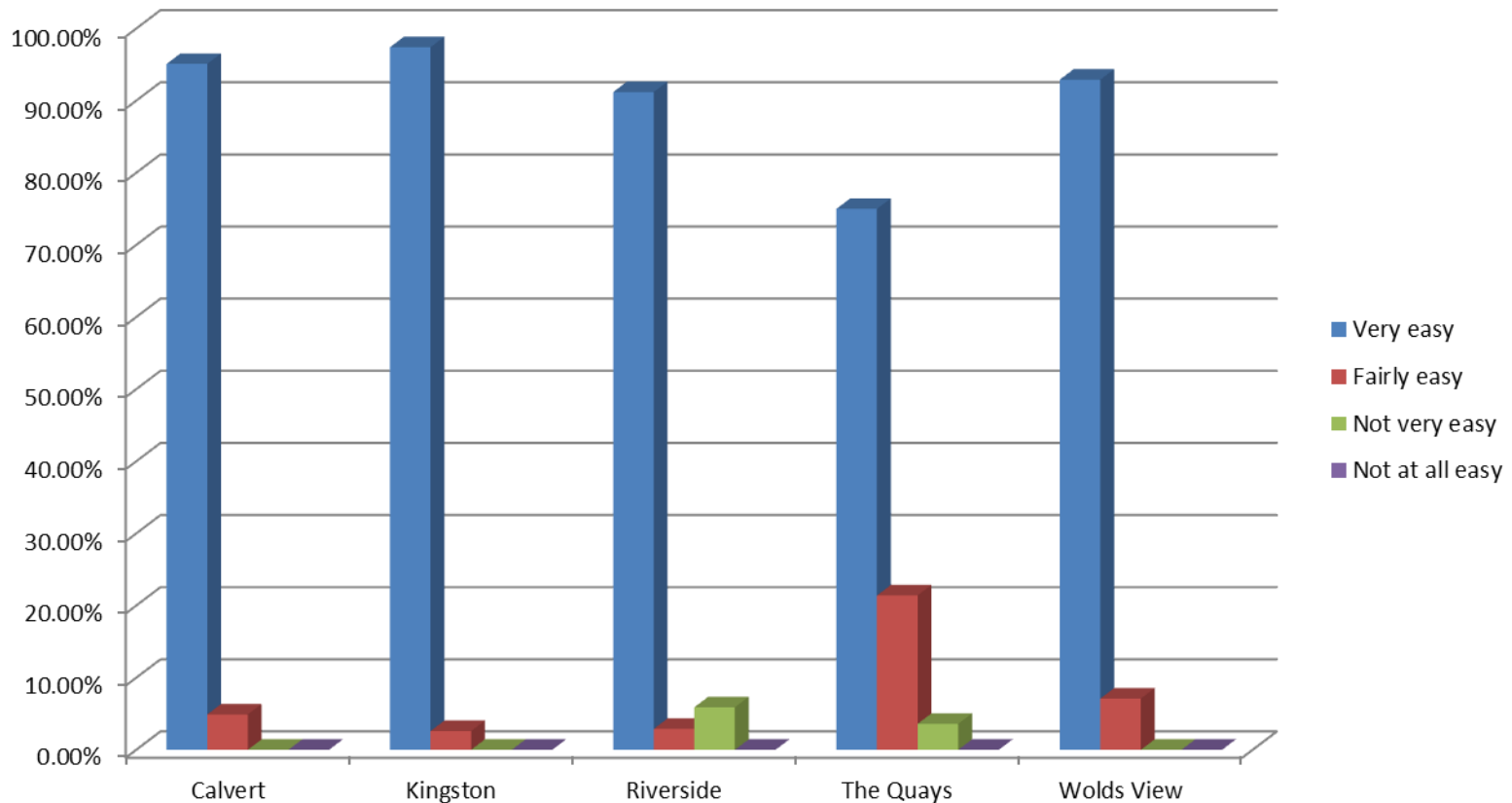


Patient Survey 2013 results

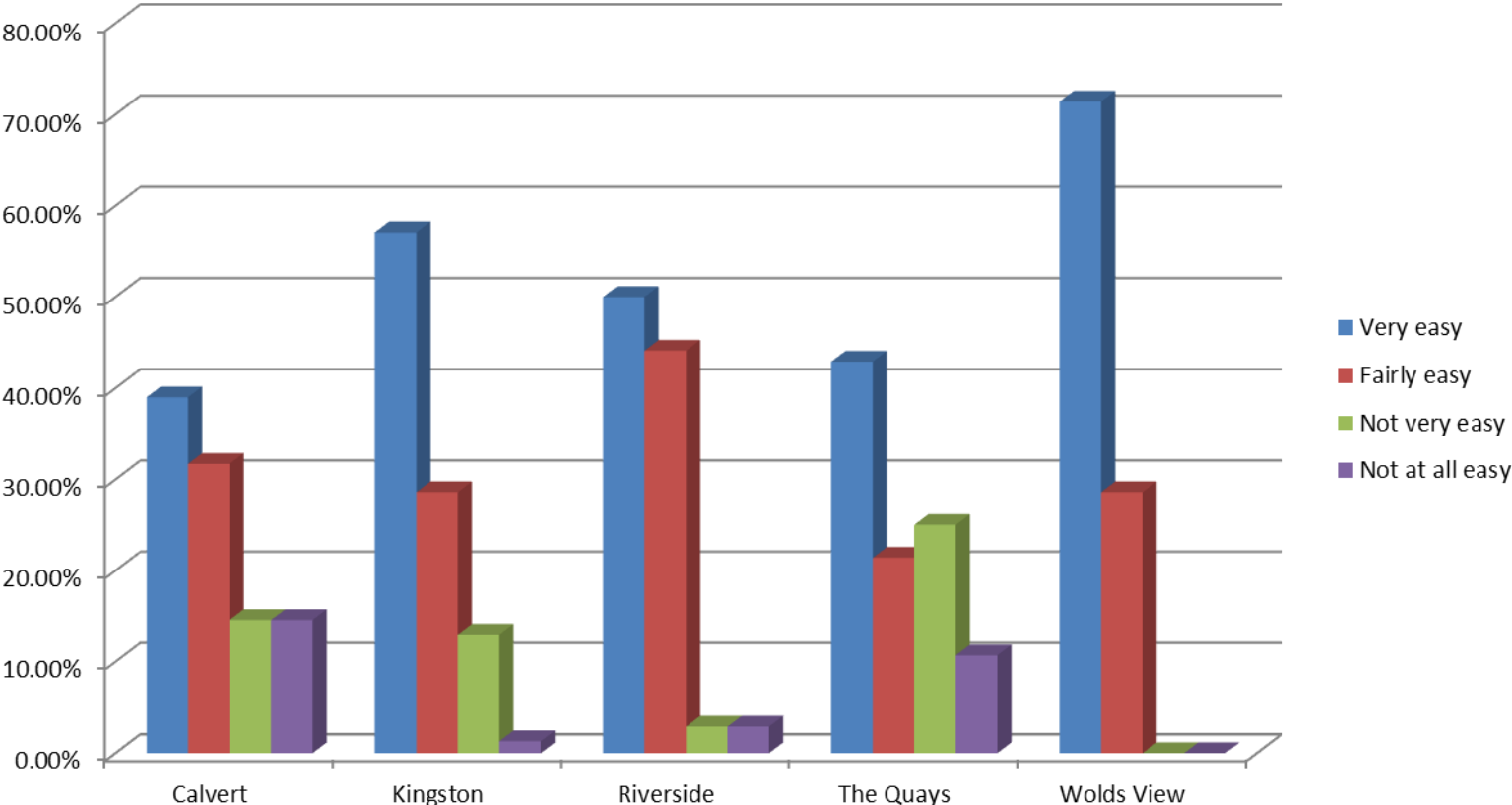
GP practices



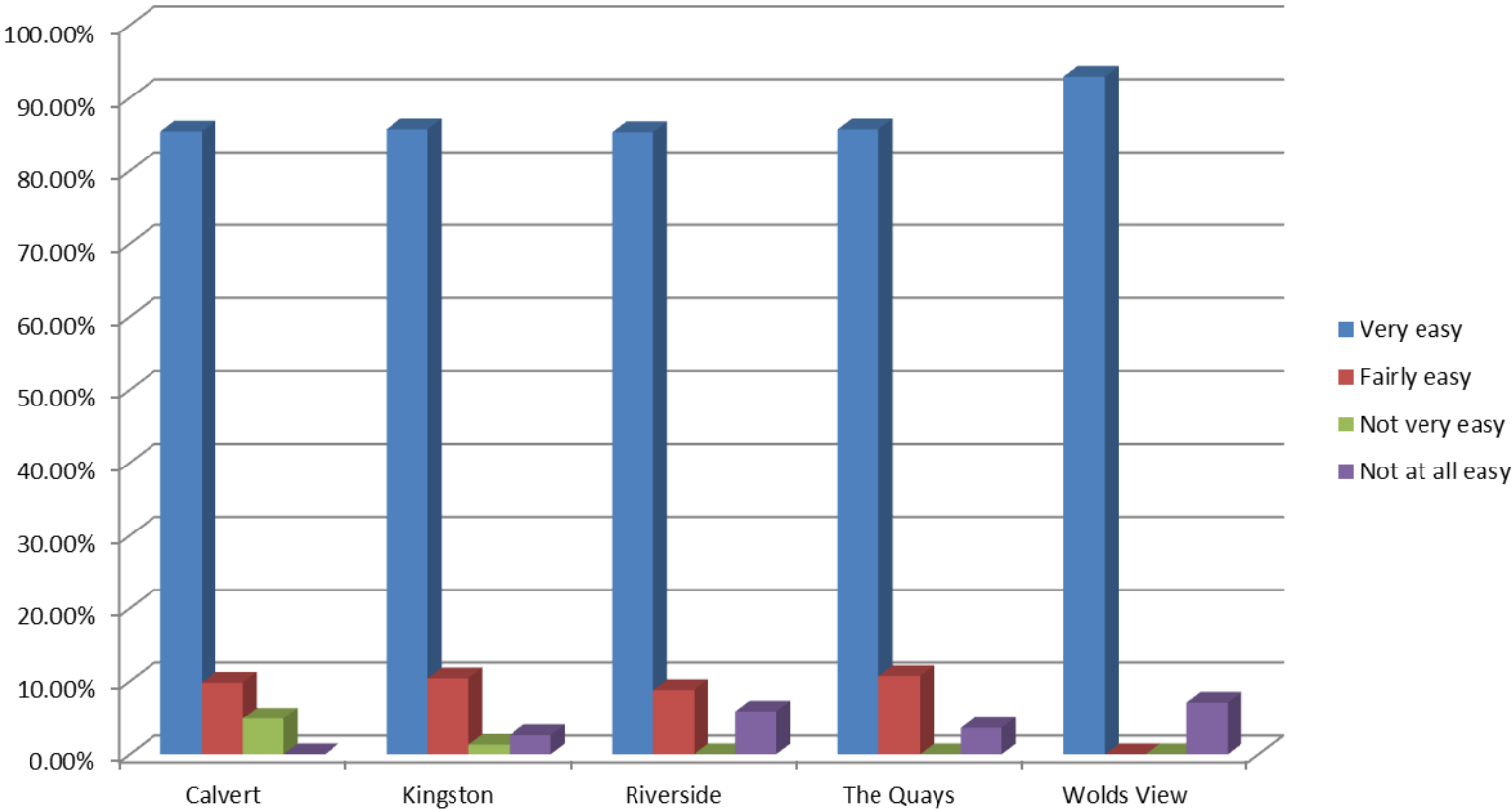
