

## 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>Poor</u>	<u>Fair</u>	<u>Satisfactory</u>	<u>Good</u>	<u>Excellent</u>
1. Ability to get through to the practice by phone.	6	20	46	84	38
2. Ease of speaking to a doctor on the phone during the working day when necessary.	4	15	37	65	25
3. Respect shown for confidentiality & privacy.	1	9	16	71	91
4. Satisfaction with access to urgent advice during working hours.	1	13	31	66	61
5. Satisfaction with access to urgent appointments.	6	22	26	65	69
6. Satisfaction in being able to book a <u>routine</u> appointment with your usual doctor.	10	26	32	84	49
7. Satisfaction with nurse triage service.	1	7	15	82	80
8. Satisfaction in the practice repeat prescription service.	1	4	17	60	90
9. The manner in which you are greeted by the staff a) at reception desk b) on the phone.		2	16	70	113
10. Have you used the Practice complaints procedures? If so how did you find the process?		1	3	8	17
11. My overall satisfaction with Abernethy House.		4	21	82	92

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

**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>3</b>	<b>12</b>	<b>62</b>	<b>121</b>
13. The extent to which I felt reassured by the Nurse/Doctor was...	<b>1</b>	<b>5</b>	<b>14</b>	<b>57</b>	<b>115</b>
14. The opportunity the nurse/doctor gave to ask questions was...		<b>4</b>	<b>9</b>	<b>53</b>	<b>125</b>
15. The doctors' concern for me as an individual was...		<b>5</b>	<b>9</b>	<b>51</b>	<b>124</b>
16. My satisfaction with the length of my appointment was...		<b>8</b>	<b>9</b>	<b>67</b>	<b>110</b>
17. The recommendation I would give to others about this nurse/doctor is...	<b>1</b>	<b>2</b>	<b>7</b>	<b>55</b>	<b>130</b>
18. My overall satisfaction with this visit to the nurse/doctor is...	<b>2</b>	<b>2</b>	<b>12</b>	<b>47</b>	<b>132</b>

**General comments about the Practice:**

**Questionnaires completed: 200**

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

**Thank you for your Time and Assistance**