

# DR MOHAN & ASSOCIATES

Dr T C Mohan, Dr R Hara, Dr A Noorian, Dr M Srivastava,  
Dr S Hora & Dr S C Hora

## PATIENT SURVEY 2014-15

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
<input type="checkbox"/>					

### Appointments

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

Very poor	Poor	Fair	Good	Very Good	Excellent
<input type="checkbox"/>					

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
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 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
<input type="checkbox"/>					

### 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
<input type="checkbox"/>					

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

Very poor	Poor	Fair	Good	Very Good	Excellent
<input type="checkbox"/>					

# DR MOHAN & ASSOCIATES

Dr T C Mohan, Dr R Hara, Dr A Noorian, Dr M Srivastava,  
Dr S Hora & Dr S C Hora

## 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.drmohanandassociates.co.uk](http://www.drmohanandassociates.co.uk) in March 2015