

## Abernethy House Questionnaire

- ❖ Thank you for filling in this questionnaire about the Practice.
- ❖ Please complete the first section before your appointment and the second section after you have seen the Doctor or Nurse.
- ❖ Please feel free to add any comments you wish.

### About the Practice

Please tick appropriate box

	<u>N/A</u>	<u>Poor</u>	<u>Fair</u>	<u>Satisfactory</u>	<u>Good</u>	<u>Excellent</u>
1. Ability to get through to the practice by phone.		<b>9</b>	<b>19</b>	<b>19</b>	<b>37</b>	<b>15</b>
2. Ease of speaking to a doctor on the phone during the working day when necessary.	<b>35</b>	<b>3</b>	<b>10</b>	<b>8</b>	<b>24</b>	<b>13</b>
3. Respect shown for confidentiality & privacy.	<b>6</b>		<b>4</b>	<b>12</b>	<b>34</b>	<b>41</b>
4. Satisfaction with access to urgent advice during working hours.	<b>19</b>	<b>2</b>	<b>9</b>	<b>9</b>	<b>28</b>	<b>31</b>
5. Satisfaction with access to urgent appointments.	<b>8</b>	<b>6</b>	<b>9</b>	<b>13</b>	<b>30</b>	<b>33</b>
6. Satisfaction in being able to book a <u>routine</u> appointment with any doctor.	<b>3</b>	<b>7</b>	<b>8</b>	<b>27</b>	<b>27</b>	<b>27</b>
7. Satisfaction with nurse triage service.	<b>9</b>	<b>1</b>	<b>1</b>	<b>11</b>	<b>33</b>	<b>42</b>
8. Satisfaction in the practice repeat prescription Service	<b>21</b>	<b>3</b>		<b>10</b>	<b>29</b>	<b>27</b>
a) paper prescription						
b) electronic prescription.	<b>43</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>11</b>	<b>17</b>
9. The manner in which you are greeted by the staff			<b>4</b>	<b>9</b>	<b>37</b>	<b>46</b>
a) at reception desk						
b) on the phone.	<b>2</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>34</b>	<b>34</b>
10. Have you used the Practice complaints procedures? If so how did you find the process?	<b>98</b>					<b>2</b>
11. My overall satisfaction with the service at Abernethy House.		<b>1</b>	<b>6</b>	<b>8</b>	<b>53</b>	<b>28</b>

Have you seen the Practice website? If so, have you found it useful?

Have you registered for Vision On-line? How have you found this for booking routine appointments and ordering of prescriptions?

**General comments about the Practice:**

**About the Nurse/Doctor (whom you saw)**

Name of Nurse/Doctor:      Dr. .... / Nurse .....

	<u>Poor</u>	<u>Fair</u>	<u>Satisfactory</u>	<u>Good</u>	<u>Excellent</u>
12. The nurse/doctor's explanation of things to me were...	<b>1</b>	<b>2</b>	<b>9</b>	<b>33</b>	<b>53</b>
13. The extent to which I felt reassured by the Nurse/Doctor was...	<b>1</b>	<b>6</b>	<b>6</b>	<b>28</b>	<b>55</b>
14. The opportunity the nurse/doctor gave to ask questions was...	<b>1</b>	<b>3</b>	<b>9</b>	<b>31</b>	<b>53</b>
15. The doctors/nurses concern for me as an individual was...	<b>1</b>	<b>5</b>	<b>9</b>	<b>31</b>	<b>52</b>
16. My satisfaction with the length of my appointment was...	<b>3</b>	<b>2</b>	<b>12</b>	<b>34</b>	<b>46</b>
17. The recommendation I would give to others about this nurse/doctor is...		<b>2</b>	<b>10</b>	<b>27</b>	<b>56</b>
18. My overall satisfaction with this visit to the nurse/doctor is...		<b>1</b>	<b>12</b>	<b>26</b>	<b>51</b>

**General comments about the Practice:**

**Questionnaires completed: 100**

If you wish to be contacted regarding this questionnaire, please kindly leave your details.

**Thank you for your Time and Assistance**