How easy have you found finding the relevant contact information?



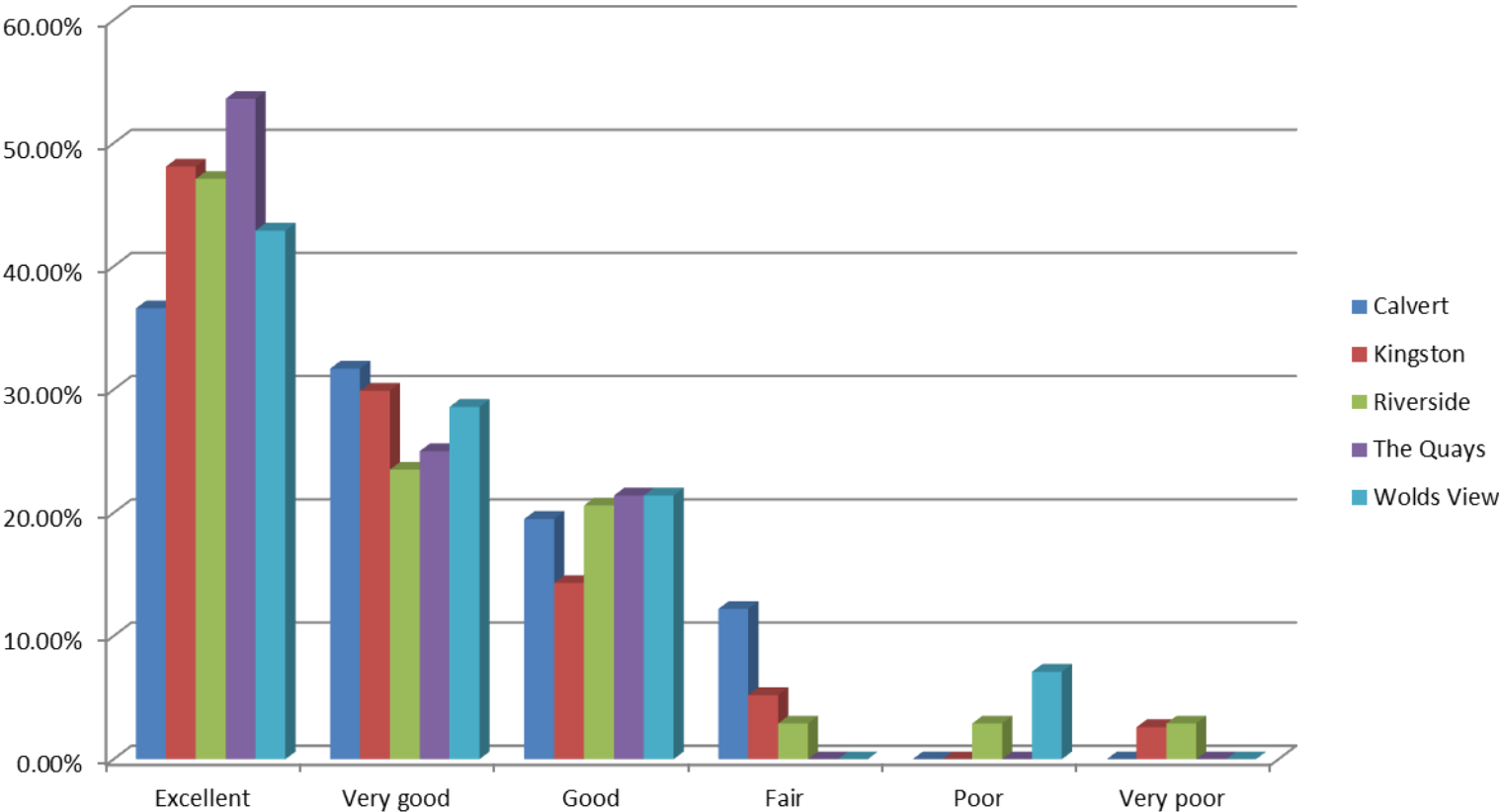
How easy have you found getting through on the phone?



