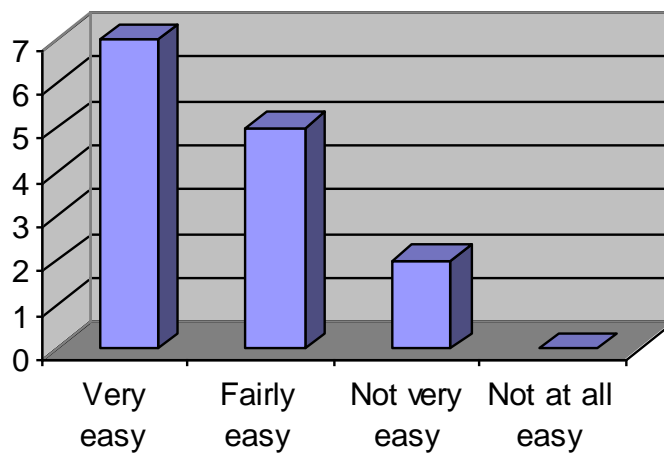


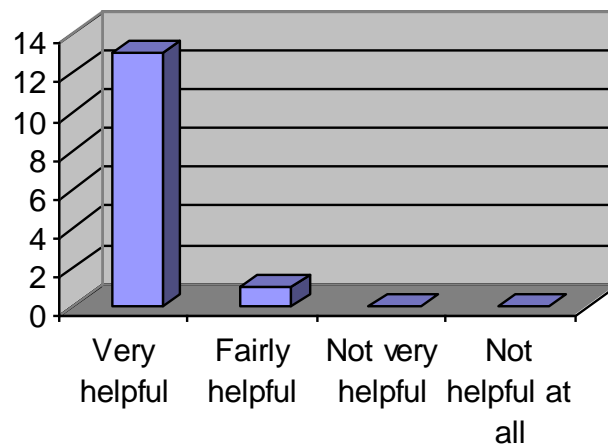
**GRANGE ROAD SURGERY IN HOUSE PATIENT
SATISFACTION REPORT
2013-2014**

Compiled by Barbara Reay Senior Receptionist

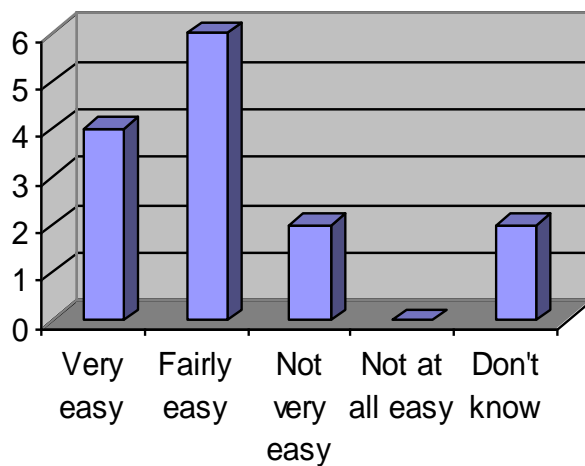
1. How easy do you find getting through to the surgery on the telephone?



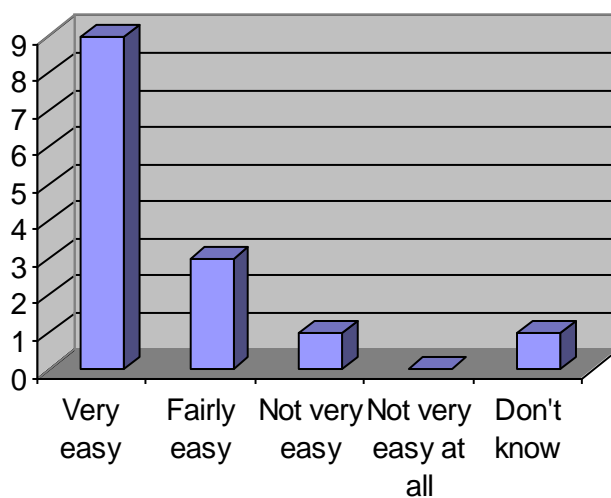
2. How helpful do you find the reception staff at the practice?



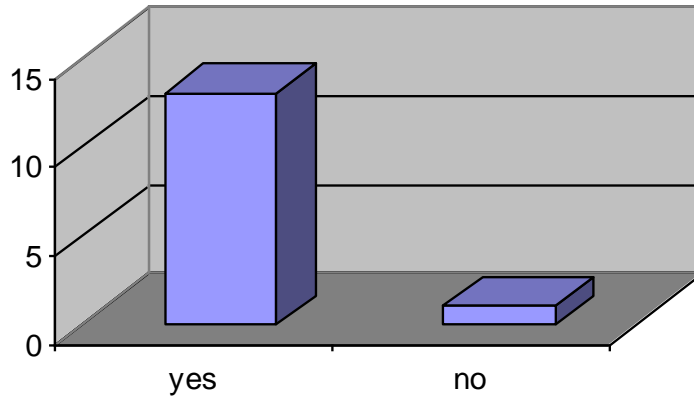
3. How easy do you find making an appointment to see a nurse or doctor?



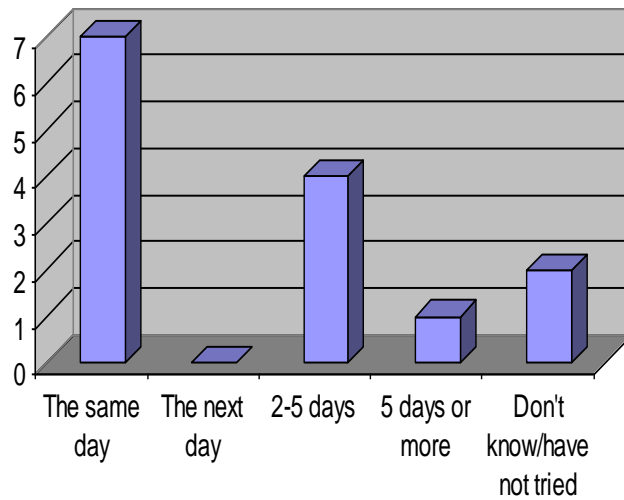
4. How easy do you find making an appointment to see a nurse or doctor in advance?



