



The Charnwood Practice
Merlyn Vaz Health & Social Care Centre
1 Spinney Hill Road, Leicester, LE5 3GH
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www.thecharnwoodpractice.co.uk

“Putting our Patients at the heart of everything we do”

We are totally committed to improving patient experience and our overall standards of care and to do this we need your feedback – please take a couple of minutes to complete this short survey, circle the answer that you feel is right, thank you.

Thinking about your recent consultation/appointment

1. Did the Clinician fully answer your question?

Strongly Agree Agree Neither Disagree Strongly Disagree

2. Was the Clinician’s advice easy to understand & follow?

Strongly Agree Agree Neither Disagree Strongly Disagree

**3. Did the Clinician listen to you and involve you in any decision making?
(E.g. referral to hospital)**

Strongly Agree Agree Neither Disagree Strongly Disagree

4. Did you feel you had enough time in your appointment to discuss any issues?

Yes No

5. Thinking about your last consultation did this take place in 48 hours of you contacting the surgery e.g. telephone consultation, sit & wait or face to face?

Yes No

Services we provide

6. Have you visited the www.thecharnwoodpractice.co.uk website?

Yes No

7. Have you used online booking, if so did you find it easy to use?

Yes No Never used

8. Do you find the current appointment times convenient?

Yes No

9. Are you interested in working with the practice and PPG at improving patient experience?

Yes No

If so please leave contact details

10. Is there any other service you would like to see improved at the surgery?

11. Have you visited/contacted the surgery in the last 6-12 months?

Yes No

12. Who did you visit today? – please circle

Doctor Sit & Wait Practice Nurse Blood test / Flu Other

13. Thinking about when you booked your appointment, arrived for your appointment and any follow up appointment you needed to book. Did you find the patient services team to be friendly, helpful and was this an excellent patient experience?

Strongly Agree Agree Neither Disagree Strongly Disagree

14. Please use this space for any general comments or feedback. Thank you.