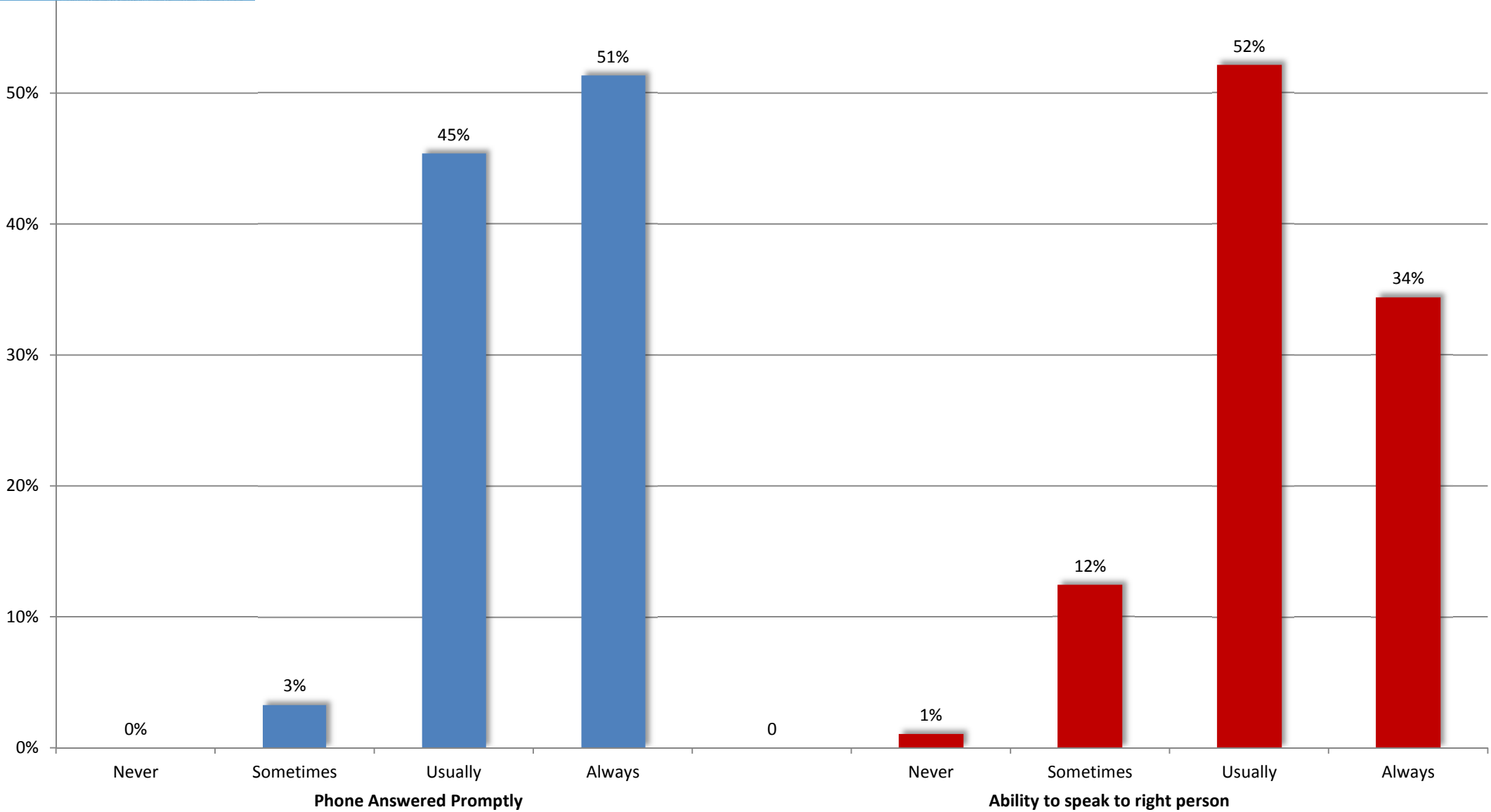


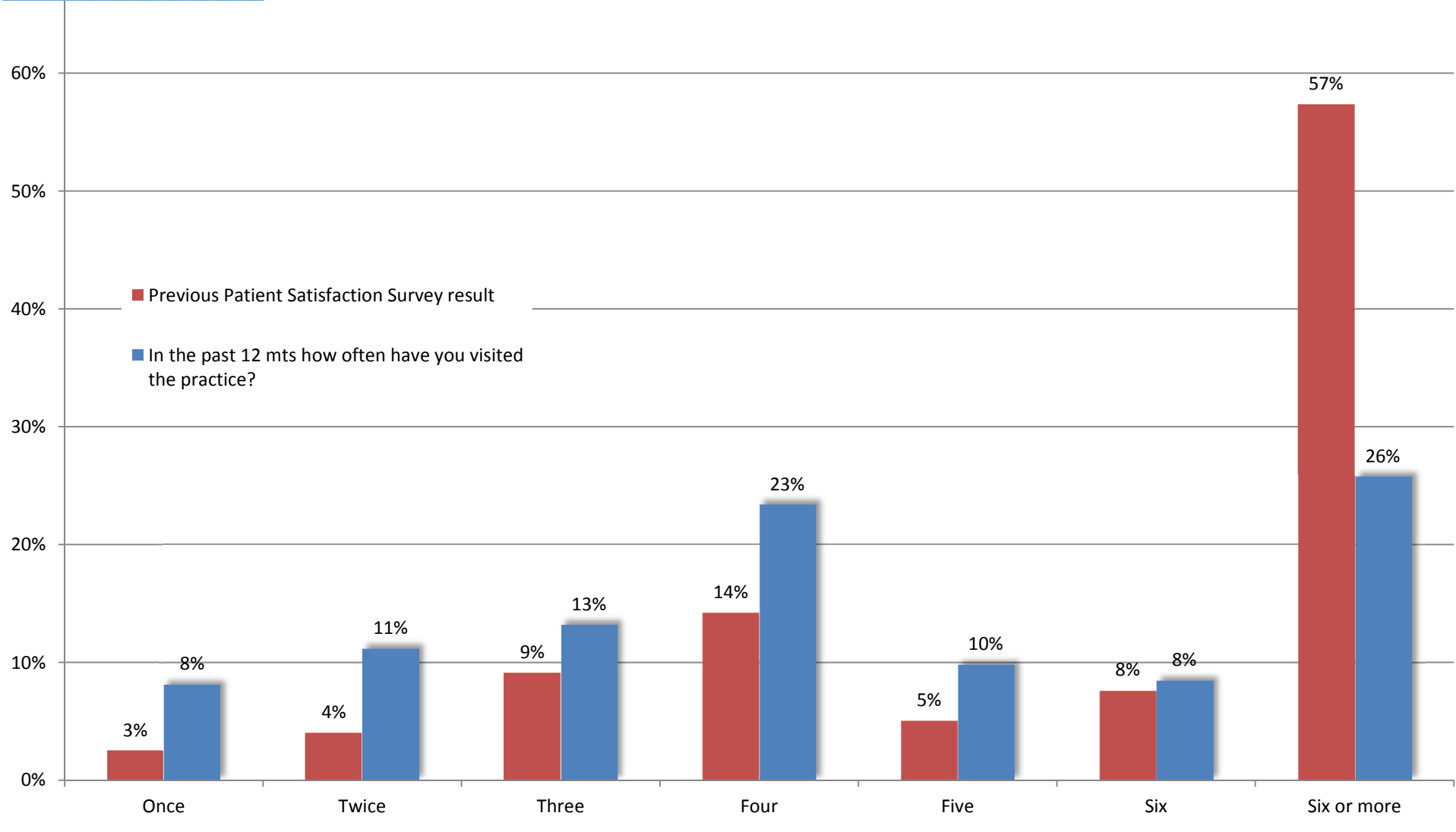