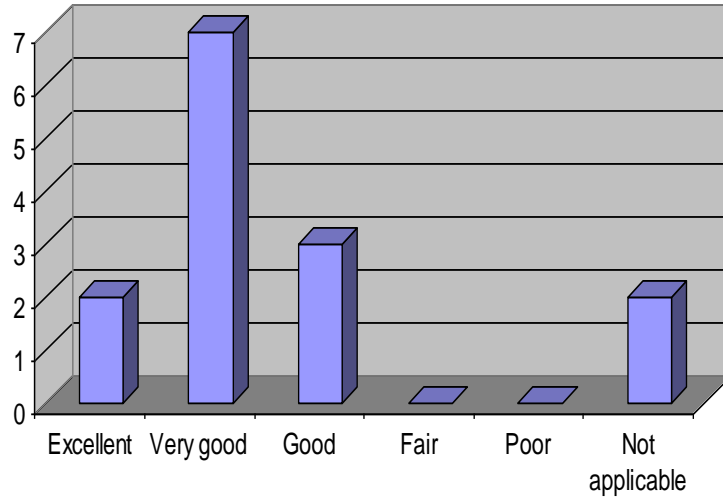
5. Did you know that you are able to book an appointment or order a repeat prescription online?



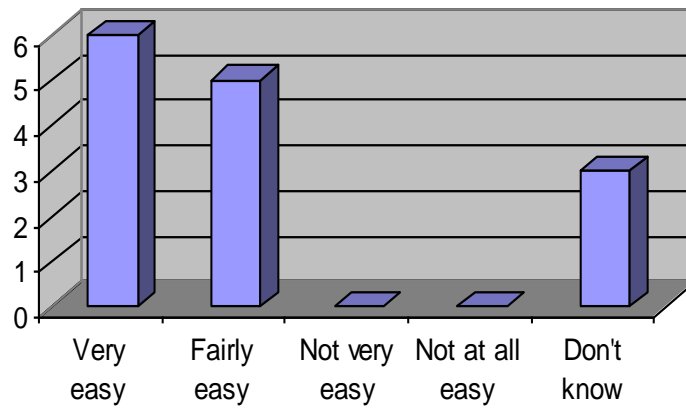
6. When you want to make an appointment with any doctor at the practice, how quickly do you usually get seen?



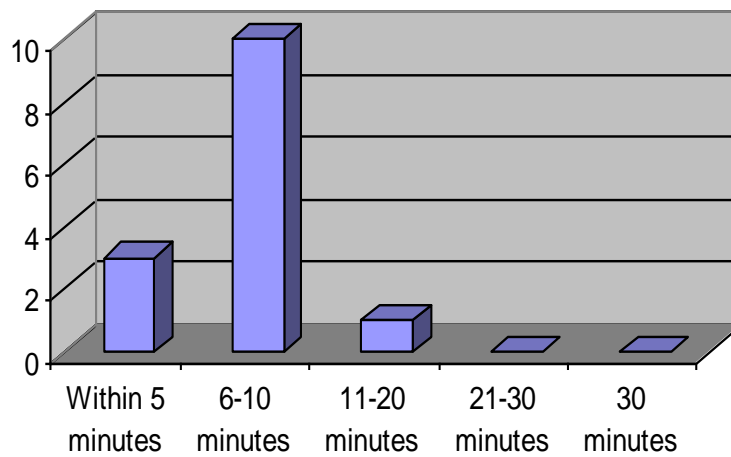
7. How do you rate this?



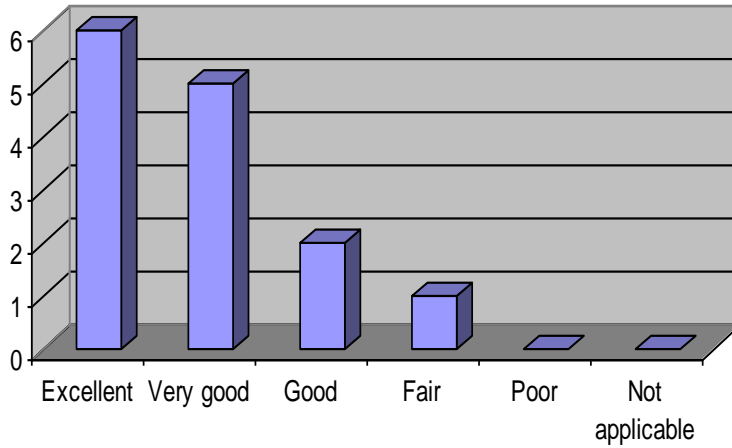
8. If you need to speak to someone at the Practice for advice how easy do you usually find this?



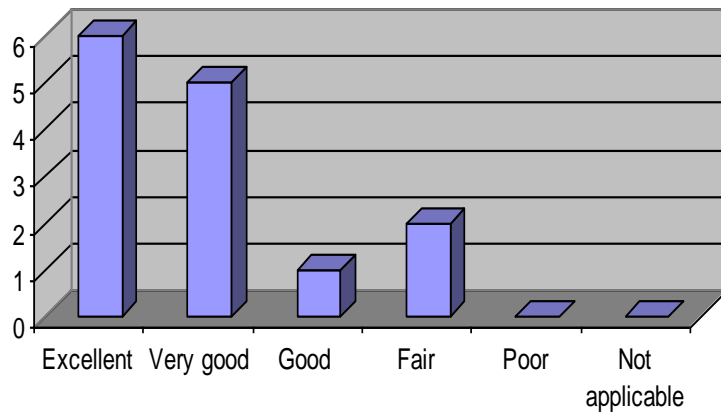
9. When you were at your last consultation with a doctor, how long did you wait for your consultation?



