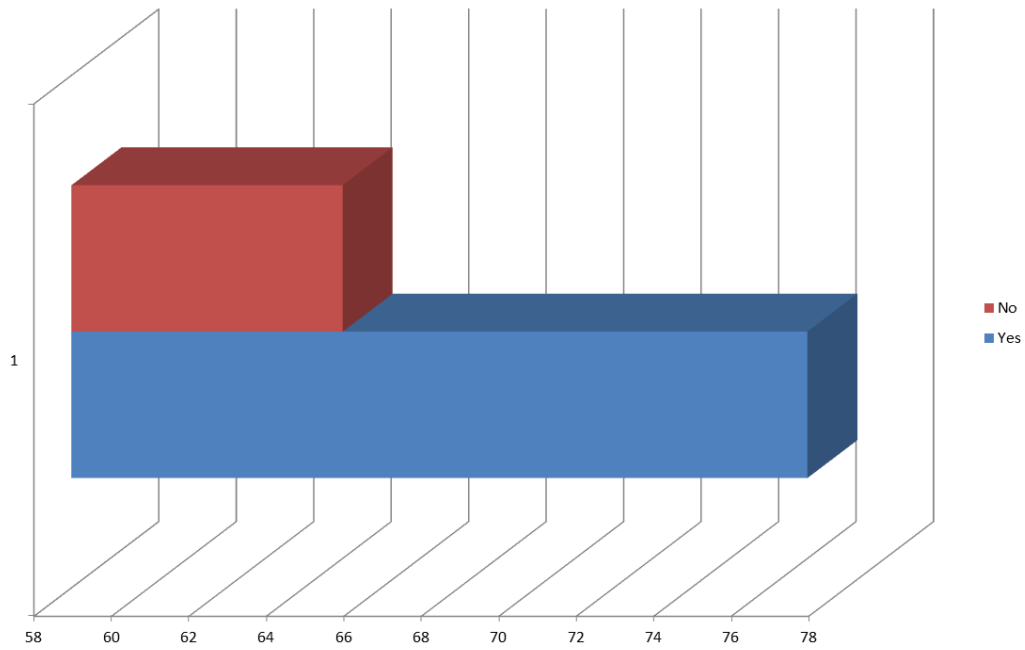
Question 8 - How long after your appointment time do you normally wait to be seen ?



Question 8b: If you had to wait over 15 minutes, was an explanation given for the delay in being seen?



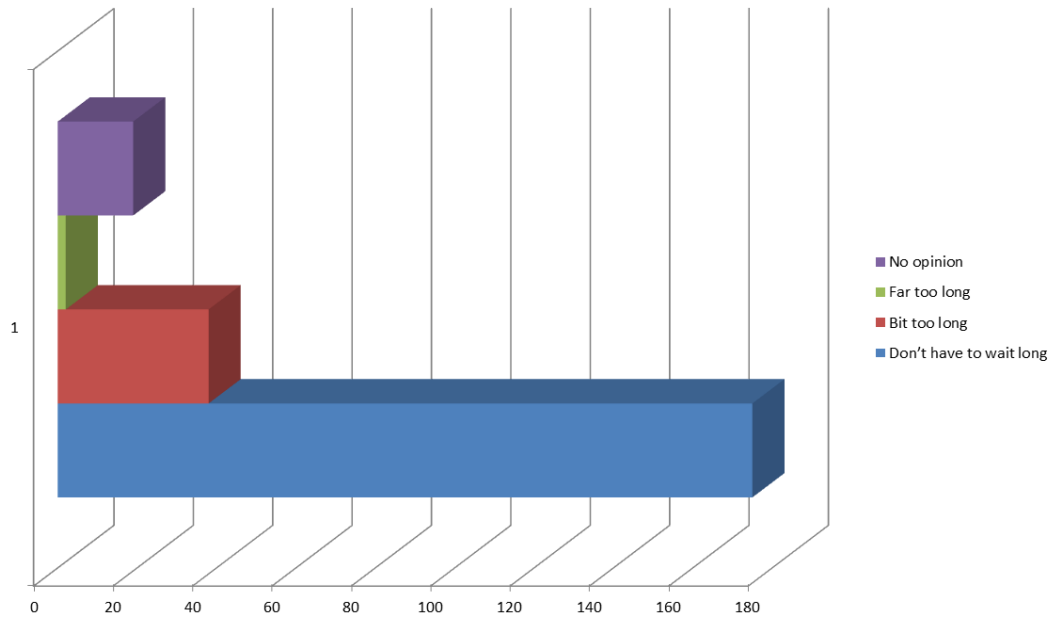
Question 8b - If you had to wait over 15 mins, was an explanation given for the delay in being seen ?