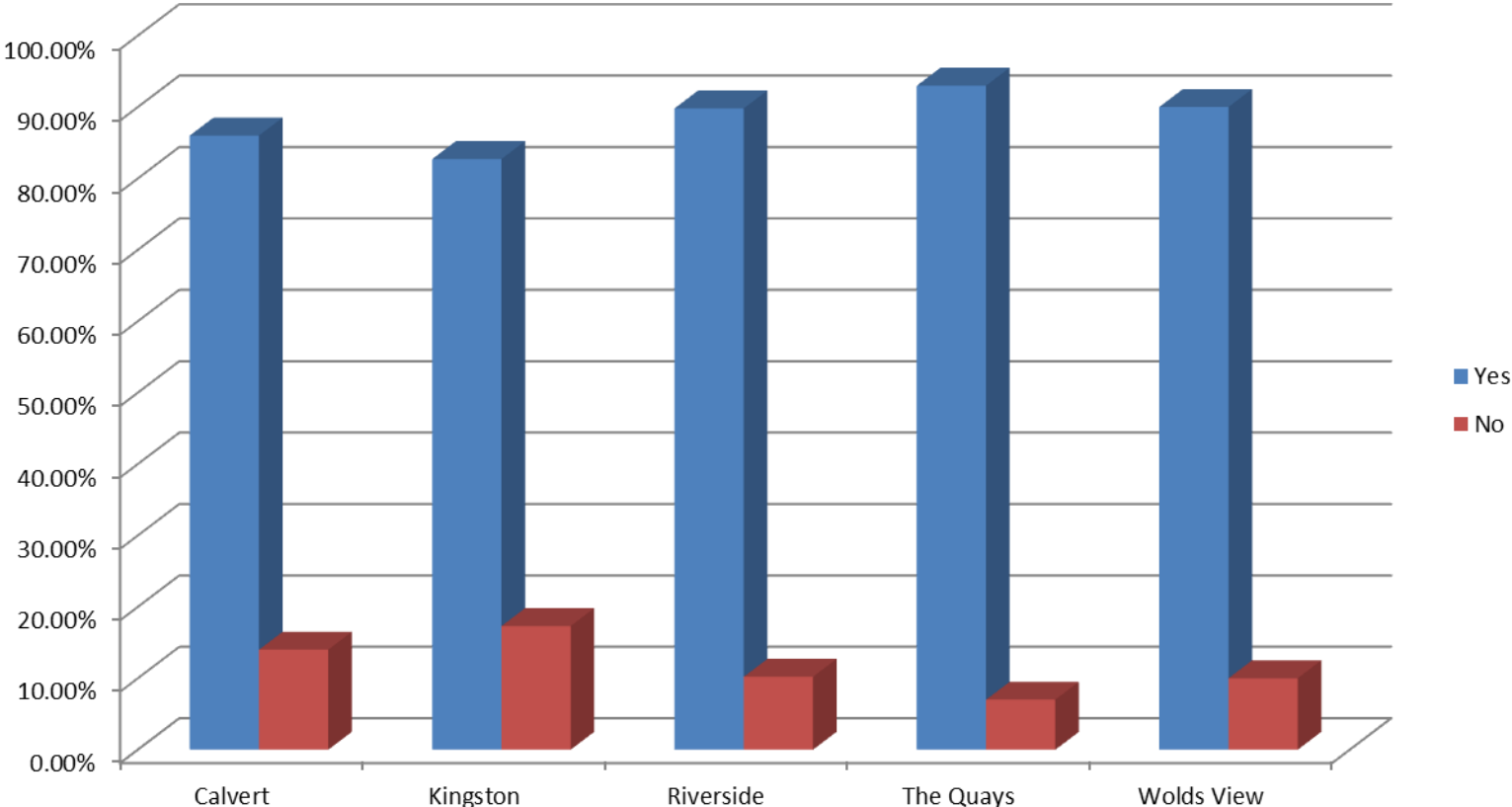
How easy have you found getting the information/outcome you needed?



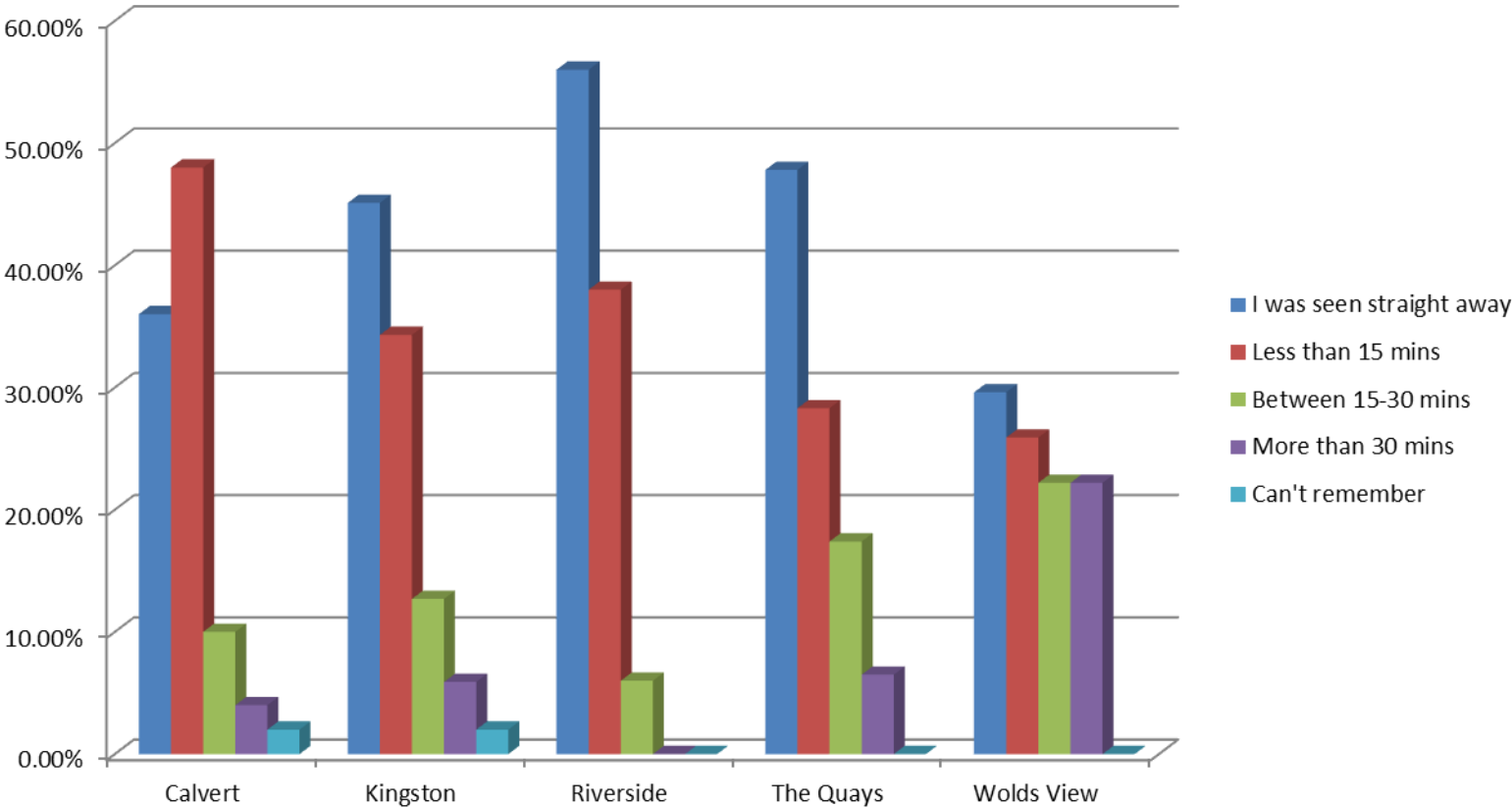
How would you rate the courtesy of the receptionist you spoke to?