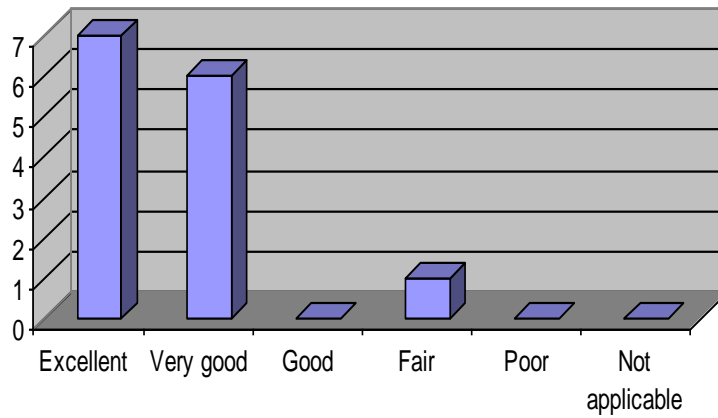
10. How do you rate this?



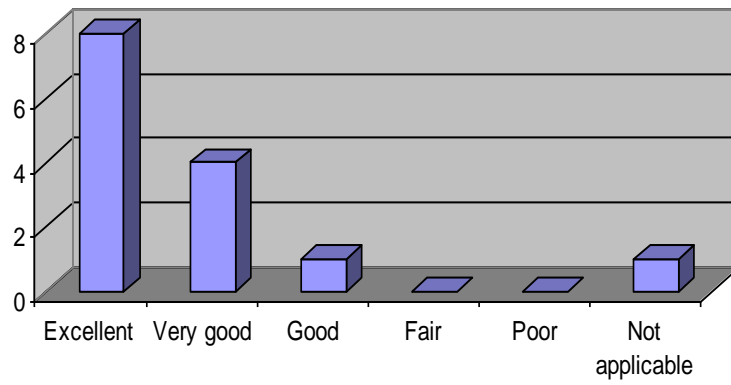
11. The last time you saw a doctor, how would you rate the amount of time you had at your appointment?



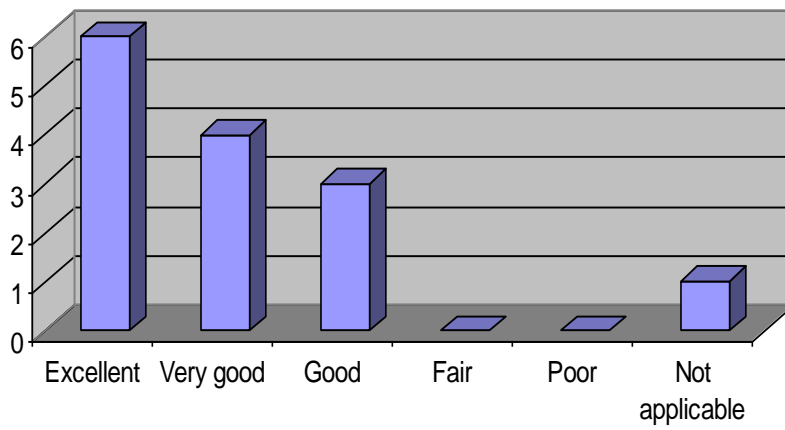
12. The last time you saw a doctor, how would you rate how good they were at listening?



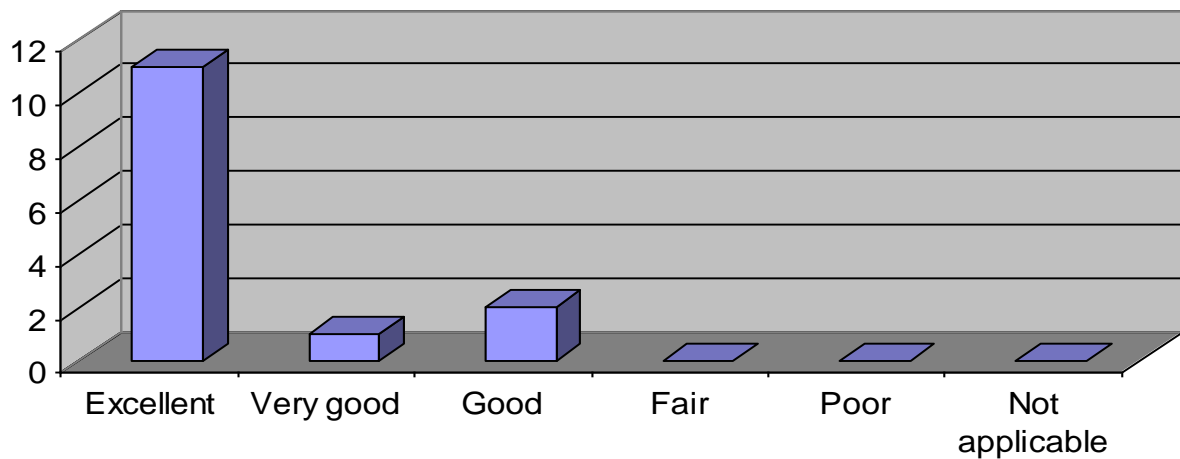
13. The last time you saw a doctor, how would you rate how good there were at explaining tests and treatments?