Phoning the Practice



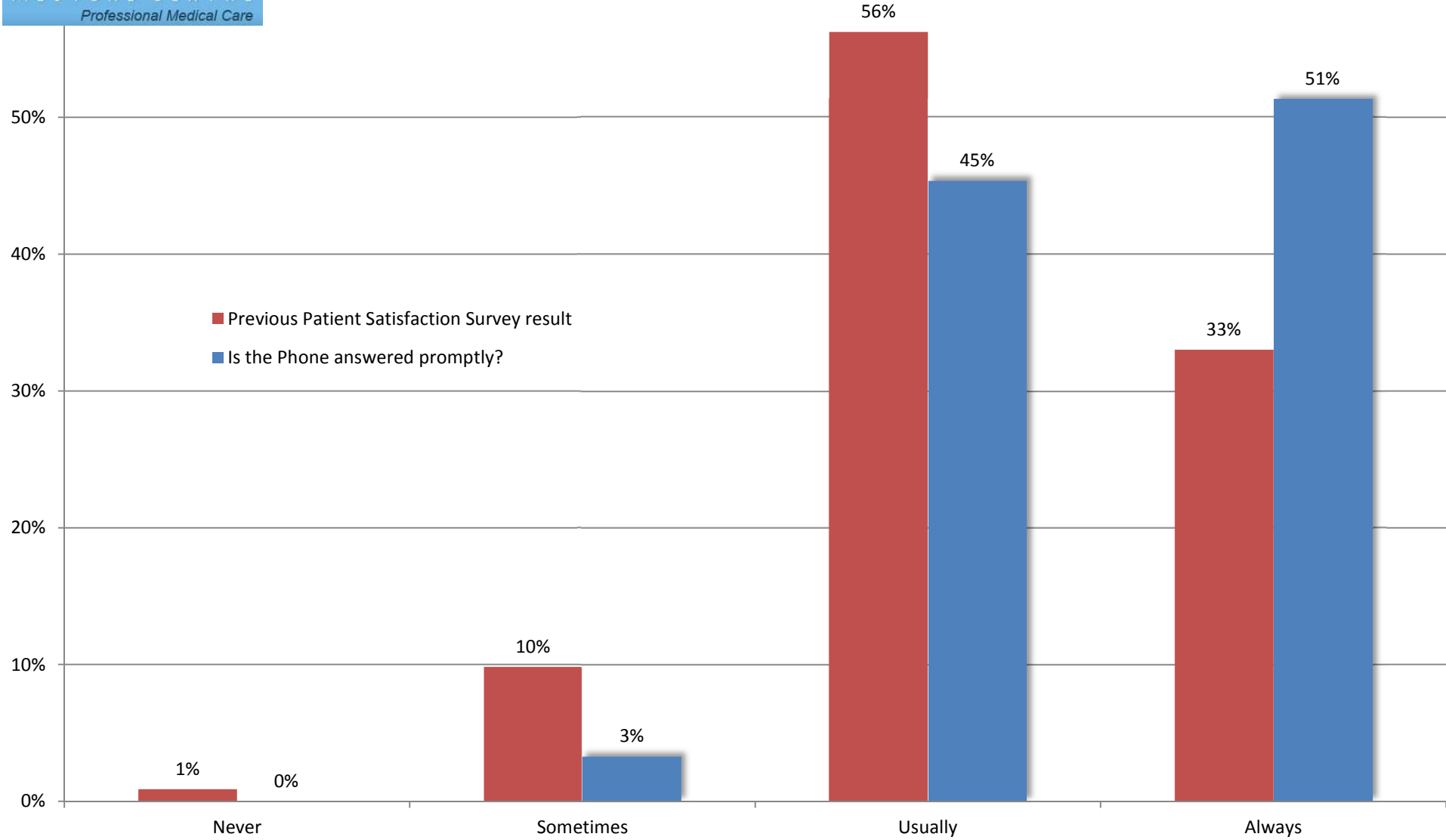


In the past 12 months how often have you visited the Practice?



