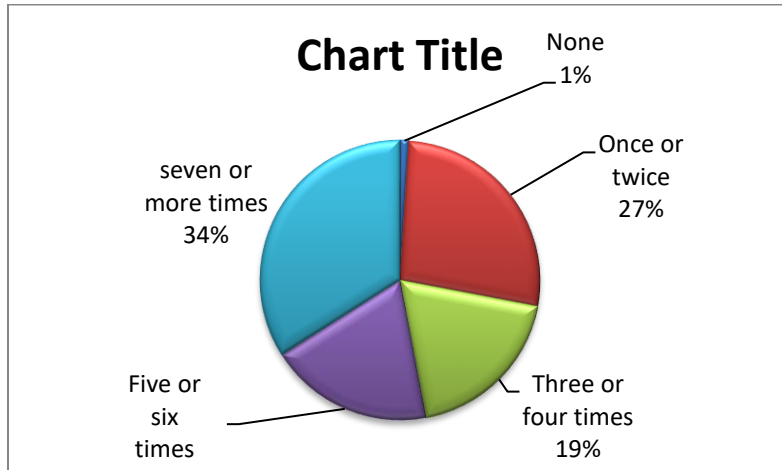


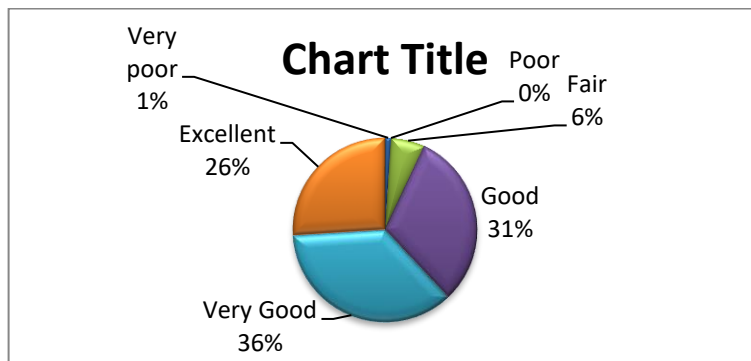
Annual Patient Questionnaire Results

1 In the past 12 months, **how many times** have you seen a doctor / nurse from your practice?

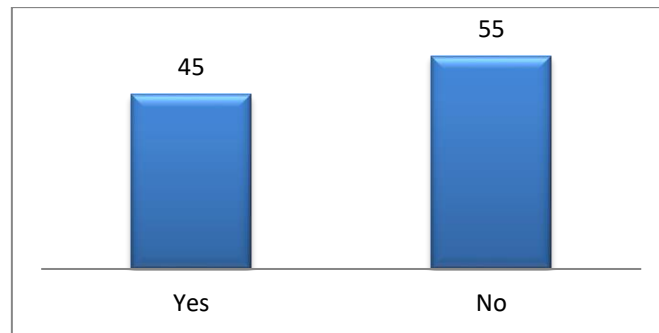


2 This practice offers GP appointments from 8.30am until 5pm every weekday and until 8.30pm on Monday, until 8pm on Wednesday Thursday evenings, and 8pm on occasional Fridays?

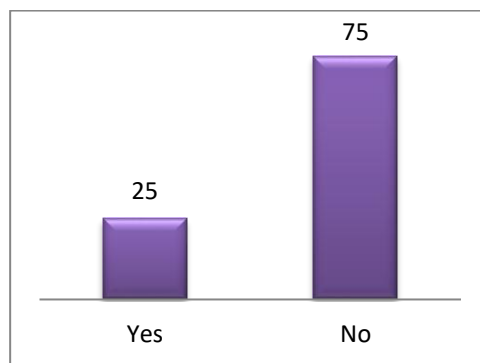
How do you rate these opening hours?



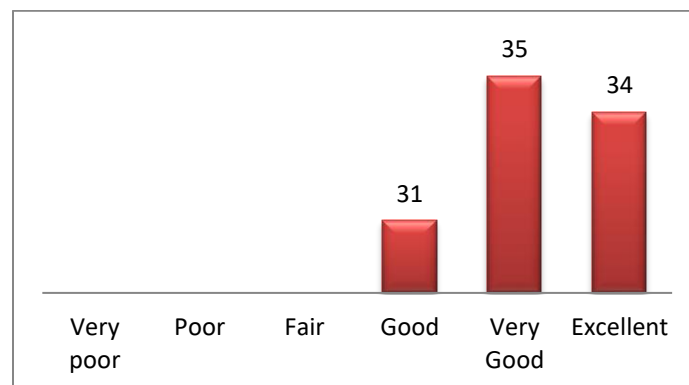
3 Are you aware we offer phone appointments and a ring back service to allow you to speak to your doctor?



a) Have you used this service?