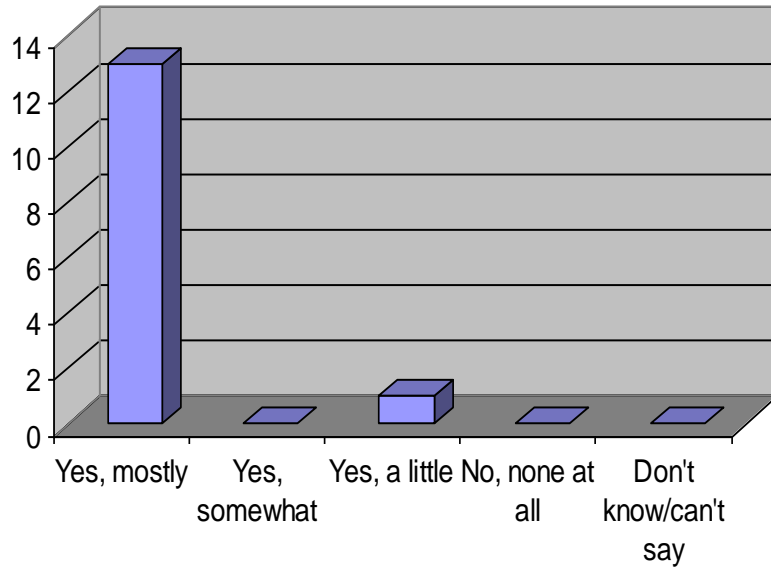
14. The last time you saw a doctor, how would you rate how good they were at involving you in decisions about your care?



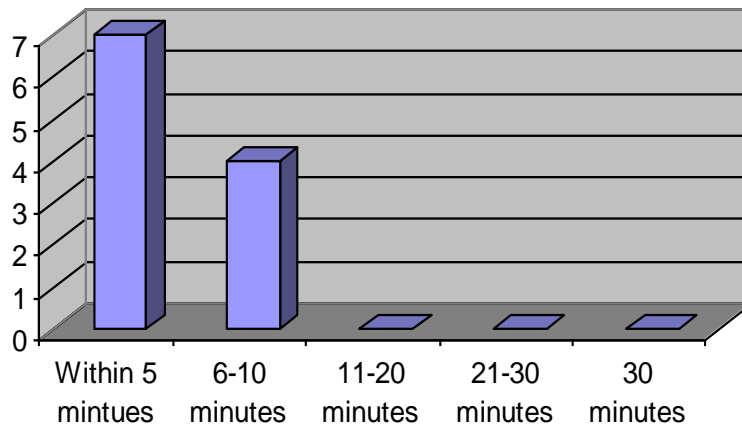
15. The last time you saw a doctor, how would you rate how good they were at treating you with dignity and respect?



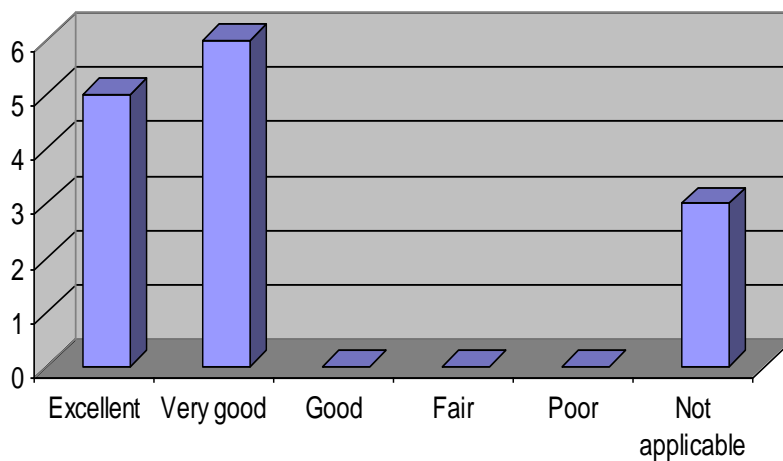
16. Did you have confidence and trust in the doctor you saw or spoke to?



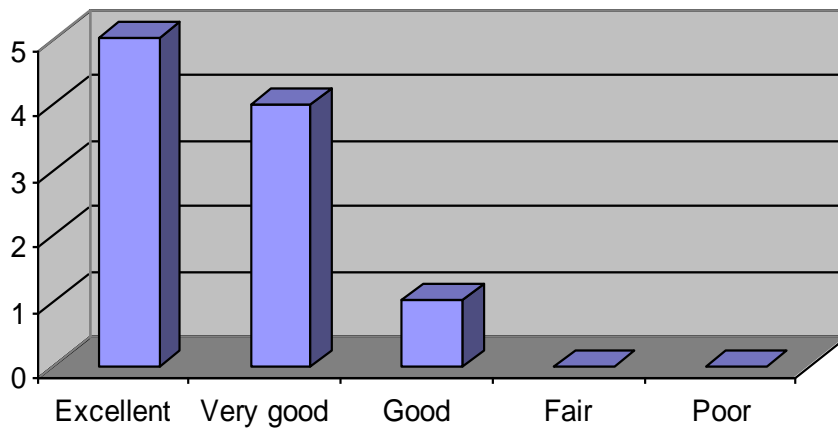
17. When you were at your last consultation with a nurse, how long did you wait for your consultation to start?



