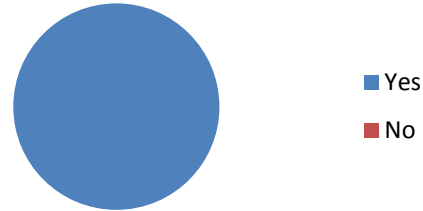


Patient Participation Group Results Survey 2013-2014

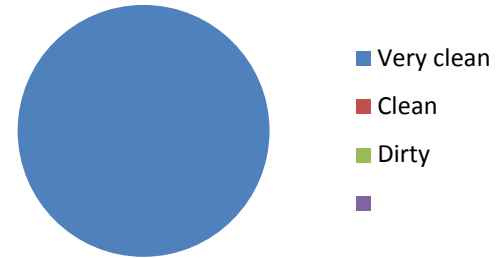
How easy is it to book non-urgent appointment with nurse?



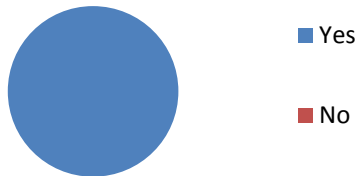
Were you able to access the building easily?



How clean is your surgery?



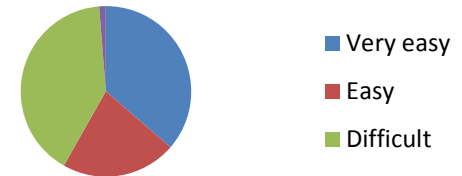
Were you able to book an urgent appointment with the nurse?



Were you able to book an urgent appointment with the doctor?

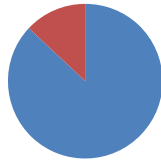


How easy is it to book non-urgent appointment with Doctor?



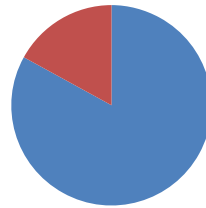
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Can you normally get an appointment when you would like?



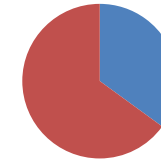
■ Yes
■ No

Are you happy with opening times?



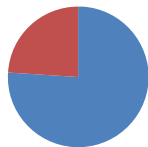
■ Yes
■ No

Are you happy with the information we provide about you health?



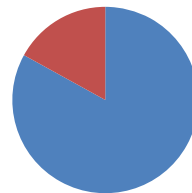
■ Very happy
■ Happy

Are you confident in providing feedback, raising concerns and complaints,...



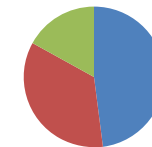
■ Yes
■ No

Are you treated with dignity and respect by the GP?



■ Always
■ Most of the time
■ Sometimes

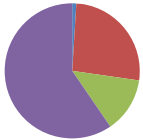
Do you find the receptionists friendly and informative?



■ Always
■ Most of time
■ Sometimes

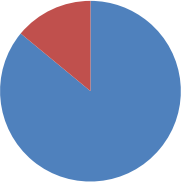
Patient Participation Group Results Survey 2013-2014

Are you worried other patients could overhear your conversation with the receptionist?



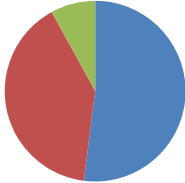
- Always
- Sometimes
- Rarely

Did the clinician talk to you in a way you could understand them?



- Always
- Most of the time

How would you rate your overall experience with the practice?



- Excellent
- Good
- OK