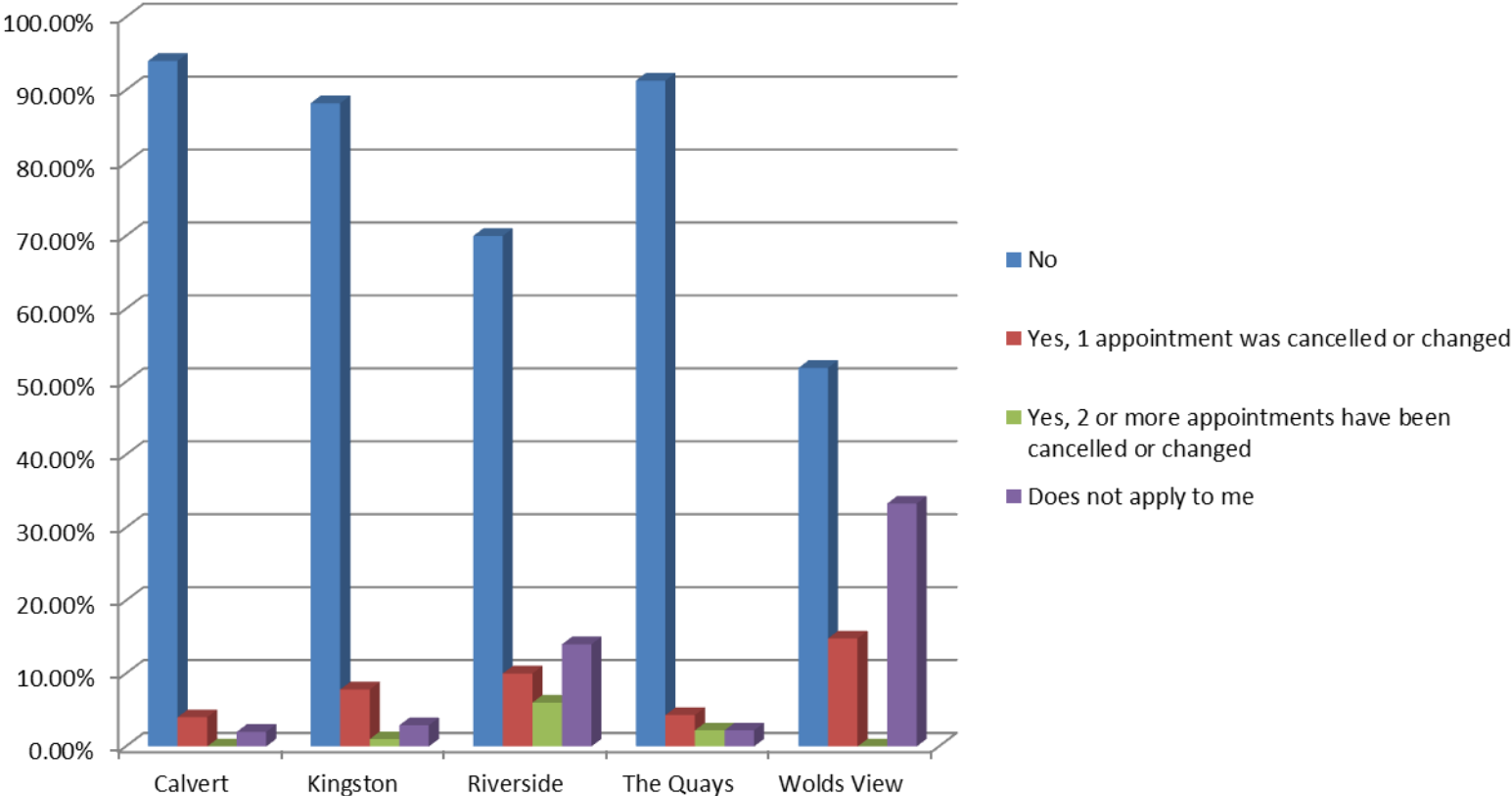
Did you get an appointment at the time you wanted?



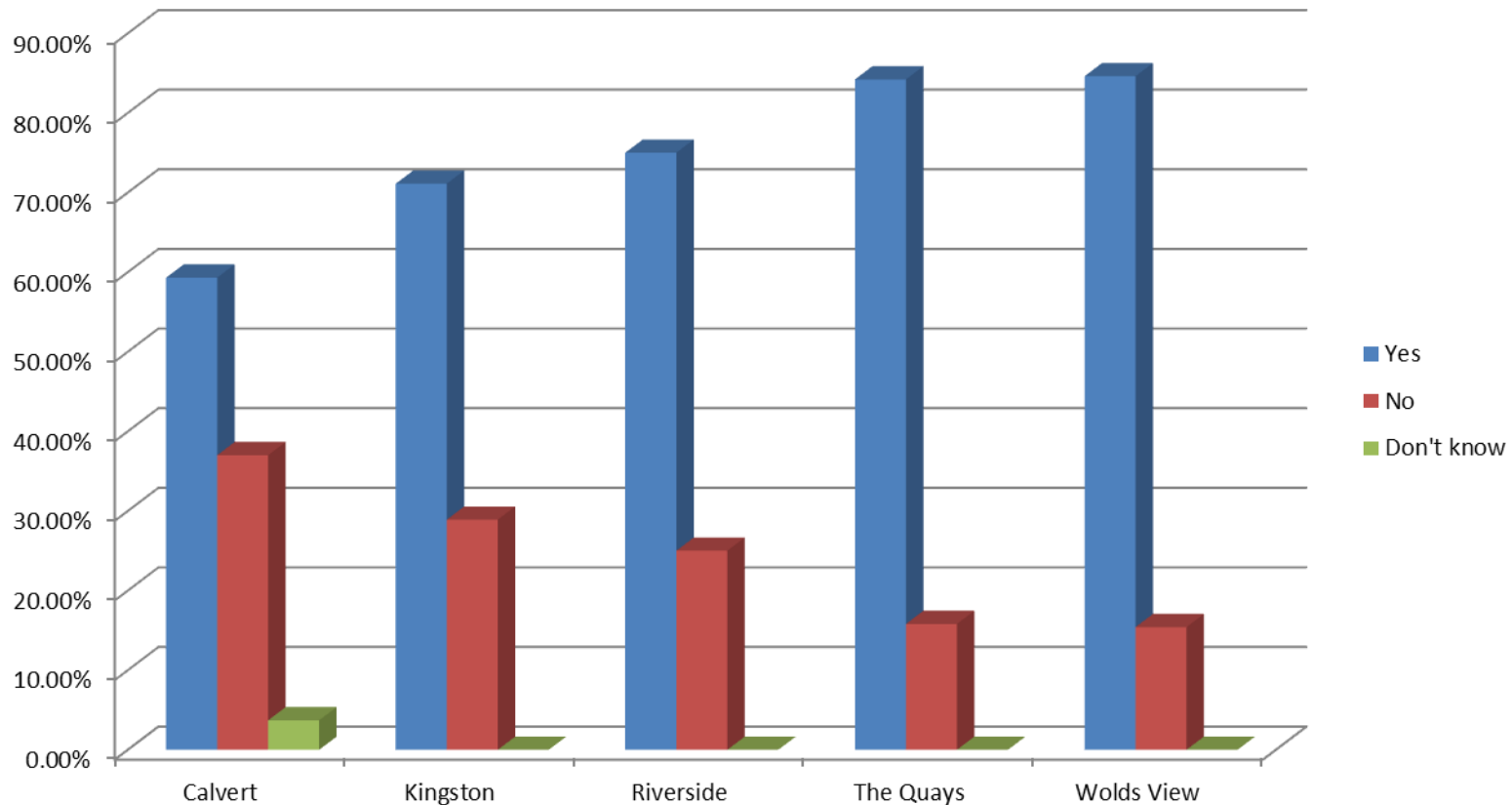
How long did you have to wait to be seen?