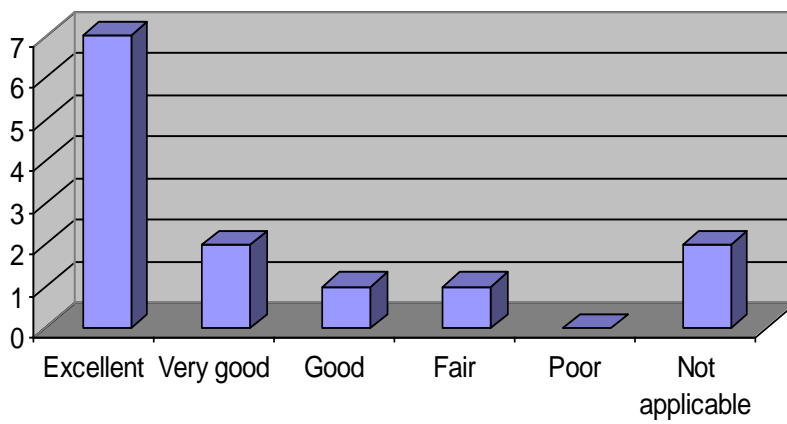
18. How do you rate this?



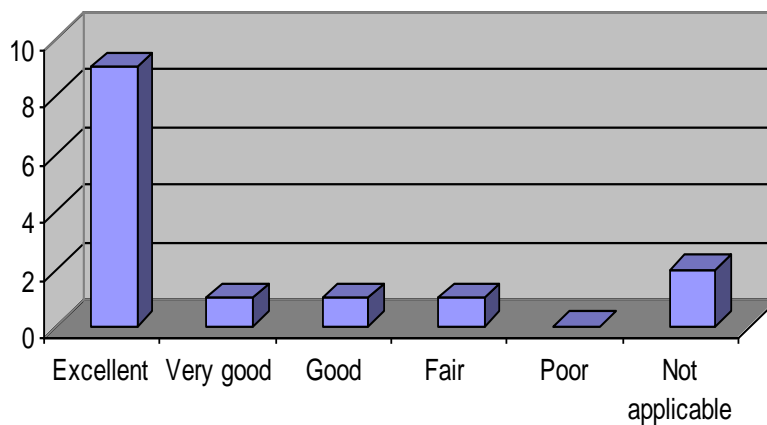
19. The last time you saw a nurse how would you rate the amount of time you had at your appointment?



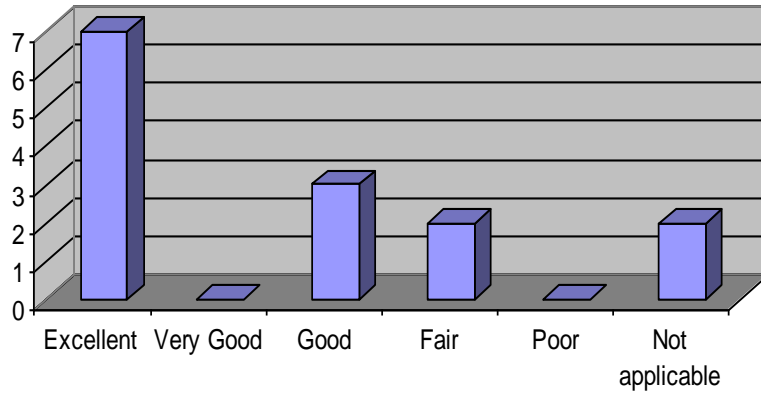
20. The last time you saw a nurse, how would you rate how good there were at listening?



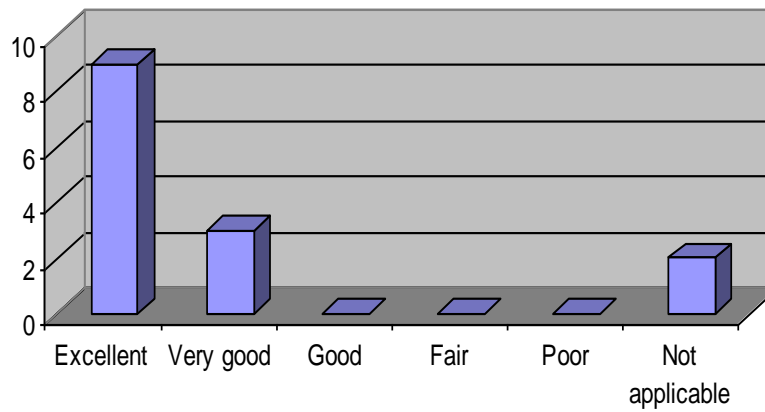
21. The last time you saw a nurse, how would you rate how good there were at explaining tests and treatment?



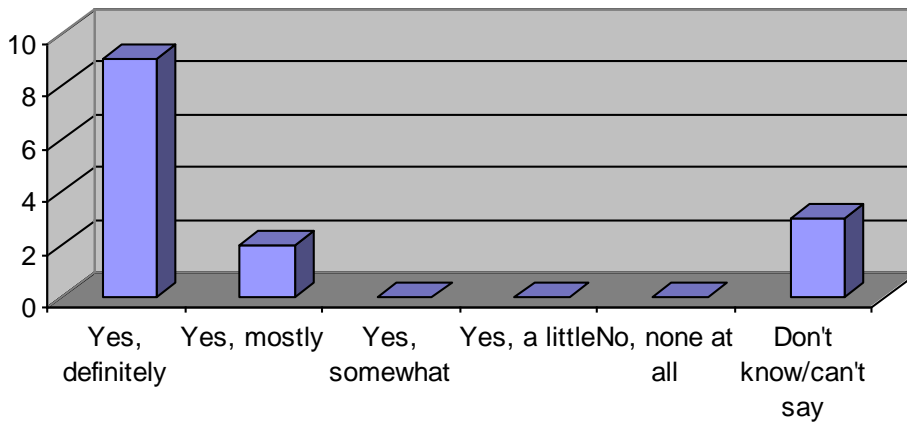
22. The last time you saw a nurse, how would you rate how good they were at involving you in decisions about your care?



