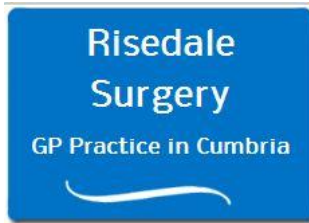


PATIENT SURVEY 2014



Following last year's patients Survey we reviewed the results with the Patient Group FORS and agreed the following Actions with them.

Access – The Surgery needs better visual material available to patients about 'Access'. Changes were made last year – comments suggest this has not been fully resolved. Practice Manager to feed this back to the Partners and we would like to review this again. Larger patient notices have been printed and are now up in the waiting area.

Patient's Toilet – From last year's survey there were comments about the patient's toilet needing to be refreshed and hand towel dispenser had become rusty. We decorated the toilets, replaced the hand towel dispenser, put in a new soap dispenser and installed a baby changing unit.

Waiting Room Chairs – Last year's survey there were comments about the waiting room chairs needing to be replaced with antibacterial covers. We have now replaced all the chairs in the first waiting area and have found someone to recover the fixed chairs in the second waiting area with antibacterial wipeable material.

We would be grateful if you could take time to complete this year's Survey below
(Please tick as appropriate)

1 Do you prefer to consult a named/your own Doctors? Yes Any Available

If 'Yes' how long do you expect to wait for an appointment? Same Day Next Day 48 hours or greater

If 'any available' how long do you expect to wait for an appointment? Same Day Next Day 48 hours or greater

2 Do you know you can make an appointment for the Doctor to telephone you? Yes No

3 Tell us about your experience when you telephone the surgery;

Is the call answered promptly? Yes No

Are there enough call options (eg appointment/results etc)? Yes No

If no, what option(s) would you like to add?

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4 Do you know how to access urgent care at the Surgery? Yes No

5 How would you prefer to make your appointment? In Person By 'Phone On-line

6 How satisfied are you with the opening hours offered by the Surgery?

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7 Would you recommend your Doctor's Surgery to a new arrival to the community?