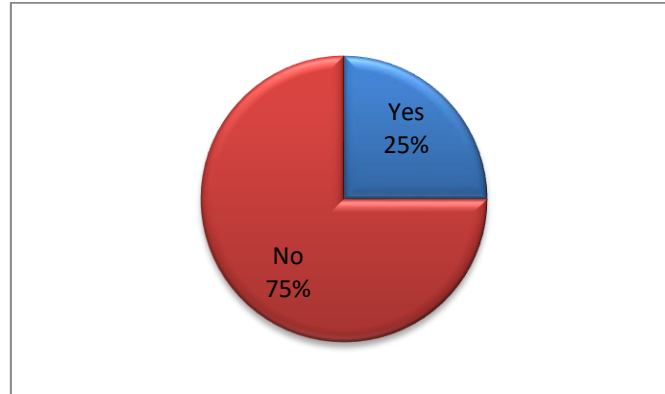


b) How do you rate this?

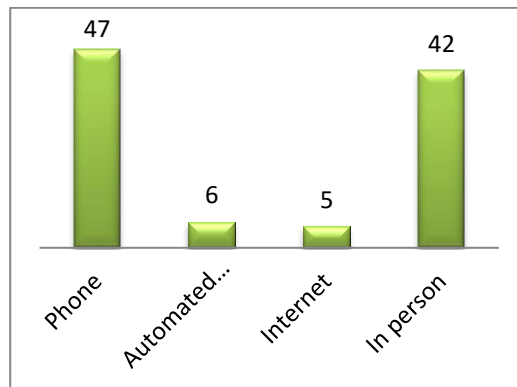


4 Every doctor is available each morning (annual leave permitting) and these appointments can be booked by speaking to the receptionist, using the automated service, using the online service or by visiting the surgery that morning.

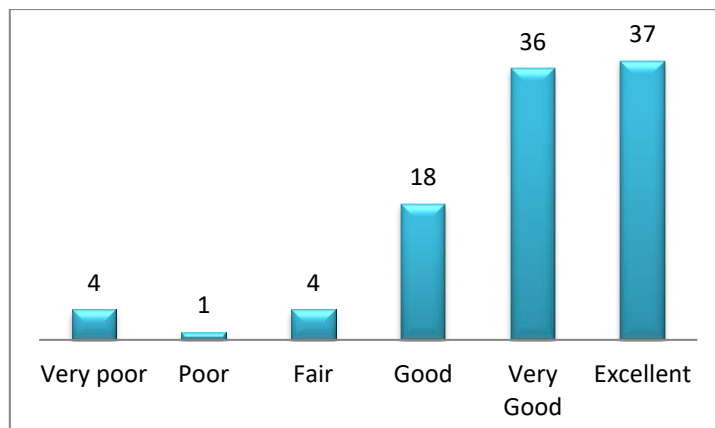
a) Have you booked a morning appointment with a particular doctor?



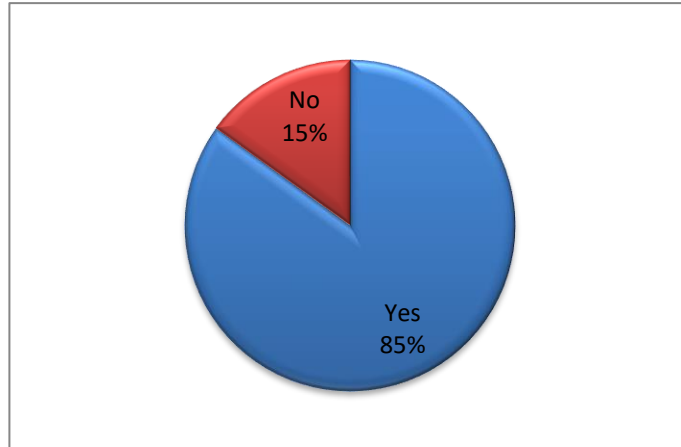
b) How did you book your appointment today?