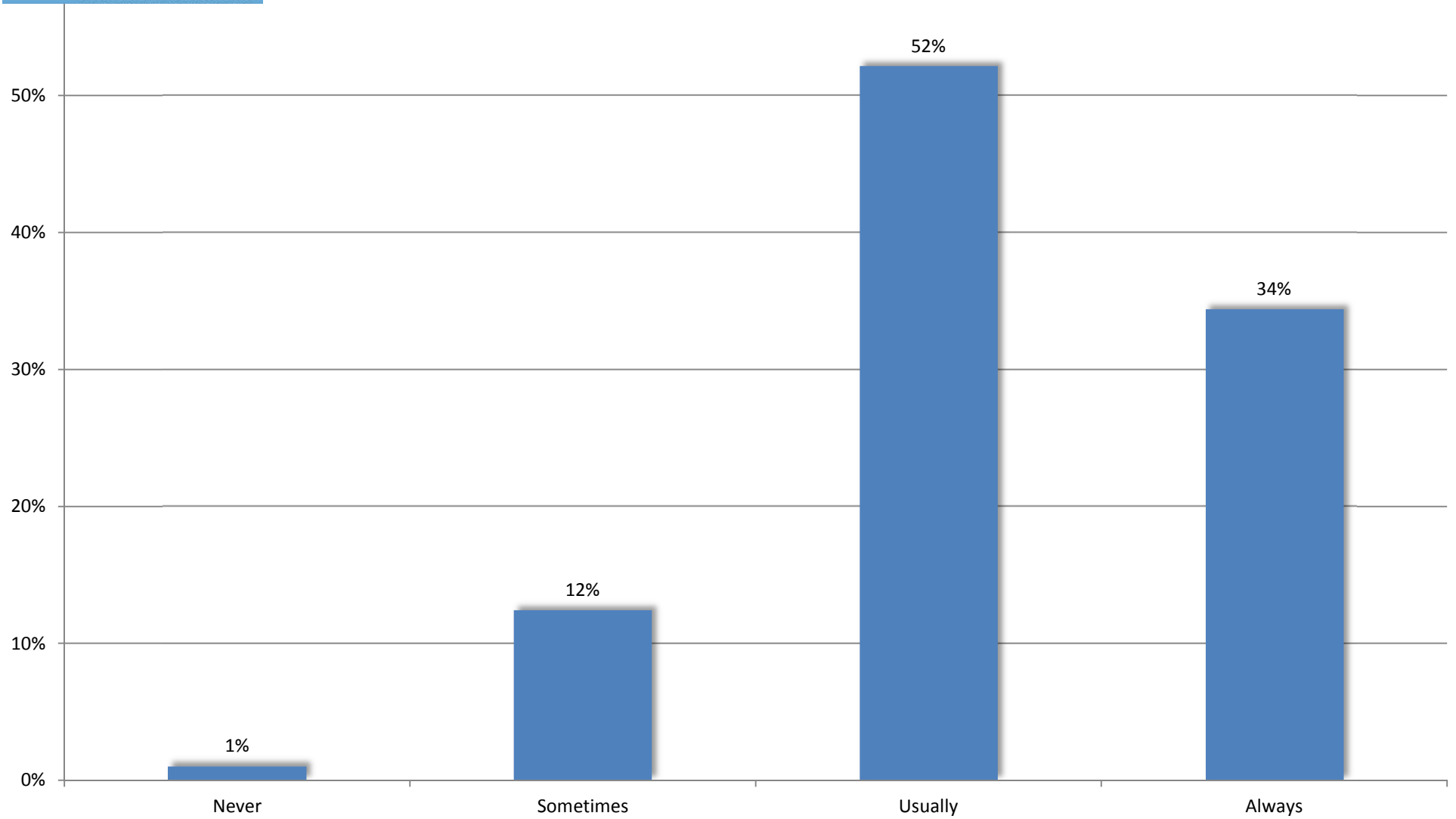


Is the Phone answered promptly?