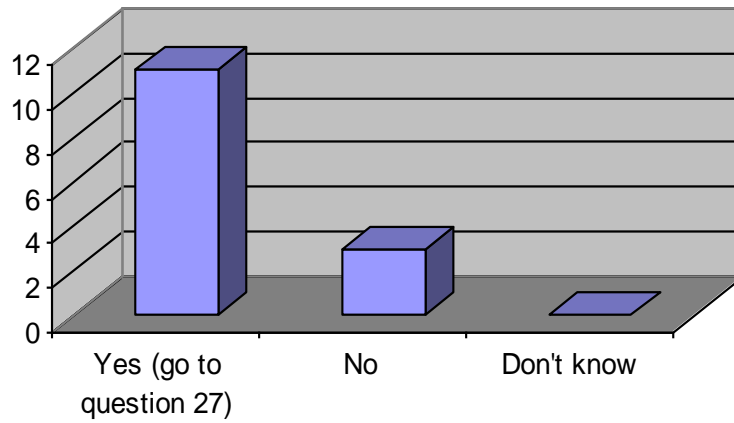
23. The last time you saw a nurse, how would you rate how good they were at treating you with dignity and respect?



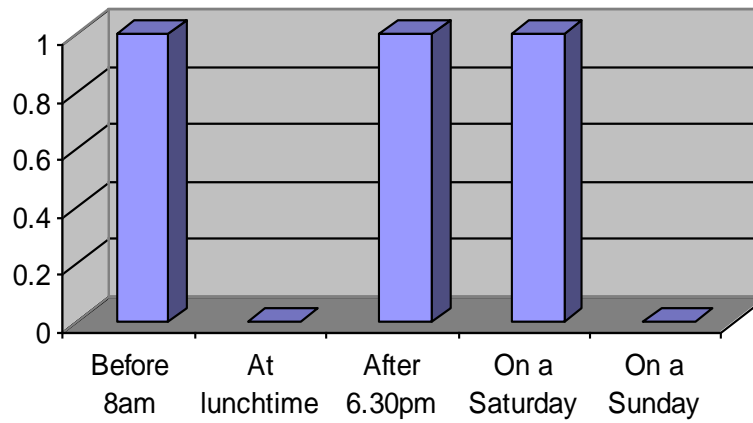
24. Did you have confidence and trust in the nurse you saw or spoke to?



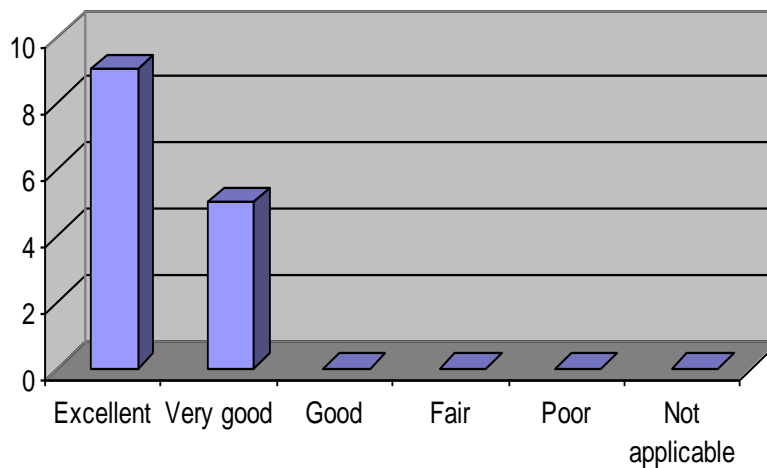
25. Is the Practice currently open at times that are convenient to you?



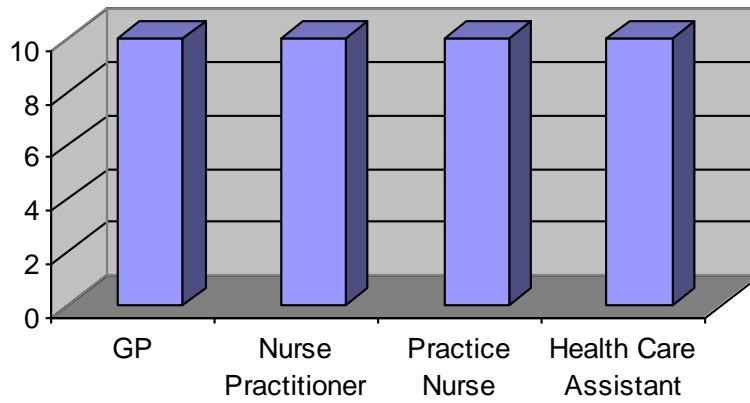
26. Which of the following times would be more helpful to you?



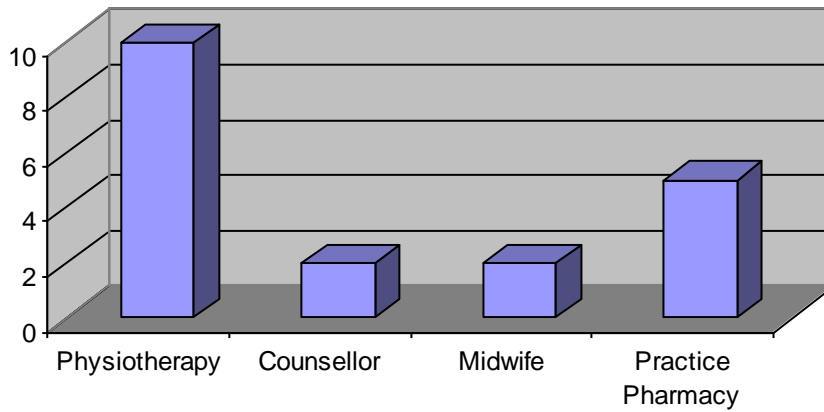
27. How easy do you find accessing the building?