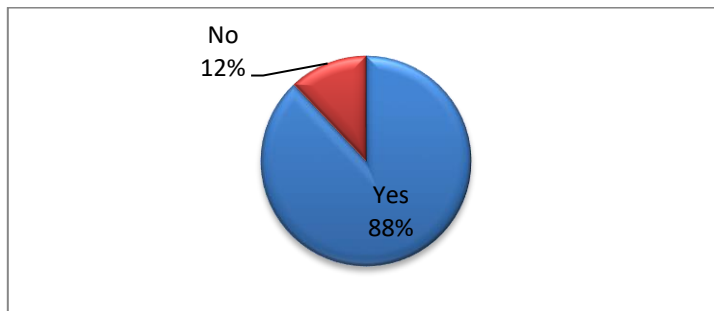
b) How easy was this?



c) When you have needed to see a doctor urgently have you been able to do so, even if it was not your usual doctor?

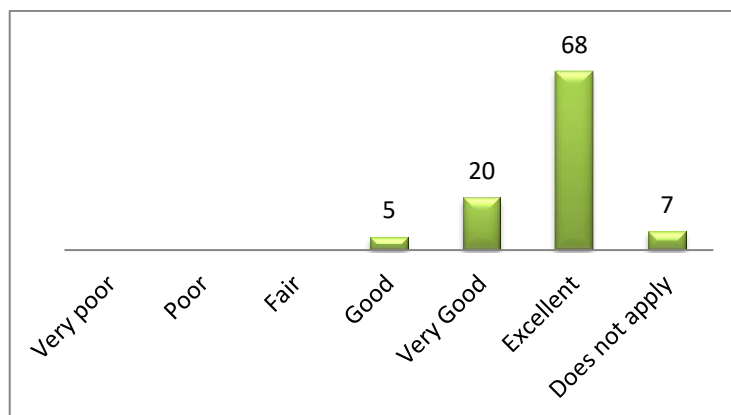


d) For urgent appointments have you been seen on the same day?

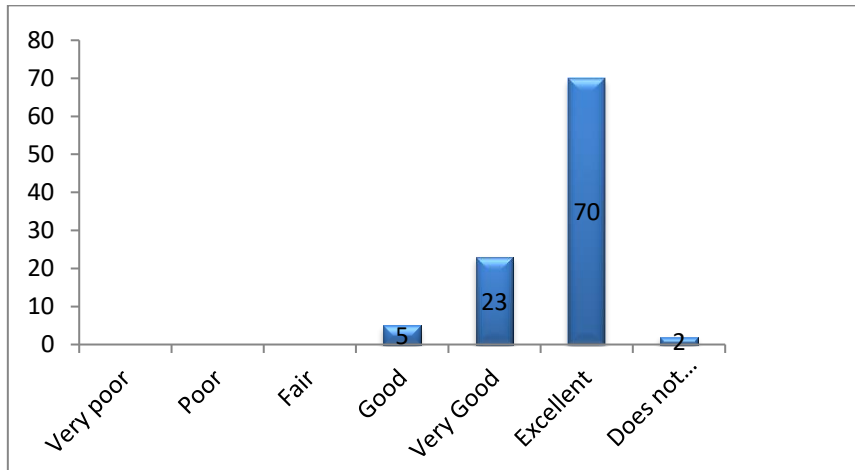


5 Thinking about **your consultation today**, how do you rate the following:

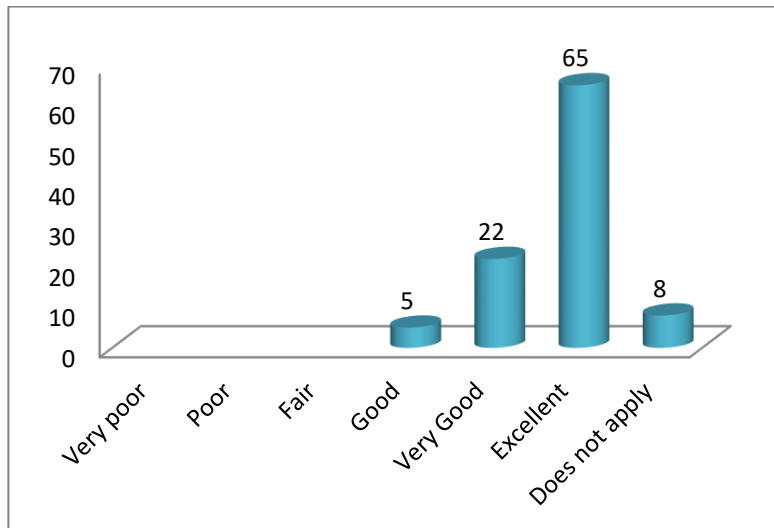
a) How **thoroughly** the doctor /nurse asked about your symptoms and how you are feeling?