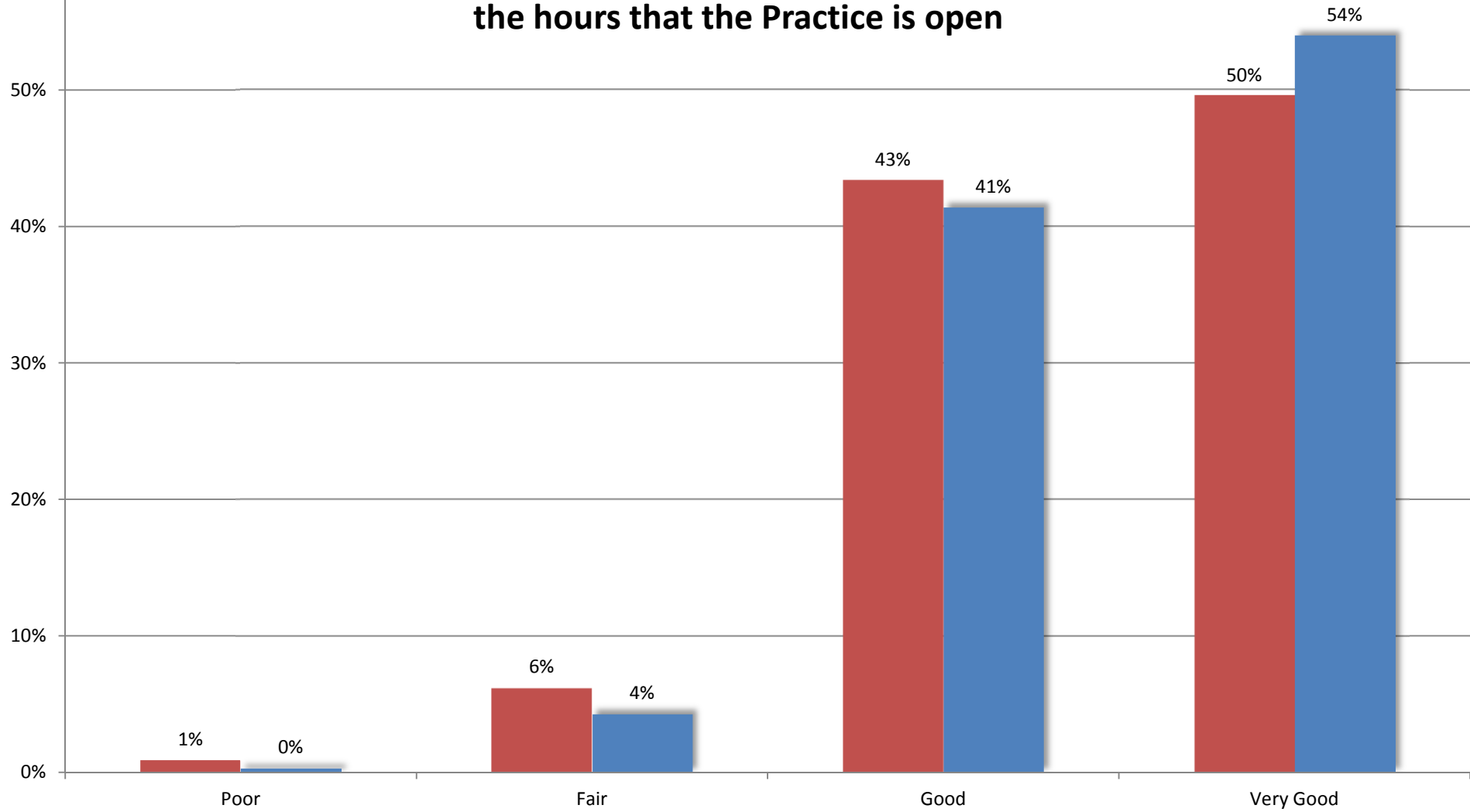
Are you able to speak to the person you require?





