

DAWLEY MEDICAL PRACTICE

PATIENT SURVEY

Please hand completed questionnaires into reception.

Reception and Appointments

1. How helpful do you find the receptionists?

- Very helpful Fairly helpful Average
 Fairly unhelpful Very unhelpful Not applicable/can't remember

2. How easy is it to contact the practice by phone?

- Very easy Fairly easy Average
 Fairly Difficult Very difficult Not applicable/can't remember

3. If you need to see the GP/Nurse urgently, can you normally be seen the same day?

- Yes No Never need to

4. How important is it to you to be able to book appointments ahead of time at the surgery?

- Important Not important

5. How easy is it to book ahead at the practice?

- Very easy Fairly easy Average
 Fairly Difficult Very difficult not applicable/can't remember

6. How do you normally book appointments?

- In person By Phone

7. How quickly do you usually get an appointment with the GP, Nurse Practitioner or Practice Nurse?

- Same day/next day 2-4 days 5 or more days
 1 week 2 weeks

8. How do you rate the appointment system?

- Very good Good Average
 Poor Very Poor Don't know

During your appointment

9. How good was the Doctor/Nurse carrying out the examination at listening to what you had to say?

- Very good Good Average
 Poor Very poor Not applicable

(PLEASE TURN OVER)

10. How good was the doctor at giving you the opportunity to ask questions during your appointment?

- Very Good Good Average
 Poor Very Poor Not applicable

11. If you asked any questions, how good was the doctor at giving answers you could understand?

- Very good Good Average
 Poor Very Poor I didn't ask any questions

12. Did you have confidence and trust in the doctor/nurse who examined and/or treated you?

- Yes, completely Yes, to some extent Not sure
 A little bit Not at all Not applicable

13. Did you feel involved in decisions about your care and treatment?

- Yes, completely Yes, to some extent Not sure
 A little bit Not at all Not applicable

Overall

14. Overall, how would you rate the care you received during your visit to Dawley Medical Practice?

- Very good Good Average
 Poor Very Poor Don't know

15. Overall, do you feel you were treated with dignity and respect during your visit today?

- Yes, always Yes, sometimes Not sure
 A little bit Not at all Not applicable

16. Would you recommend Dawley Medical Practice to your family or friends?

- Yes No Not Sure

17. Any other comments (e.g. things we did well, things we could improve)

Thank you for taking the time to complete this questionnaire.