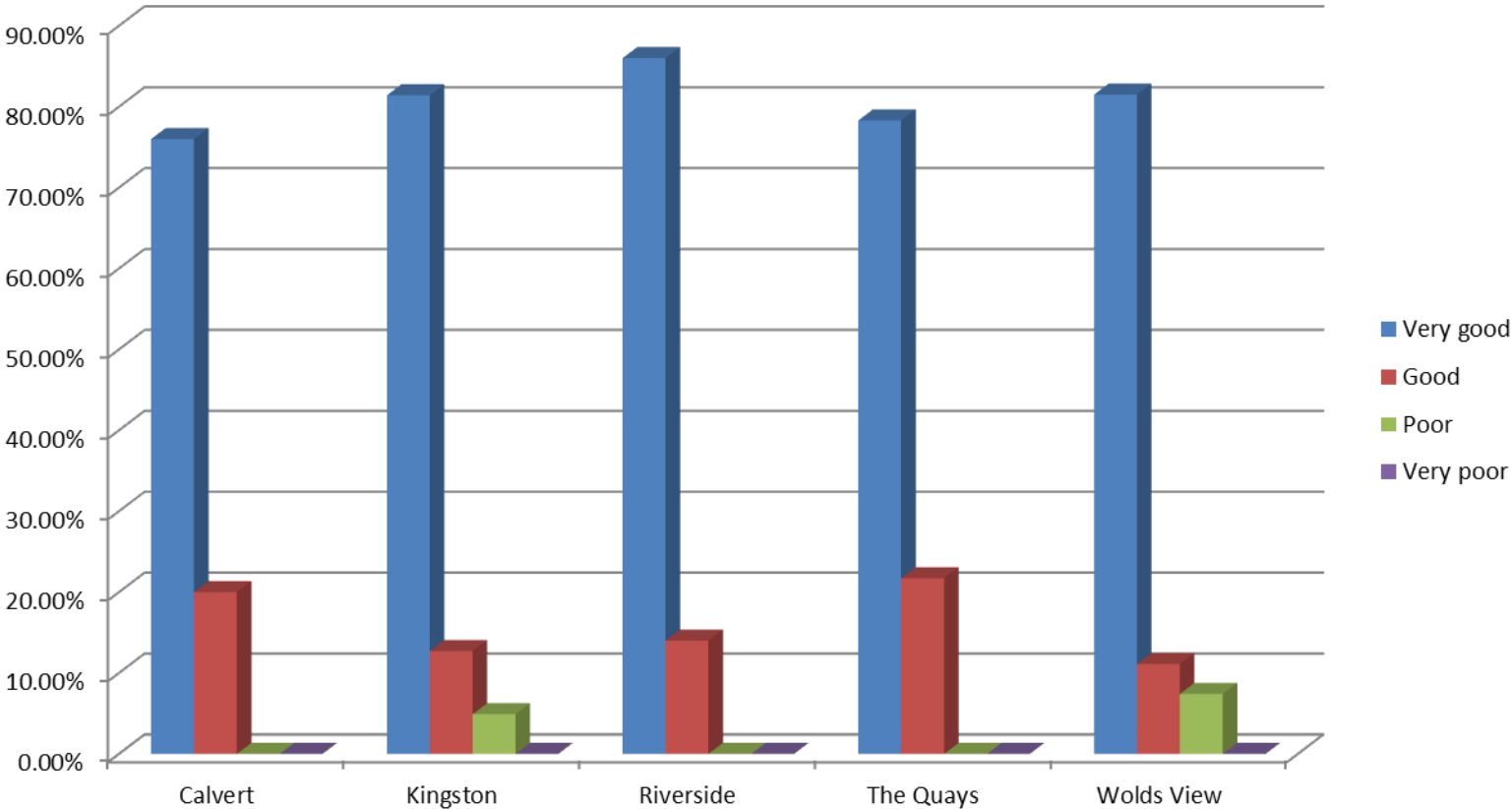
Have any of your appointments been cancelled or changed?



