

DR MOHAN & ASSOCIATES

Dr T C Mohan & Dr R Hara,

PATIENT SURVEY 2015-16

Dear Patient,

We would appreciate it if you could take a couple of minutes to complete the following survey. Your views are important to us.

Receptionists

1. How do you rate the way you are treated by receptionists at the Practice

Very poor Poor Fair Good Very Good Excellent

Appointments

2.a How do you rate the hours that the Practice is open for appointments

Very poor Poor Fair Good Very Good Excellent

b If you need to see a GP urgently can you normally get seen on the same day

Yes No Don't know / never needed to

Telephones

3. Thinking of times you have phoned the practice, how do you rate your ability to get through to reception on the phone

Very poor Poor Fair Good Very Good Excellent

Clinical Staff

4a How do you rate the way you are treated by the GPs in the Practice?

Very poor Poor Fair Good Very Good Excellent

4b How do you rate the way you are treated by the Practice Nurses?

Very poor Poor Fair Good Very Good Excellent

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Satisfaction

5. All things considered how satisfied are you with the practice (please tick only one box)

Very unsatisfied Fairly unsatisfied Neutral Fairly satisfied
Very satisfied

About you

6 Are you?

Male Female

7 What age range do you fall into?

18-30 31-50 51-70 71+

8 What is your ethnic group?

White Black or Black British Asian or Asian British
Chinese Mixed Other

Many thanks for your time in answering the questions on this survey. The results and action plan will be published on our website www.drmoohanandassociates.co.uk in March 2016