Patient Survey February 2023

		Extremely Likely	Likely	Neither Likely or Unlikely	Unlikely	Extremely Unlikely	Don't Know
	How likely are you to recommend our service to friends and family if they need similar care or treatment?	14	12	2	1	0	
		Very helpful	Helpful	Unhelpful	Don't Know		
1	**How helpful would you say our receptionist are?**	19	9	2	0		
		Poster Displays	Patient Newsletter/Leaflet	Health Information Leaflets	Information Cards	No Comments	More than one choice
2	**Within the waiting room, which of the following do you find the most useful to obtain information?**	21	17	7	3	6	
		Never	About once a week	About once a month	About once a year		
3	**How often do you use the Surgery website?**	13	4	9	6	0	
		Yes	No	Don't Know			
4	**Have you tried to make an appointment within the last 6 months?**	24	3	2	3	0	
		Yes	No			No Comment	

#	Question						
5	**If yes to the above, were you able to get an appointment (even if it was not at your preferred time)?**	14	5	2	0	0	
		In person	Online	By phone			More than one choice
6	**Which of the following methods would you prefer to book your appointments?**	7	16	52			
		Very Helpful	Helpful	Unhelpful	Don't Know	No Comments	
7	**If you booked by phone, how helpful were our Reception staff in addressing your needs?**	18	6	16	1	0	
		Excellent	Very Good	Good	Fair	Poor	Very Poor
8	**How do you rate our appointment booking system?**	12	10	6	3	0	
		Excellent	Very Good	Good	Fair	Poor	Very Poor
9	**Overall, how would you describe your experience with your GP Surgery?**	2	3	0	1	1	
10	**Are there any improvements/comments to be made regarding our Administration Team?**						

Regarding the Practice

		Yes	No	No Comment			
11	**Is there a GP that you usually prefer to see, or speak to?**	9	15	4	1		
		Always	Most of the time	A lot of the time	Never or almost Never	Not Tried to see the same GP	Some of the Time
12	**If yes to the above, how often do you see or speak to that GP?**	3	9	4	1	4	

Regarding your last appointment with the GP, how good were they at each of the following:

		Excellent	Very Good	Good	Fair	Poor	Very Poor
13	**Giving you enough time?**	19	4	1	2	1	
		Excellent	Very Good	Good	Fair	Poor	Very Poor
14	**Listening to you**	16	7	2	2		
		Excellent	Very Good	Good	Fair	Poor	Very Poor
15	**Explaining tests and treatments?**	14	8	3	2		
		Excellent	Very Good	Good	Fair	Poor	Very Poor
16	**Involving you in decisions about your care?**	8	6	3	0		
		Excellent	Very Good	Good	Fair	Poor	Very Poor
17	**Treating you with care and concern?**	12	7	3	0		
		Yes, definitely	Yes, to some extent	Don't know/can't say	No, not at all		

18	Did you have confidence and trust in the GP you saw or spoke to?	18	6	0	0	