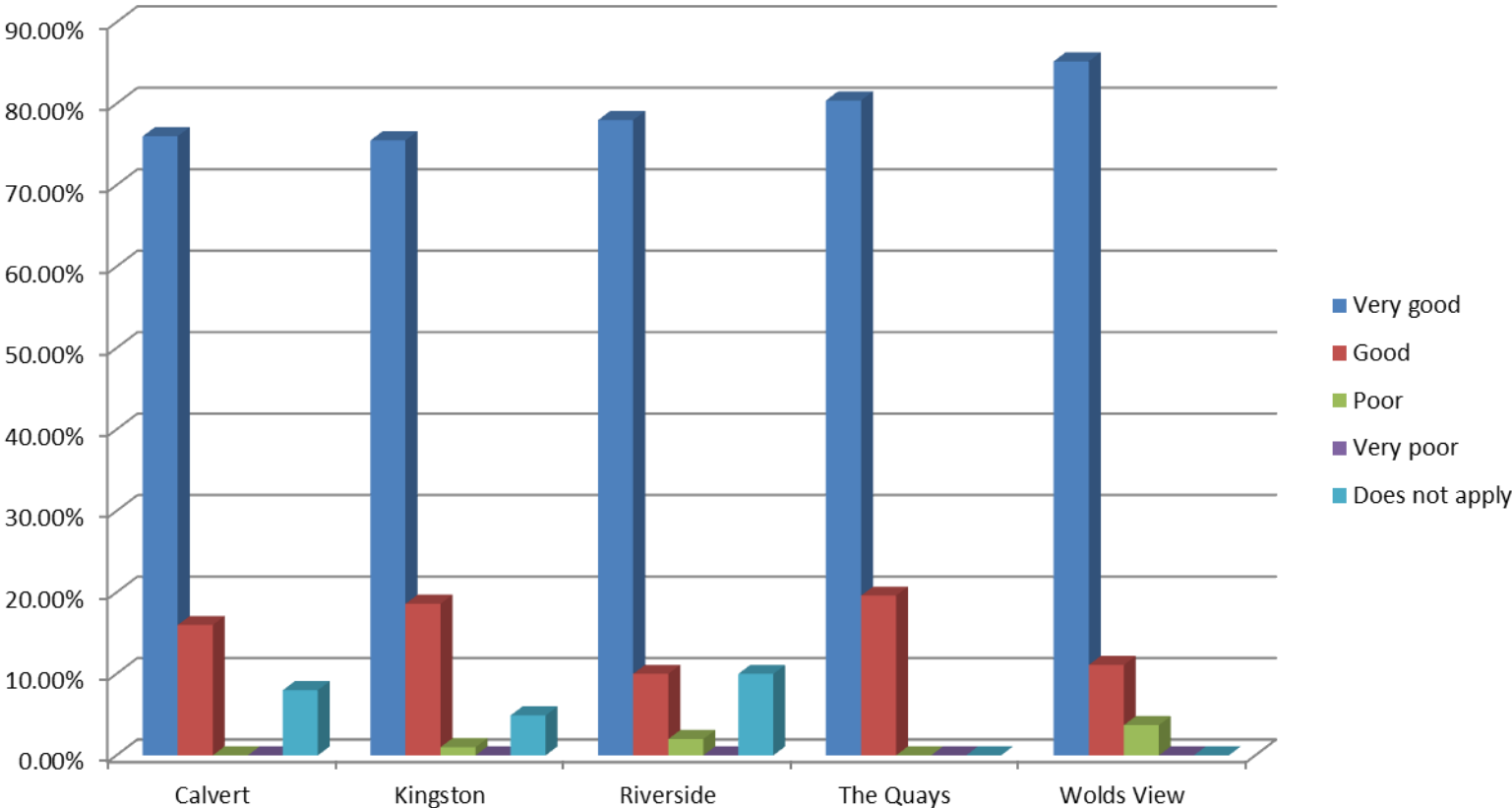
If you tried to access the service at short notice (within two days) did they see you in this time?



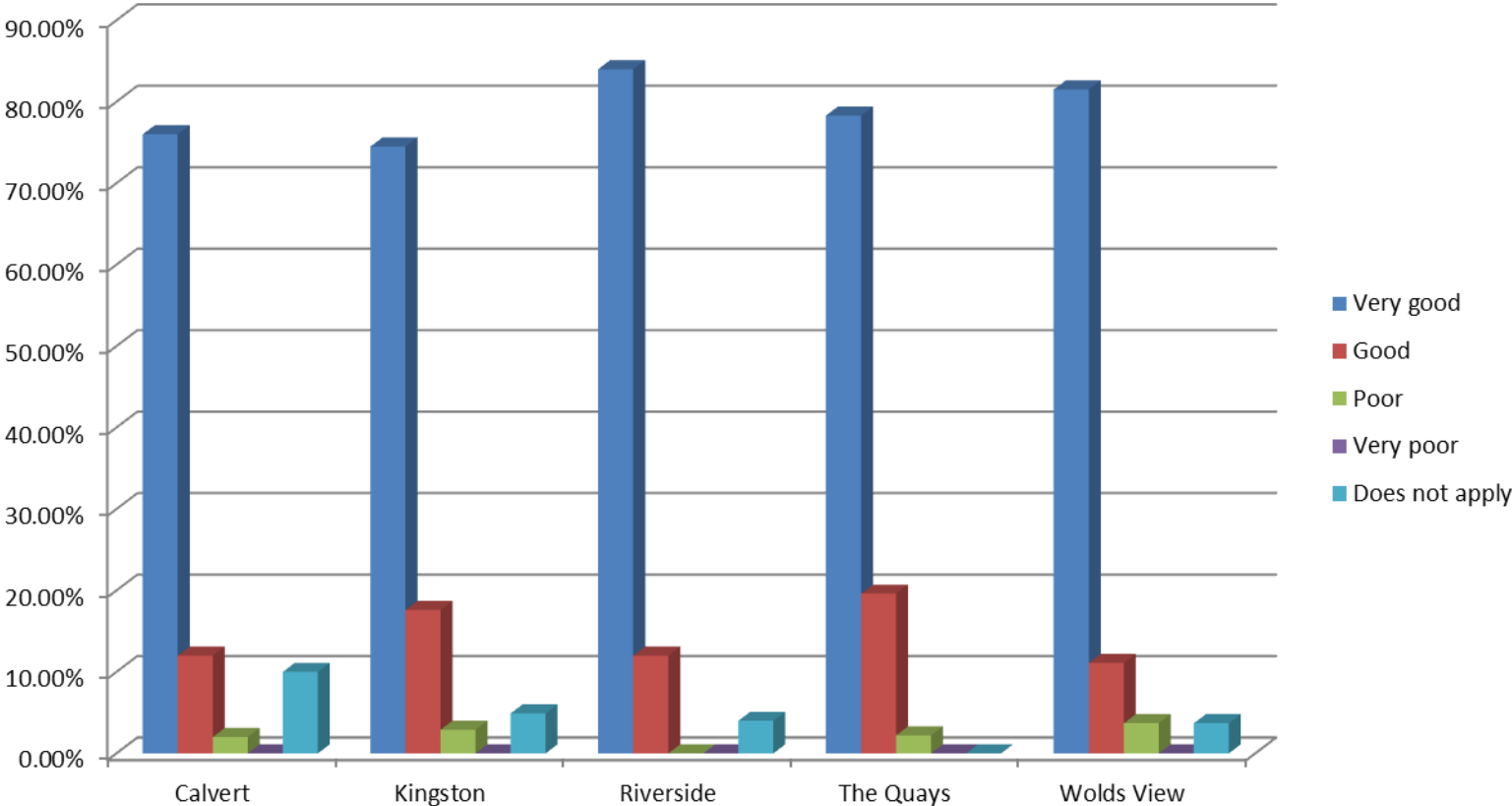
How good was the health professional at spending enough time with you?