Question 9: How do you feel about how long you normally have to wait?



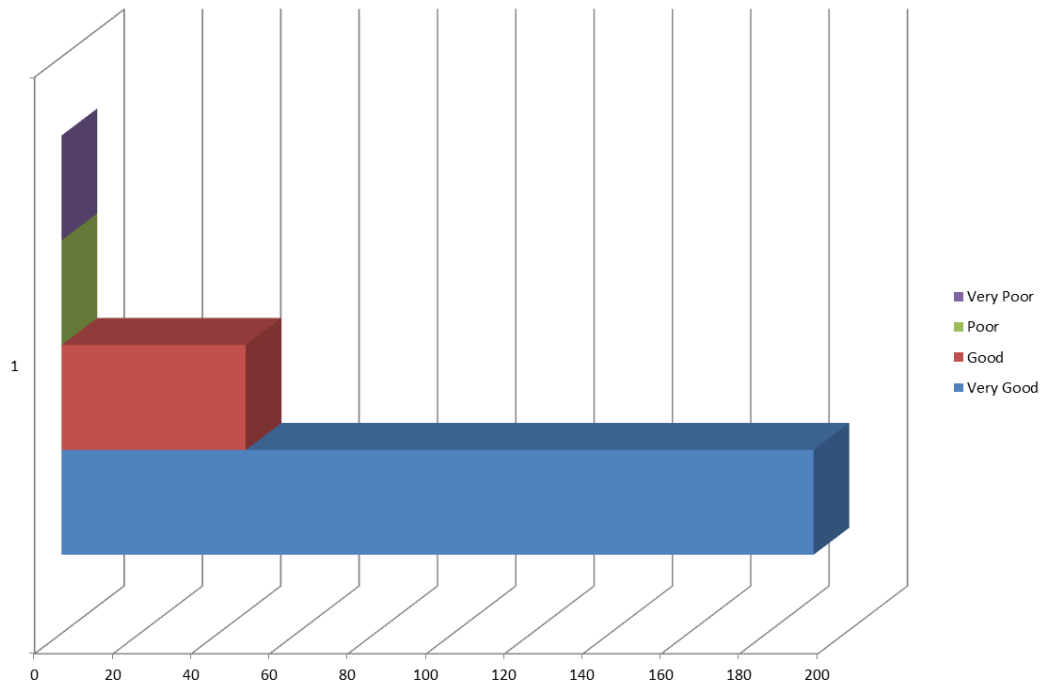
Question 9 - How do you feel about how long you normally have to wait ?