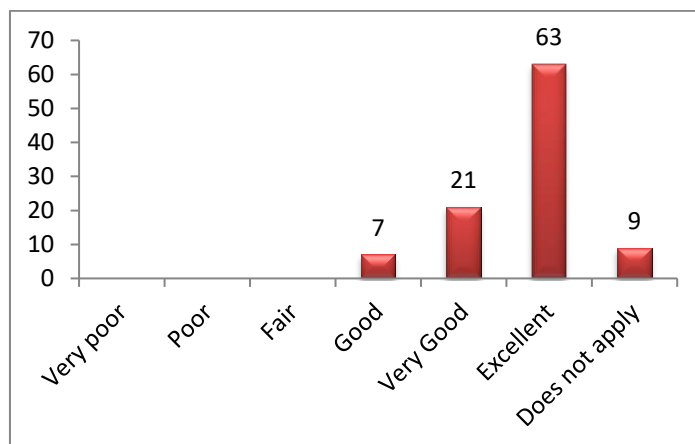
b) How well the doctor/nurse listened to what you had to say?



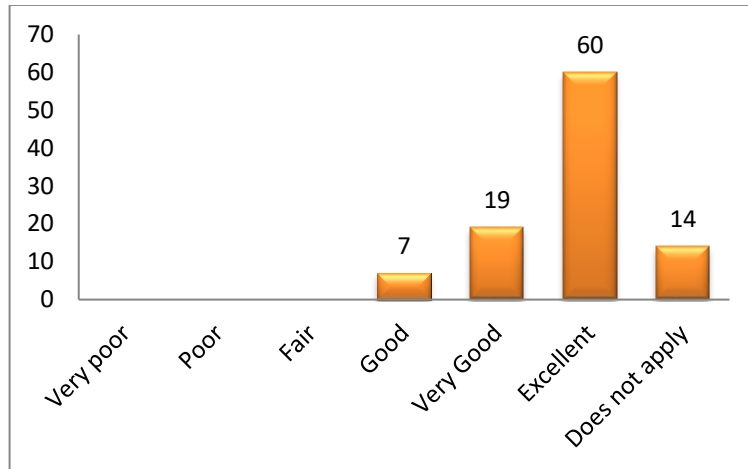
c) How well the doctor/nurse put you at ease during your physical examination?



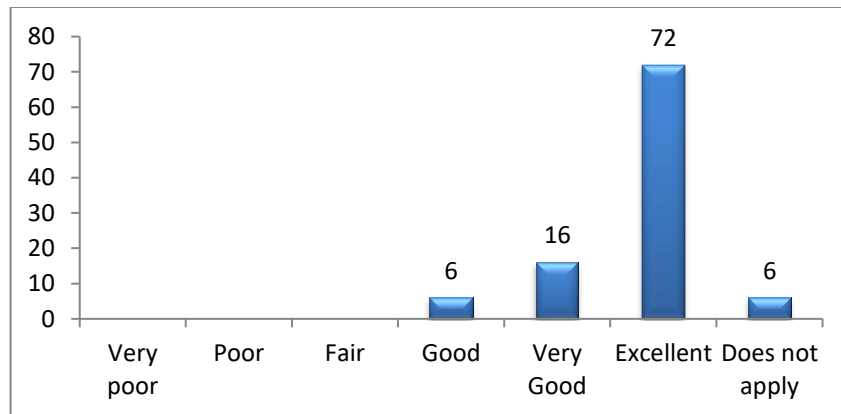
d) How much the doctor/nurse involved you in decisions about your care?



e) How well the doctor/nurse explained your problems or any treatment that you need?

