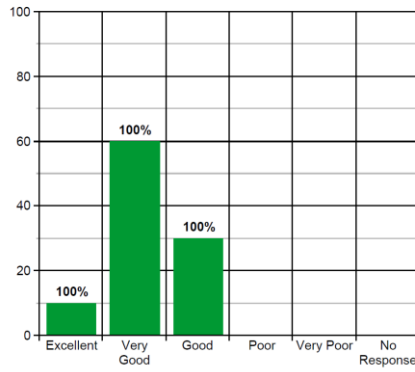


# HILL LANE SURGERY

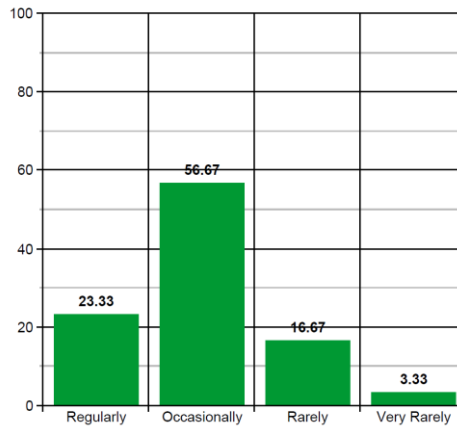
## PATIENT PARTICIAPTION GROUP SURVEY

### NOVEMBER 2018

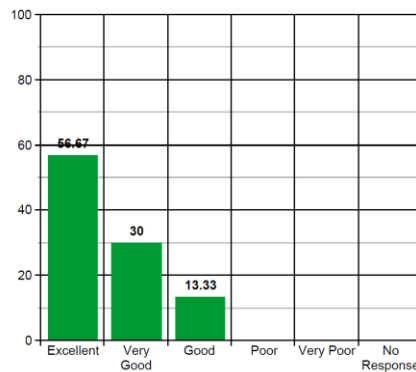
How would you describe your overall satisfaction with the surgery opening hours?



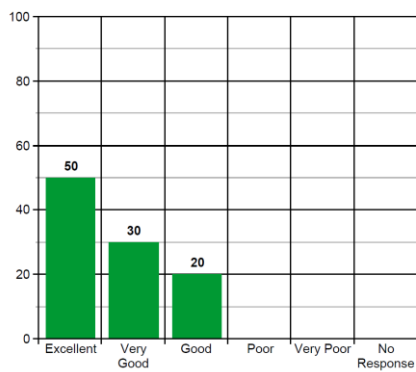
Please describe how often you come to the surgery?



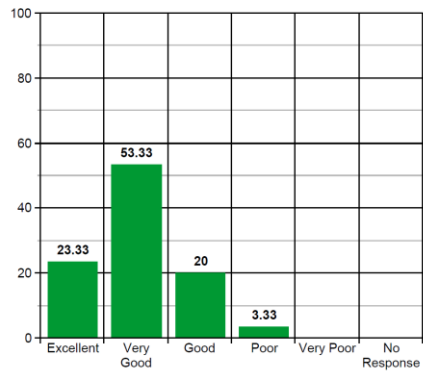
How would you describe your overall satisfaction with the quality of service you received from your GP?



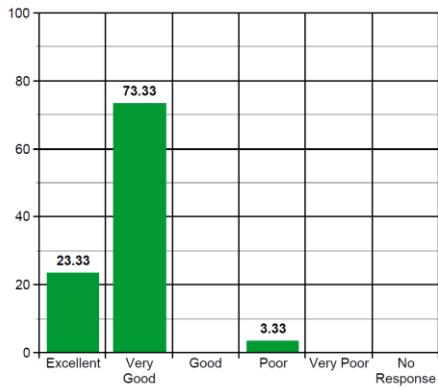
How would you describe your overall satisfaction with the quality of service you received from the Nurses?



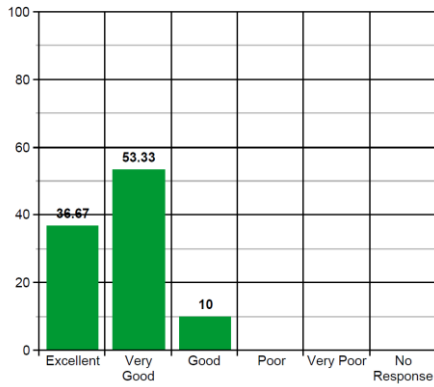
How would you describe your overall satisfaction with the quality of service you have received from the reception/admin team?



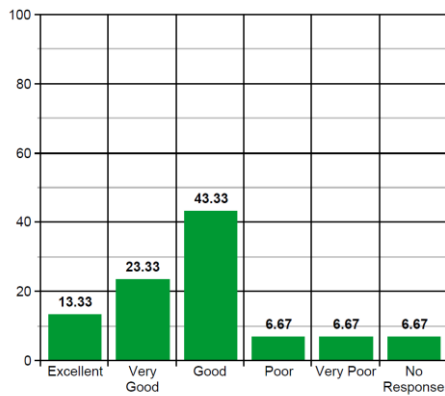
How would you describe your overall satisfaction with the cleanliness of the external building?



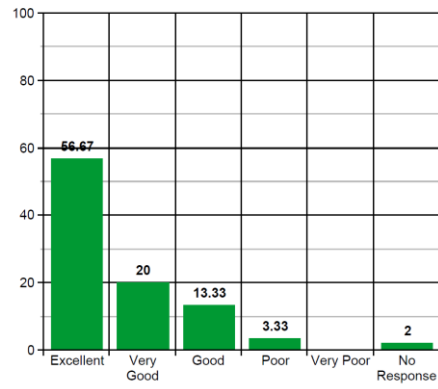
How would you describe your overall satisfaction with the cleanliness of the internal building?



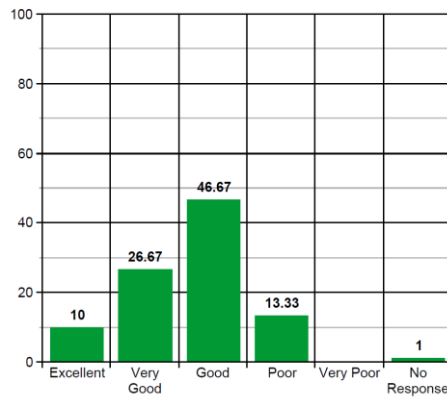
How would you rate your ease of getting through to the practice by telephone?



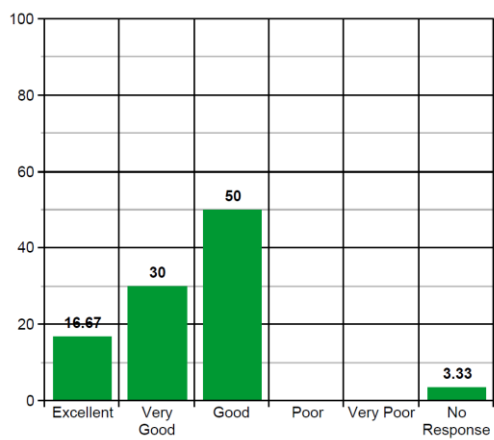
How satisfied are you with our texting (SMS) reminder service for appointments?



How satisfied are you with the appointment system - Ease of getting an appointment with your GP?



How satisfied are you with the appointment system - Ease of getting an appointment with a Practice Nurse/Healthcare Assistant?



Overall how would you describe the care that you have received at Hill Lane Surgery?