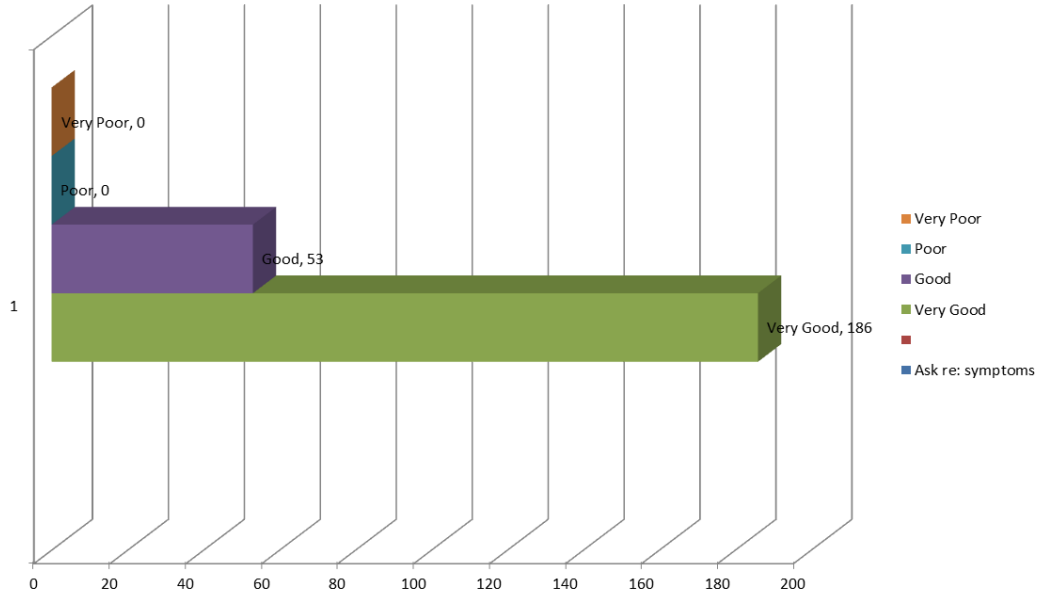
Question 10: The last time you saw a clinician (doctor/nurse/HCA) at the surgery, how good was the clinician at each of the following?