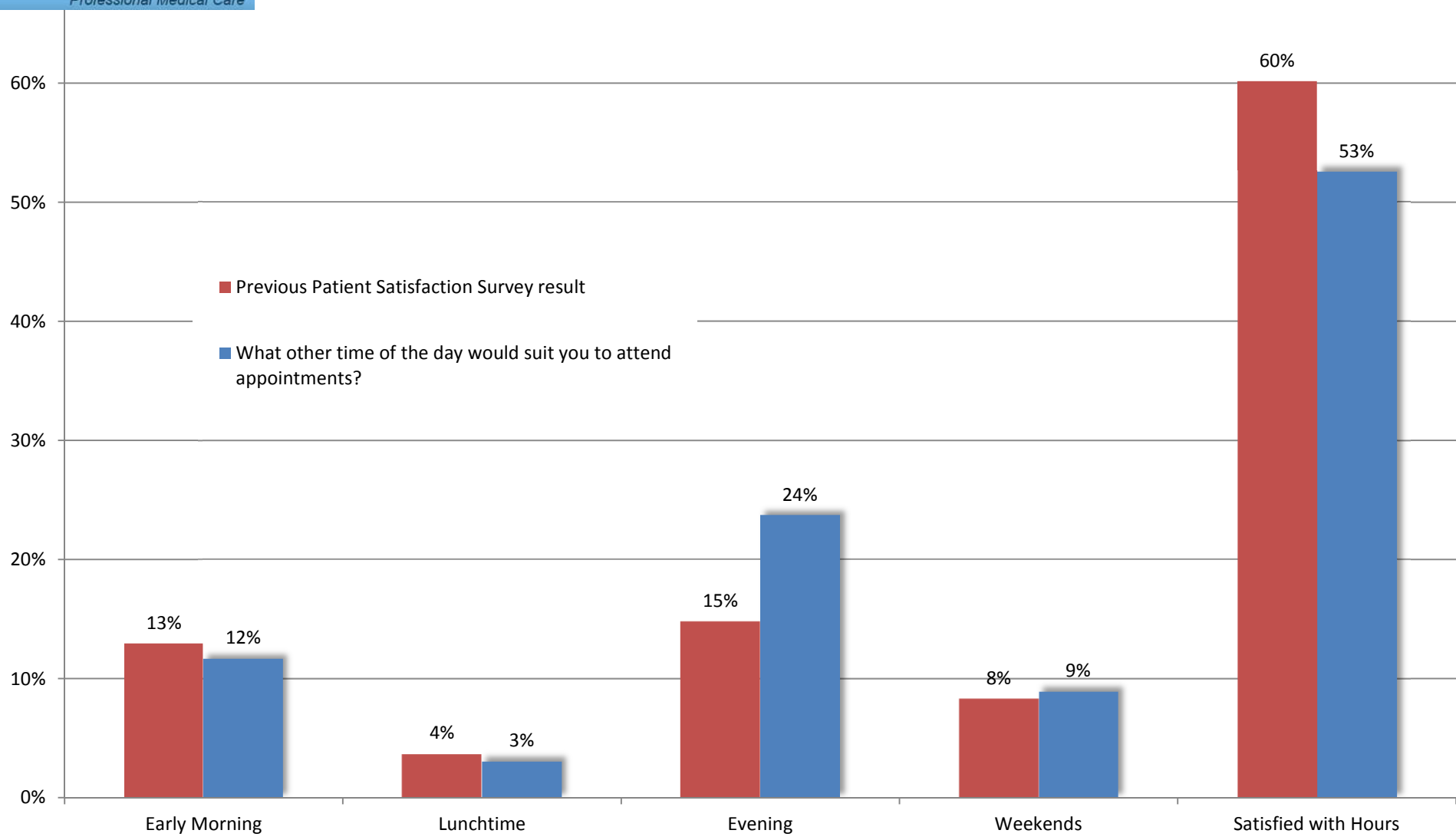
Availability

How convenient do you find the hours that the Practice is open