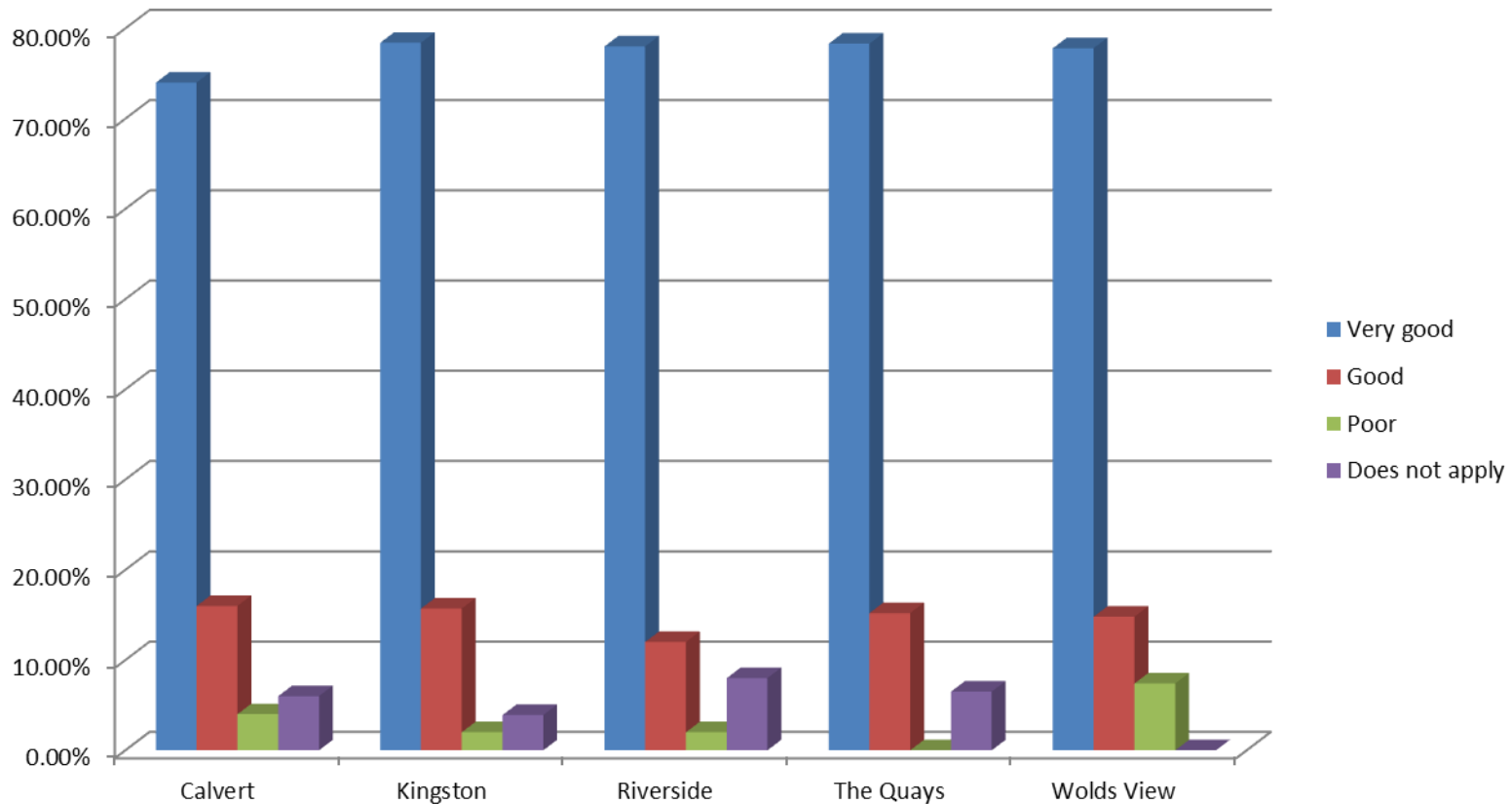
How good was the health professional at asking about your symptoms?



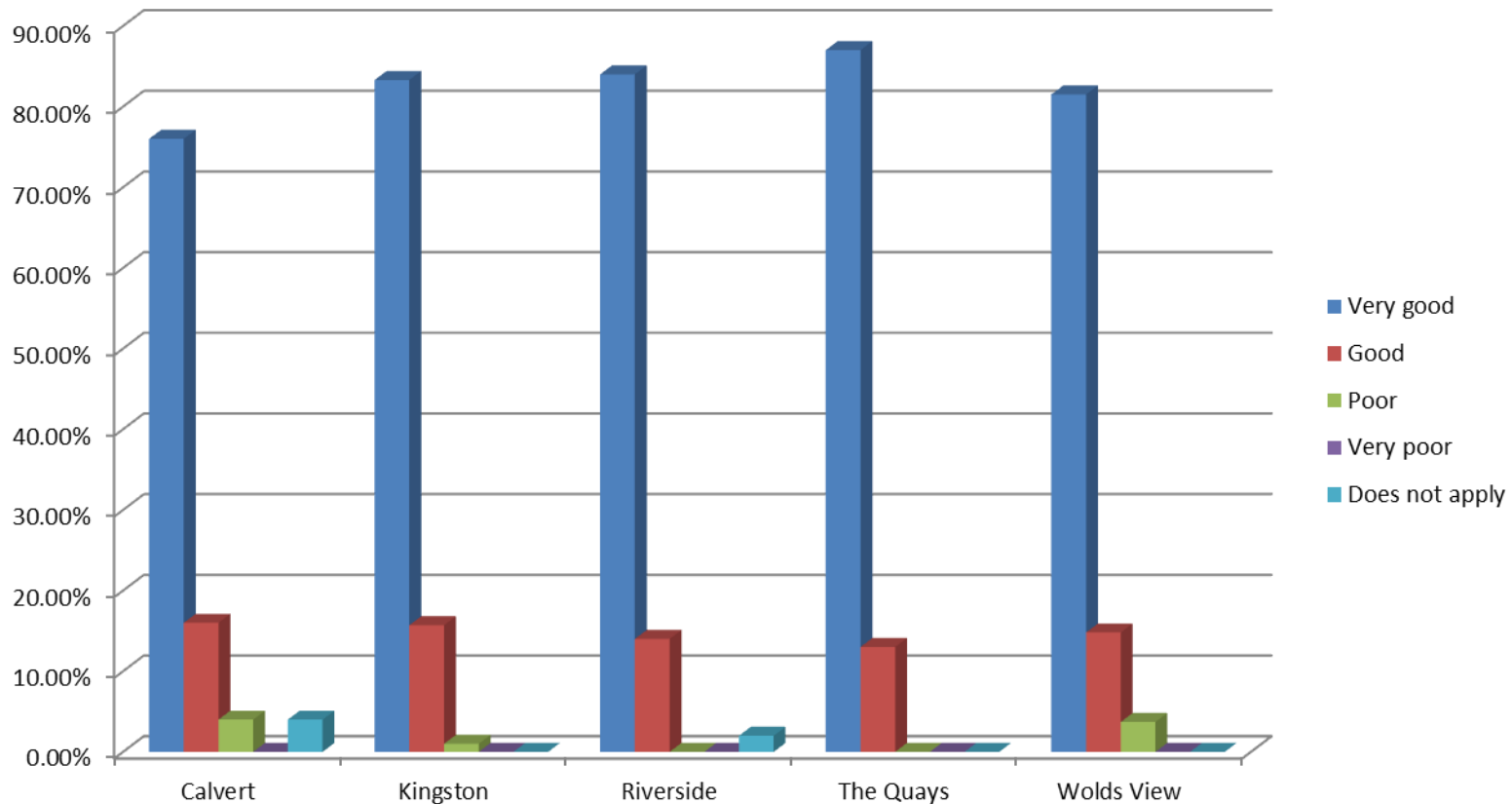
How good was the health professional at explaining tests/treatments?