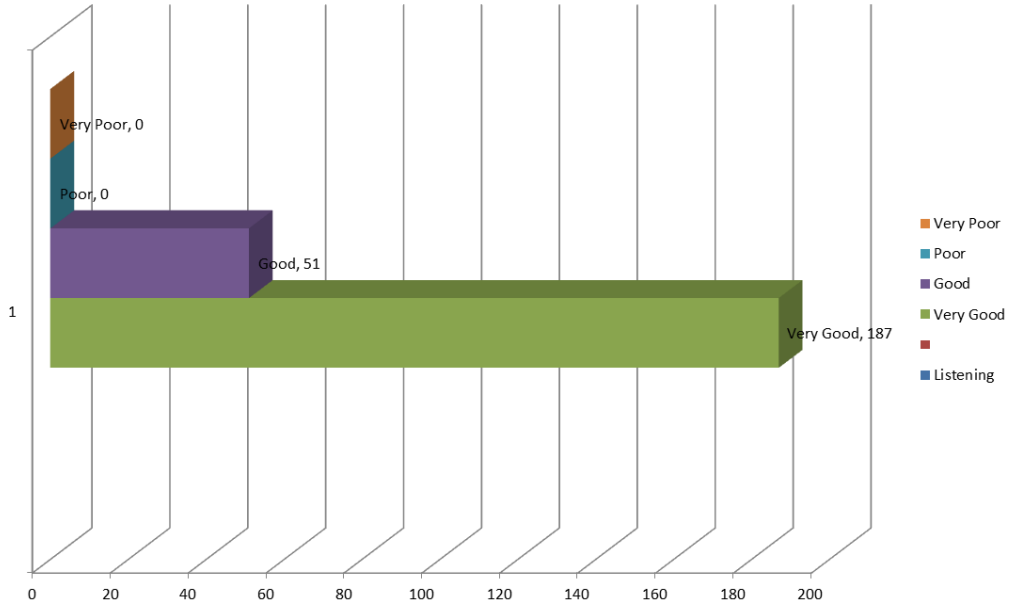
Question 10 – Giving enough time



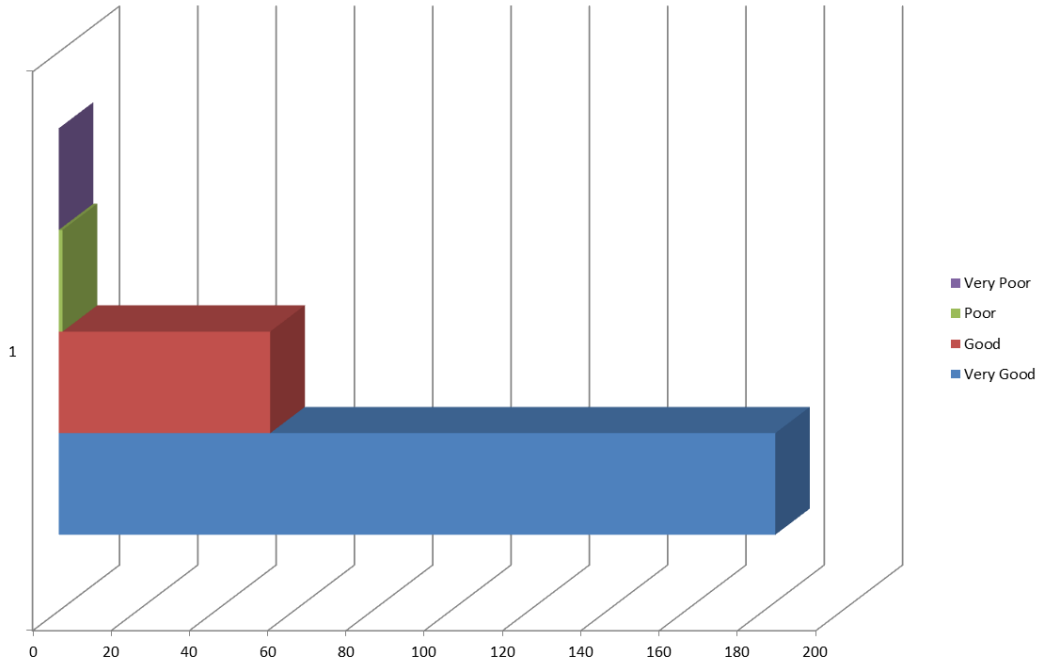
Question 10 - Ask re: symptoms



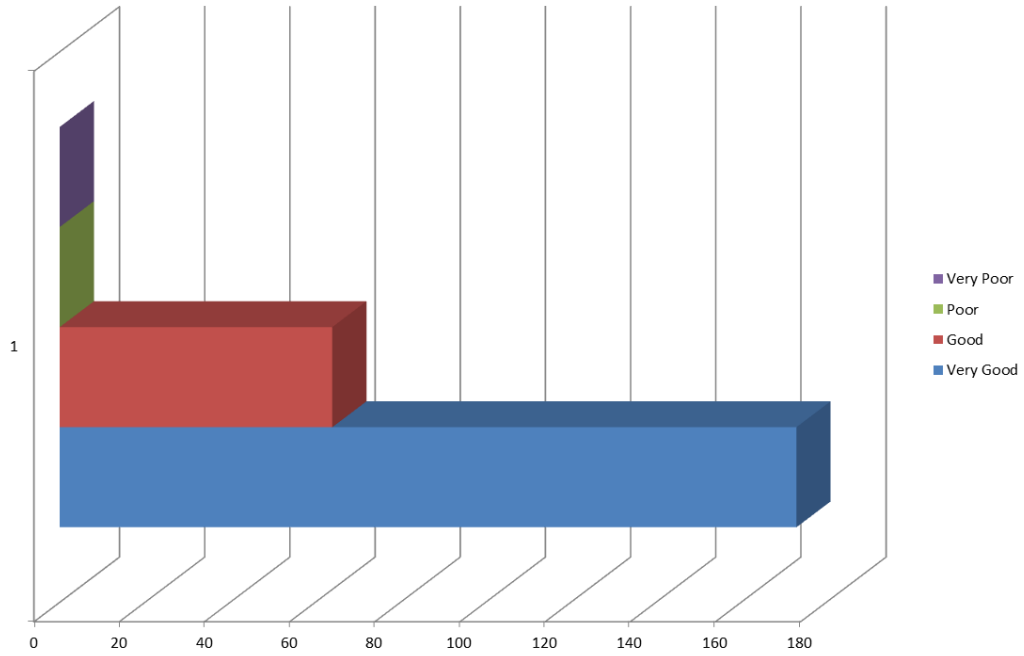