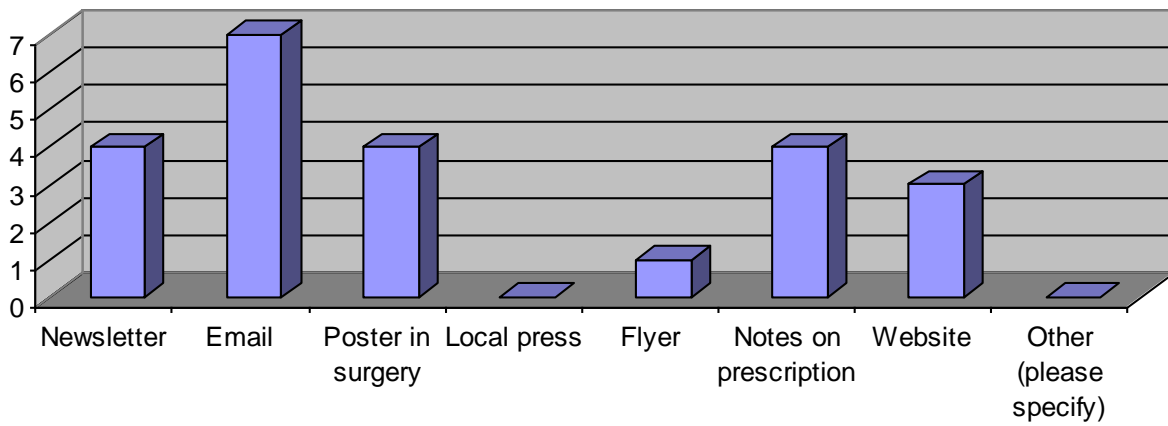
28. Did you know that we offer the following in-house services? (part 1)



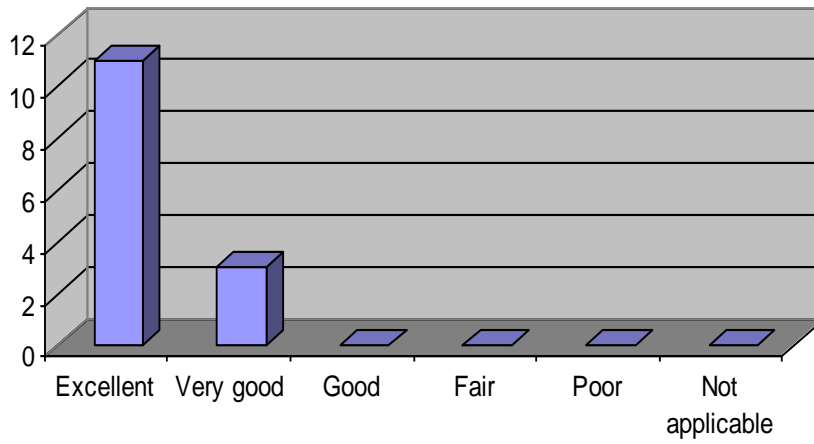
28. Did you know that we offer the following in-house services? (part 2)



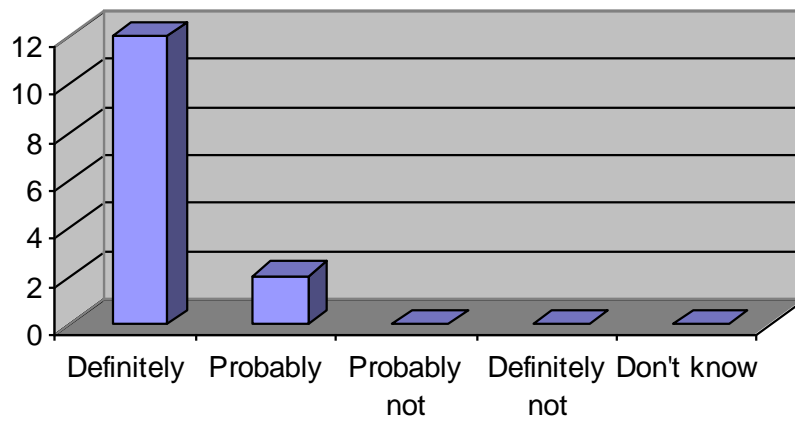
29. How would you like us to communicate about new services?



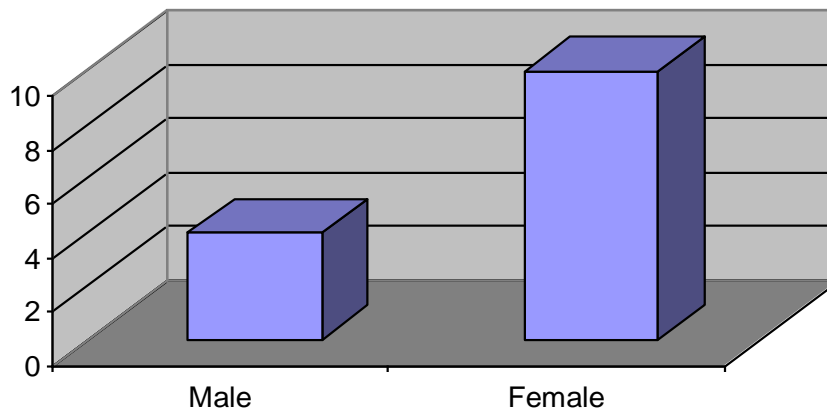
30. How do you rate the cleanliness of the Practice?