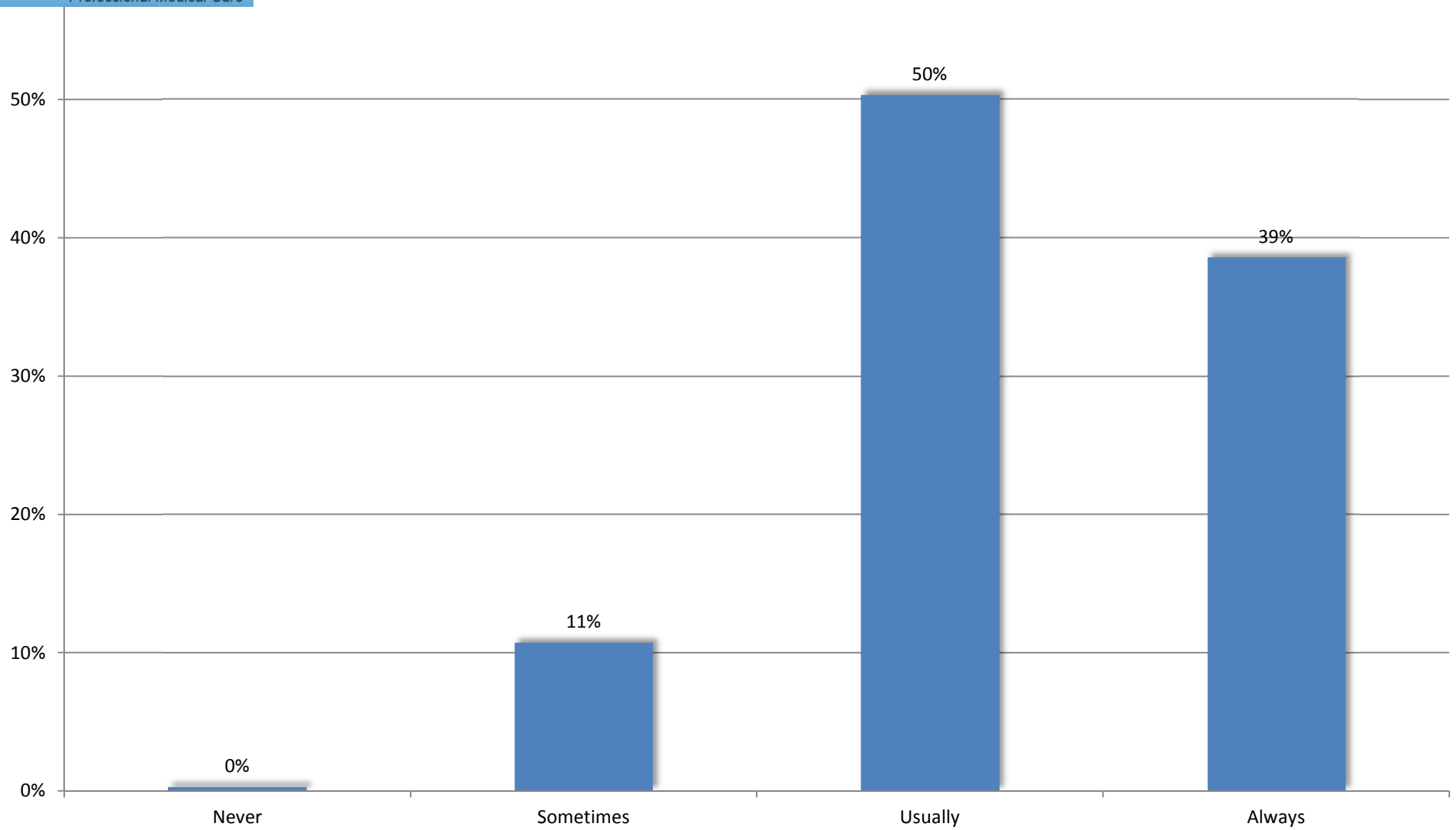


What other time of the day would suit you to attend appointments?