Question 10 - Listening



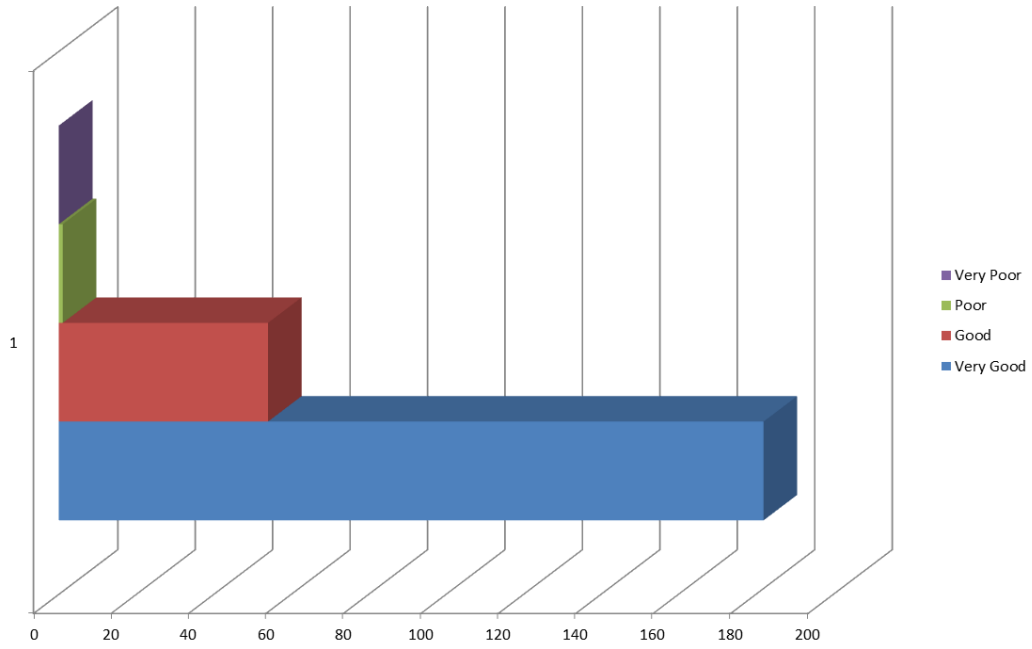
Question 10 – Explaining tests and treatments



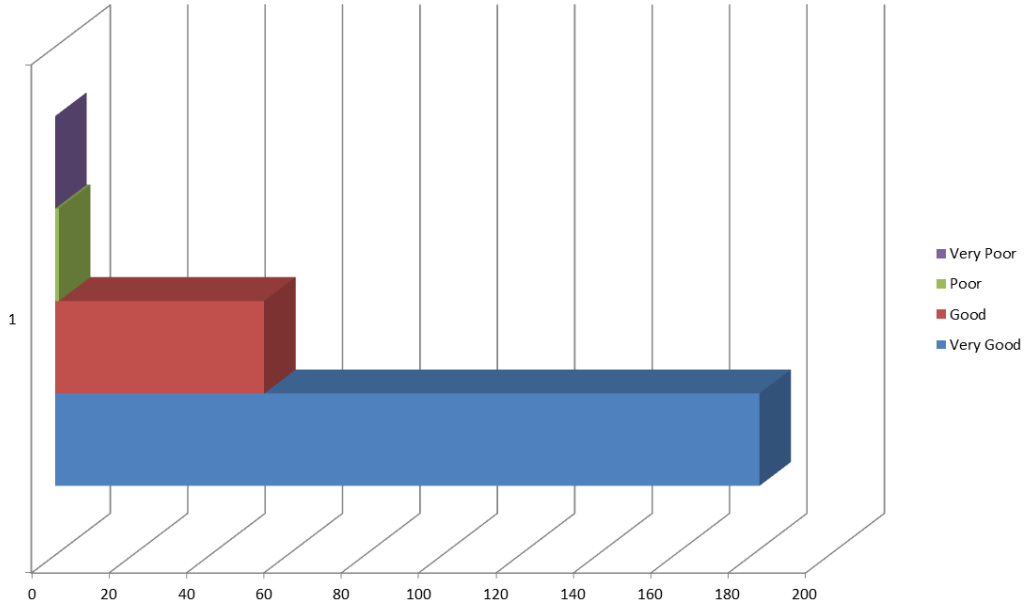
Question 10 – Involving you in decisions about your care