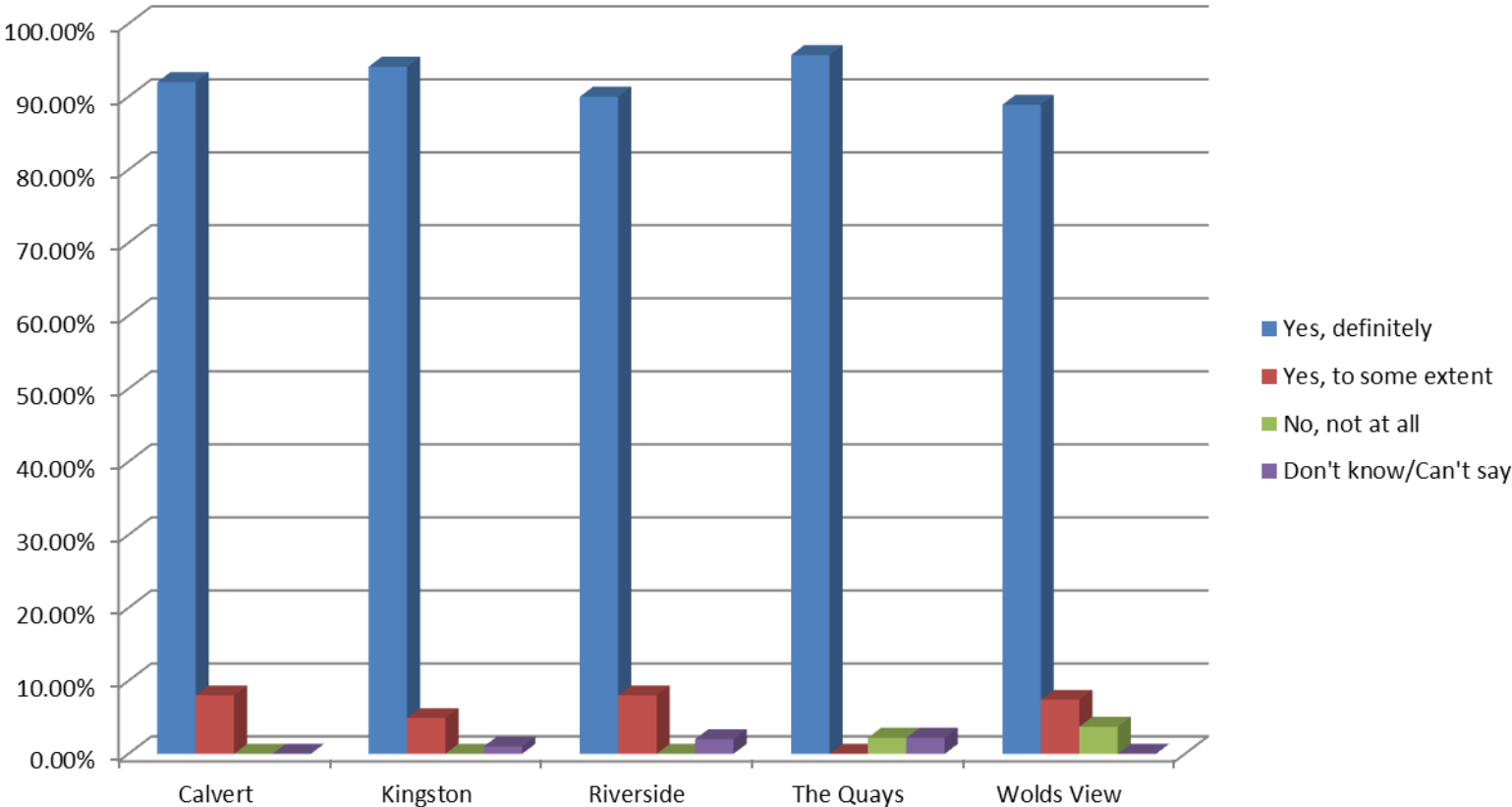
How good was the health professional at involving you in decisions about your care?



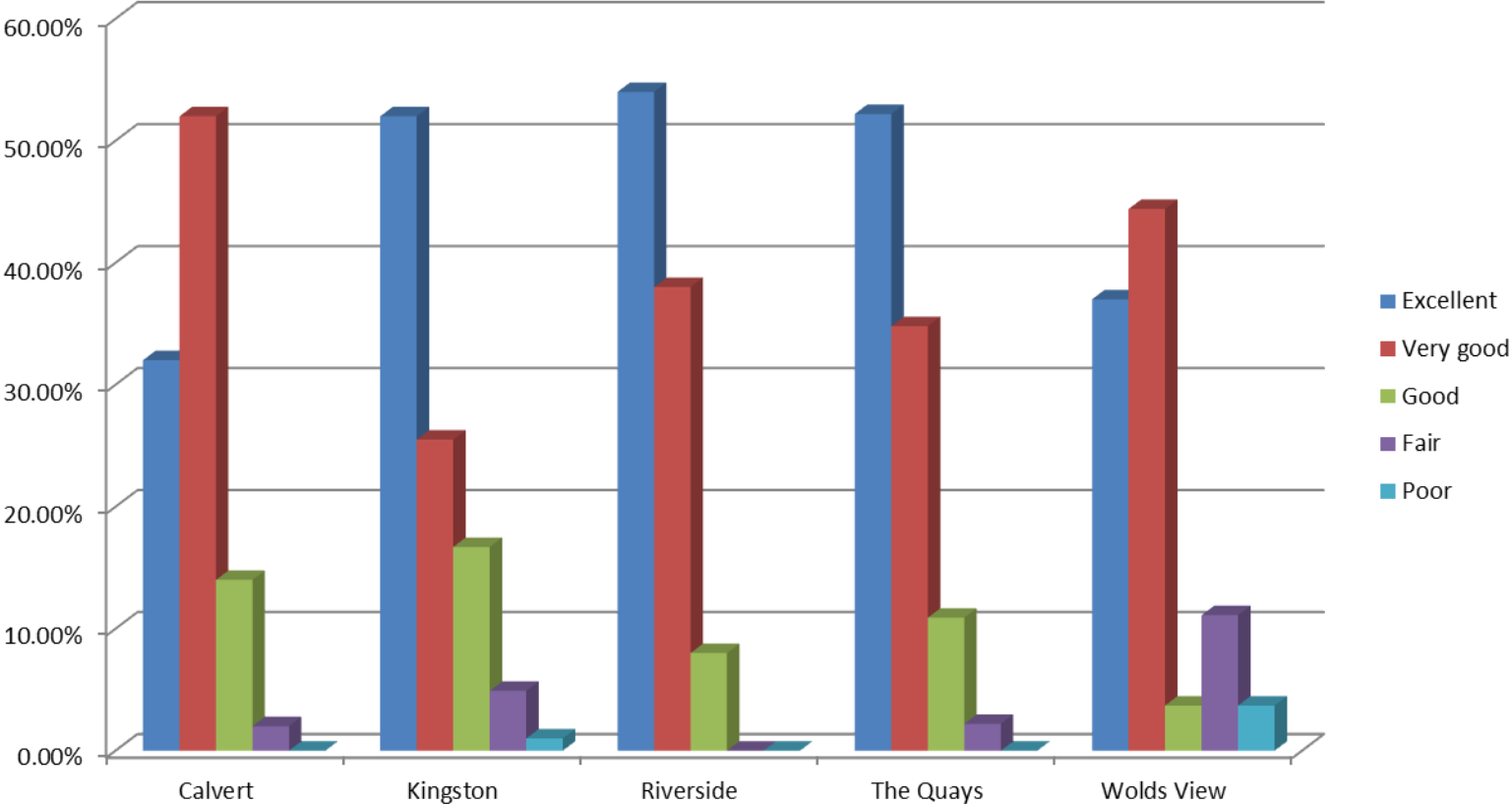
How good was the health professional at treating you with care and concern?



Did you have trust and confidence in the main person you saw at your appointment?



How would you rate your overall experience?



How likely are you to recommend our service to your friends and family?