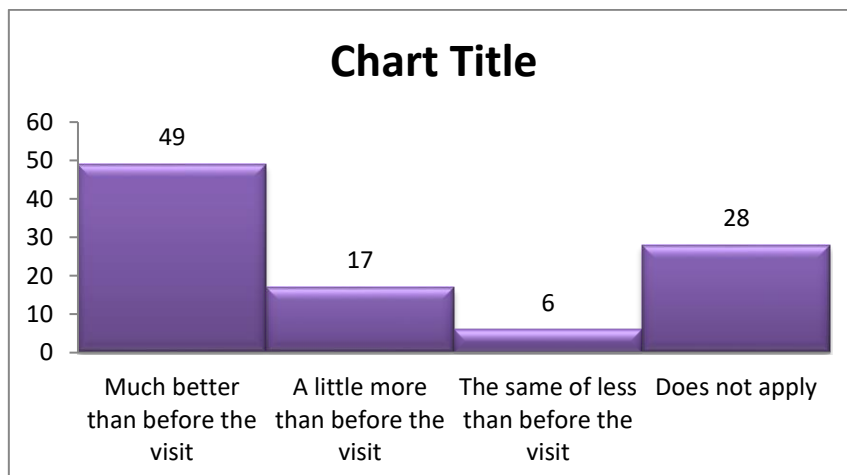


The doctor/nurse's patience with your questions or worries?

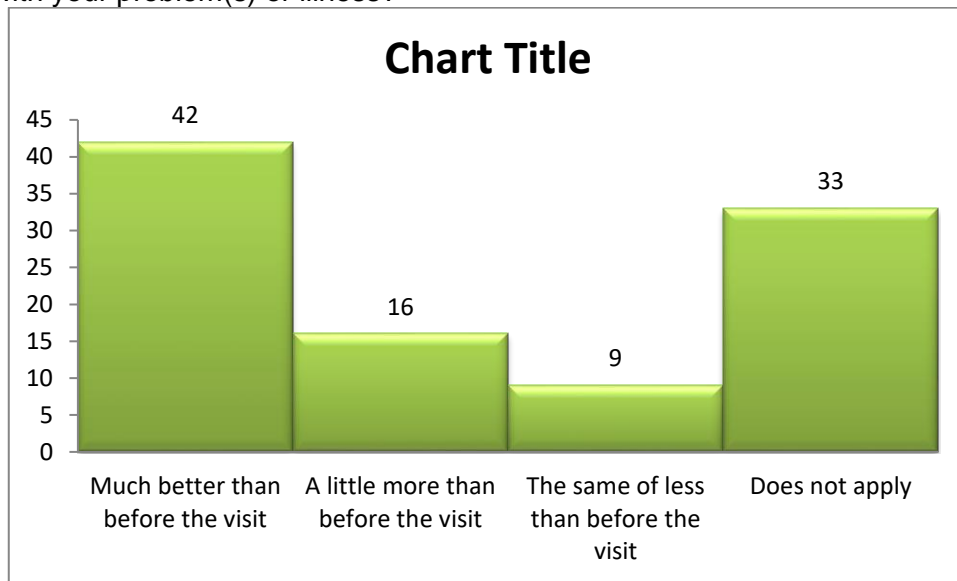


6 After seeing the doctor / nurse today do you feel...

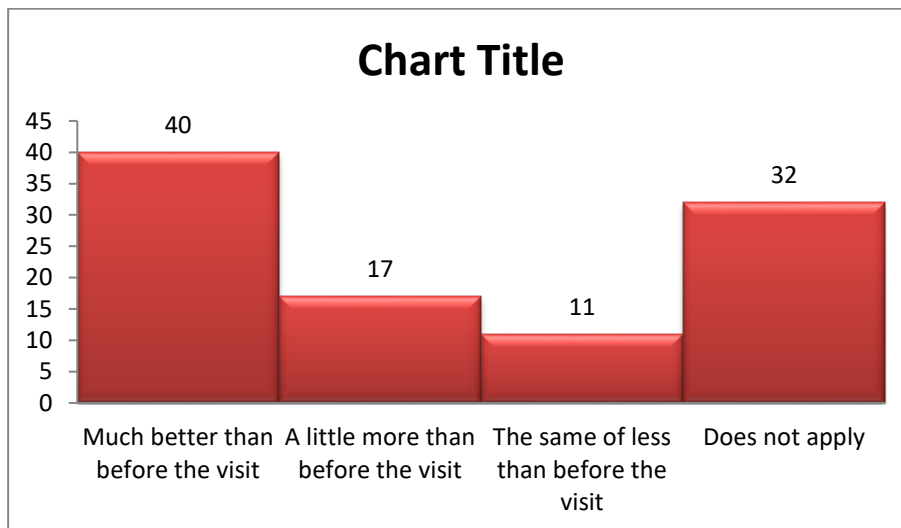
a) able to **understand** your problem(s) or illness?



b) able to **cope** with your problem(s) or illness?



c) able to **keep yourself** healthy?



13 Would you recommend the Surgery to your friends and family?