Question 10 – Treating you with care and concern



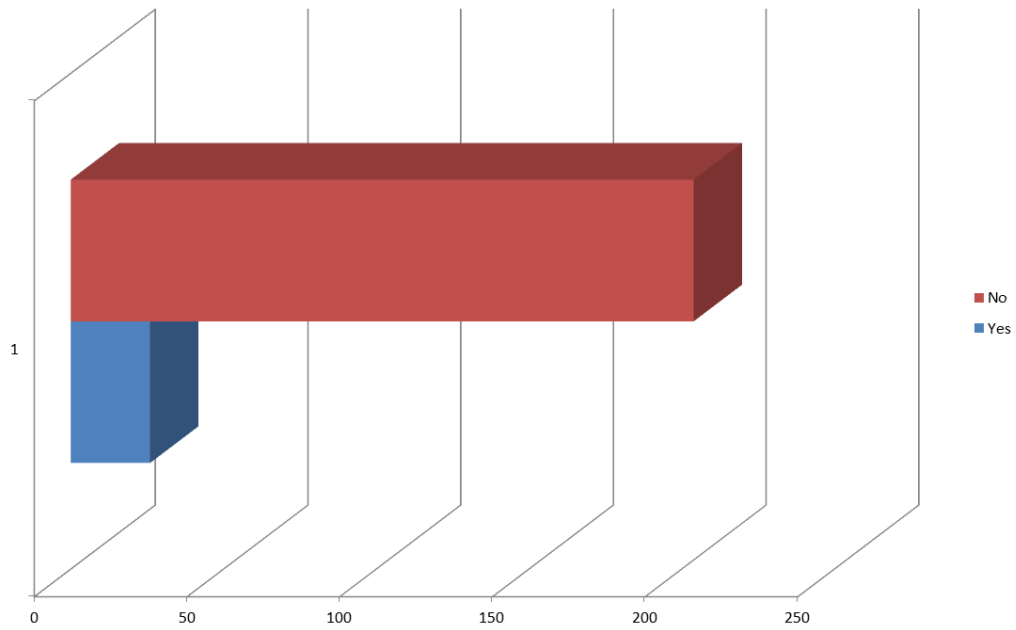
Question 10 – Taking your problems seriously



Question 11: Do you use the Surgery website, and if so do you have any suggestions on further information you would like to see on there?



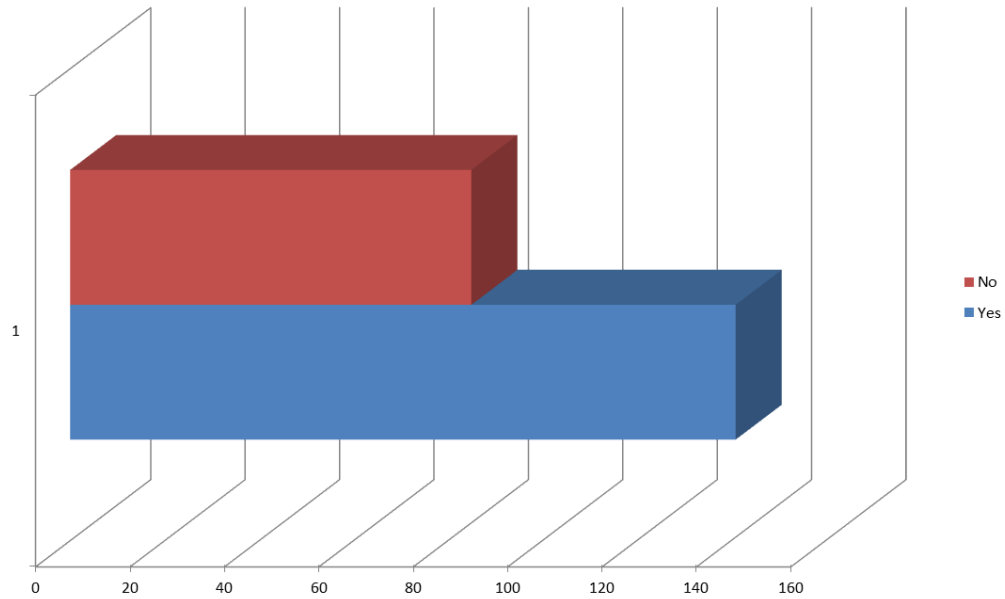
Do you use the surgery website ?