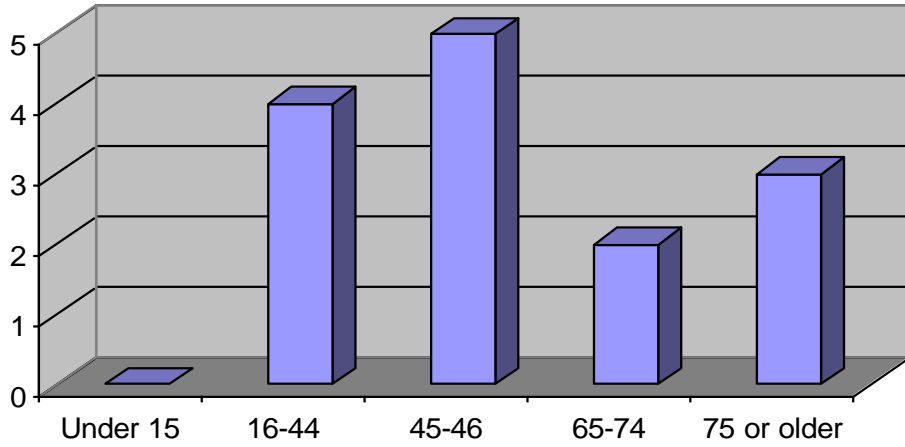
31. Would you recommend the Practice to someone that has just moved into your local area?



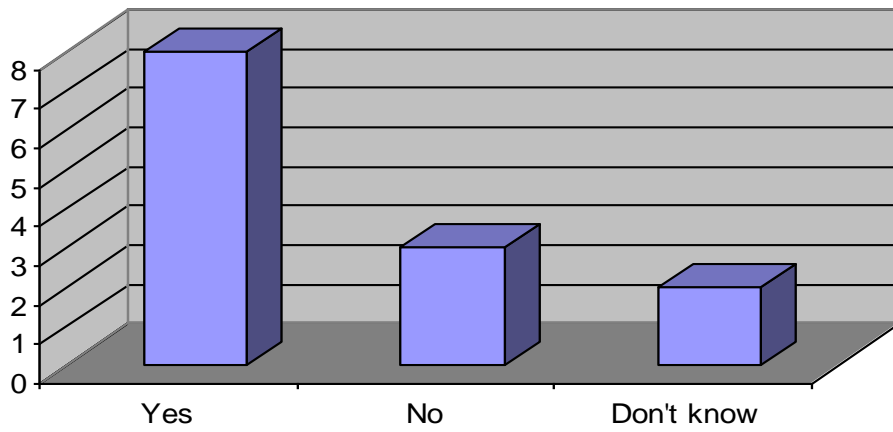
32. Finally it would help us if you could tell us a little about yourself, all answers are anonymous. Are you?



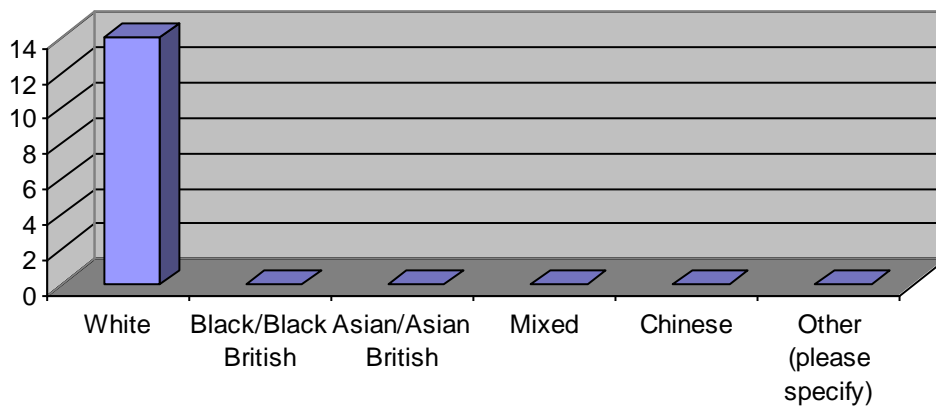
33. How old are you?



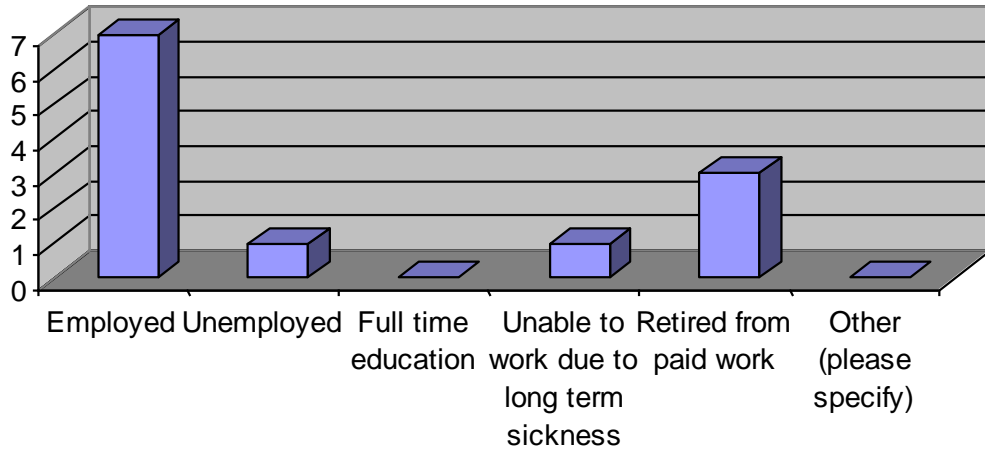
34. Do you have a long-term condition?



35. What is your ethnic group?



36. Which of the following best describes you?



37. Is there anything else you would like to tell us?

Please feel free to comment below.

Comments:

Quite satisfactory in every way.

I find all Staff very helpful at all times.

I feel very happy and confident with the GP's and Nurses.