Question12: If we had an on-line booking system, would you use it? If not, please give a reason.



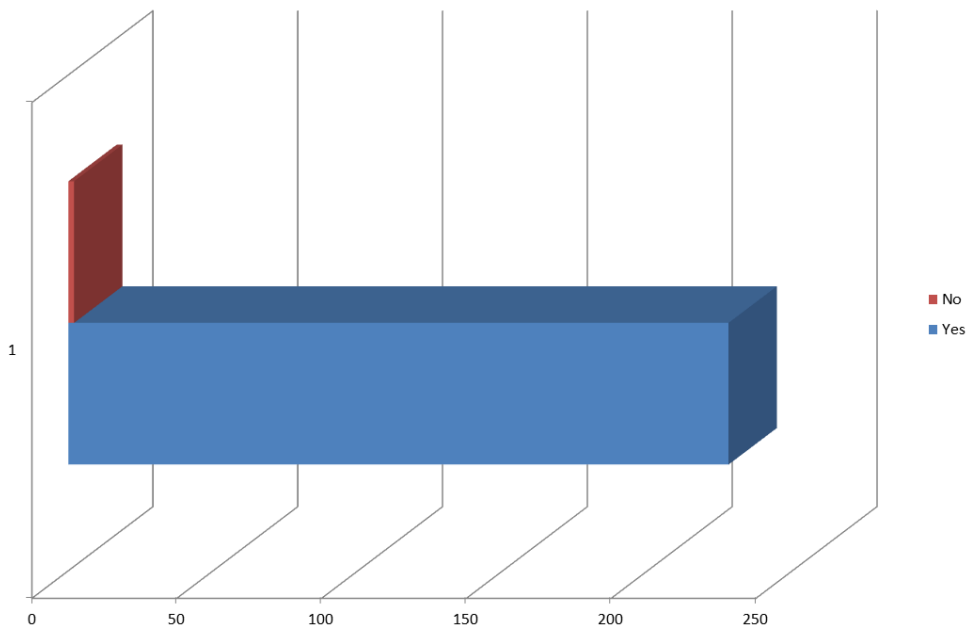
Question 12 - If we had an online booking system, would you use it?



Question 14: Do you feel that you are given enough time to consider your consent?



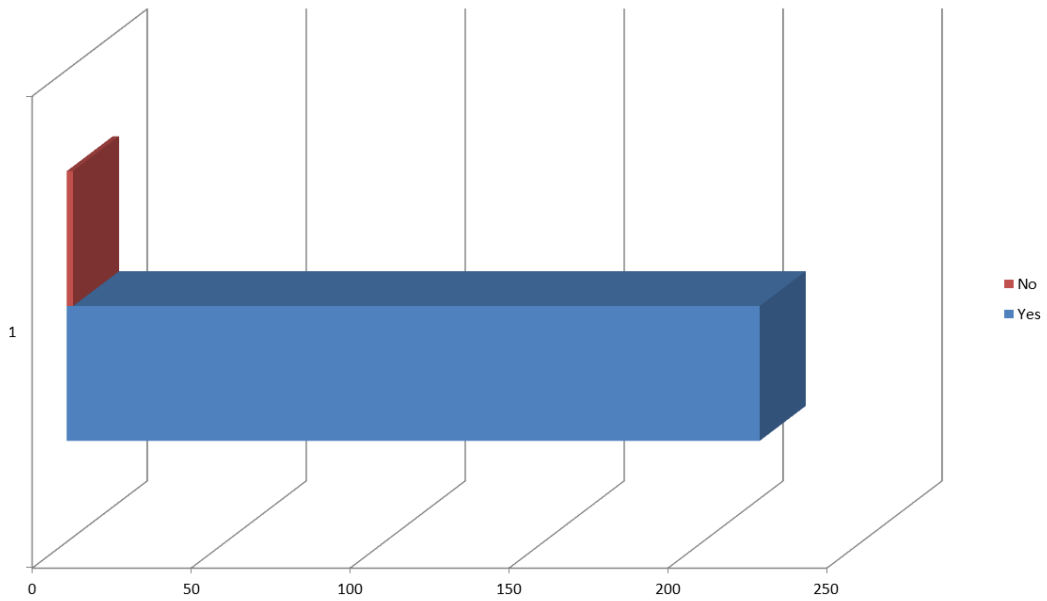
Question 14 – Enough time to consider consent ?



Question 15: Do you feel that you were given enough information and assistance to make a decision on consent?



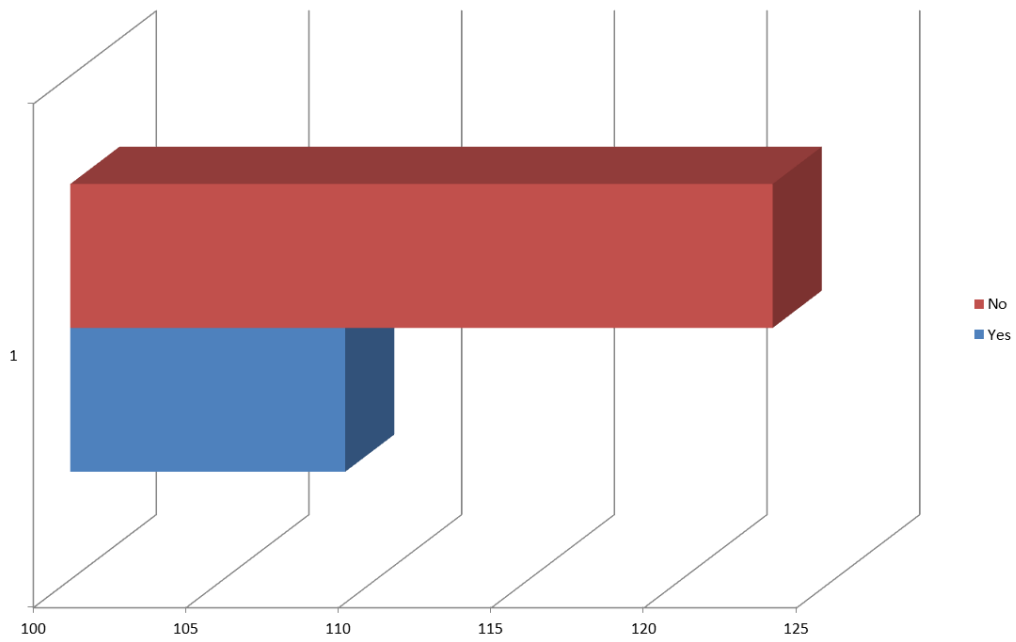
Question 15 - Do you feel you were given enough information and assistance to make a decision on consent ?



Question 16: Would you like a text message reminder of appointments?



Question 16 – Would you like a text message reminder of appointments ?



Question 17: If there was an alternative 01325 number would you use it, even though there could be a longer wait to get through to Reception?

Question 17 - If there was an alternative 01325 number, would you use it?