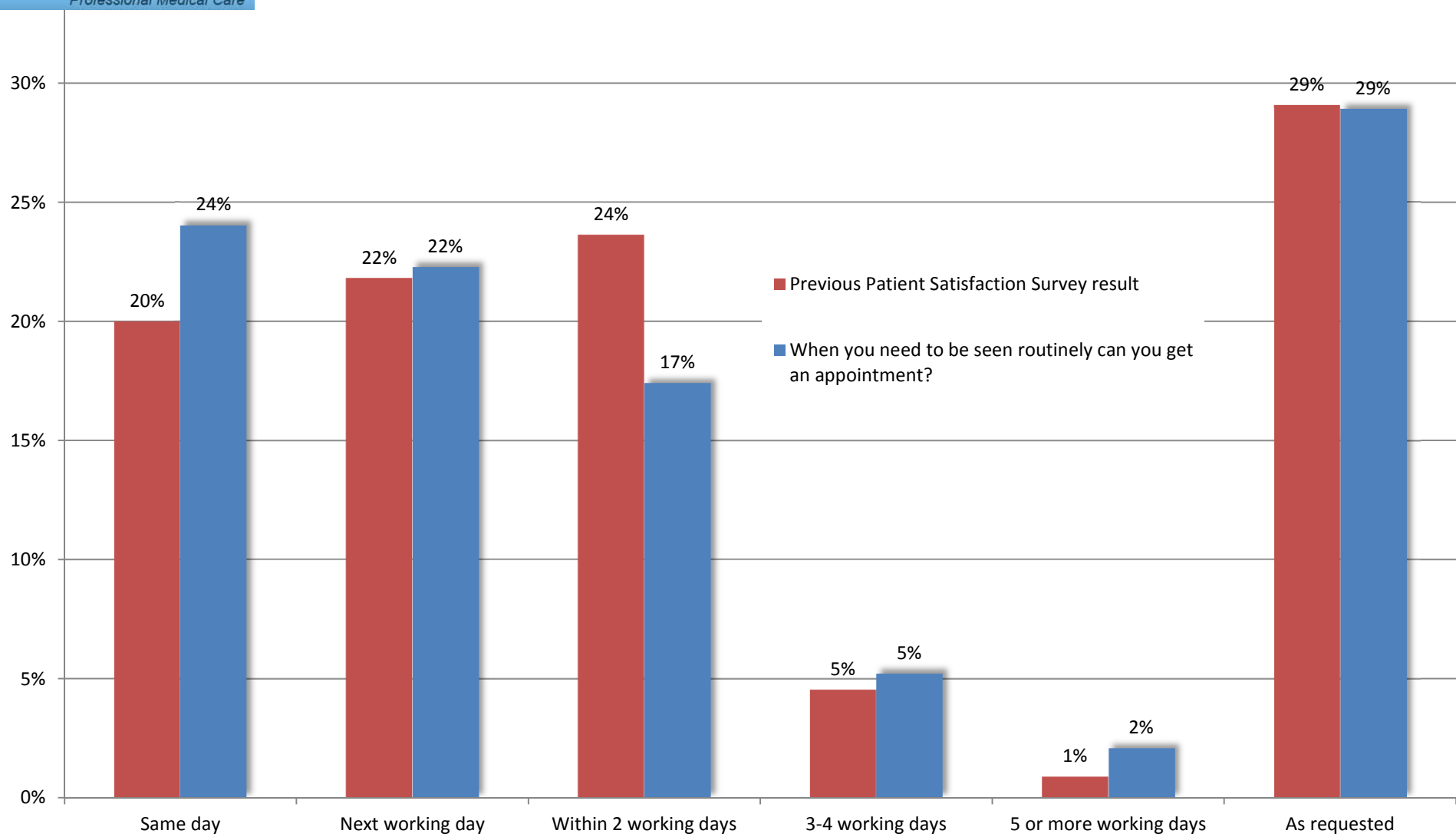


Do you get an appointment with your preferred provider?



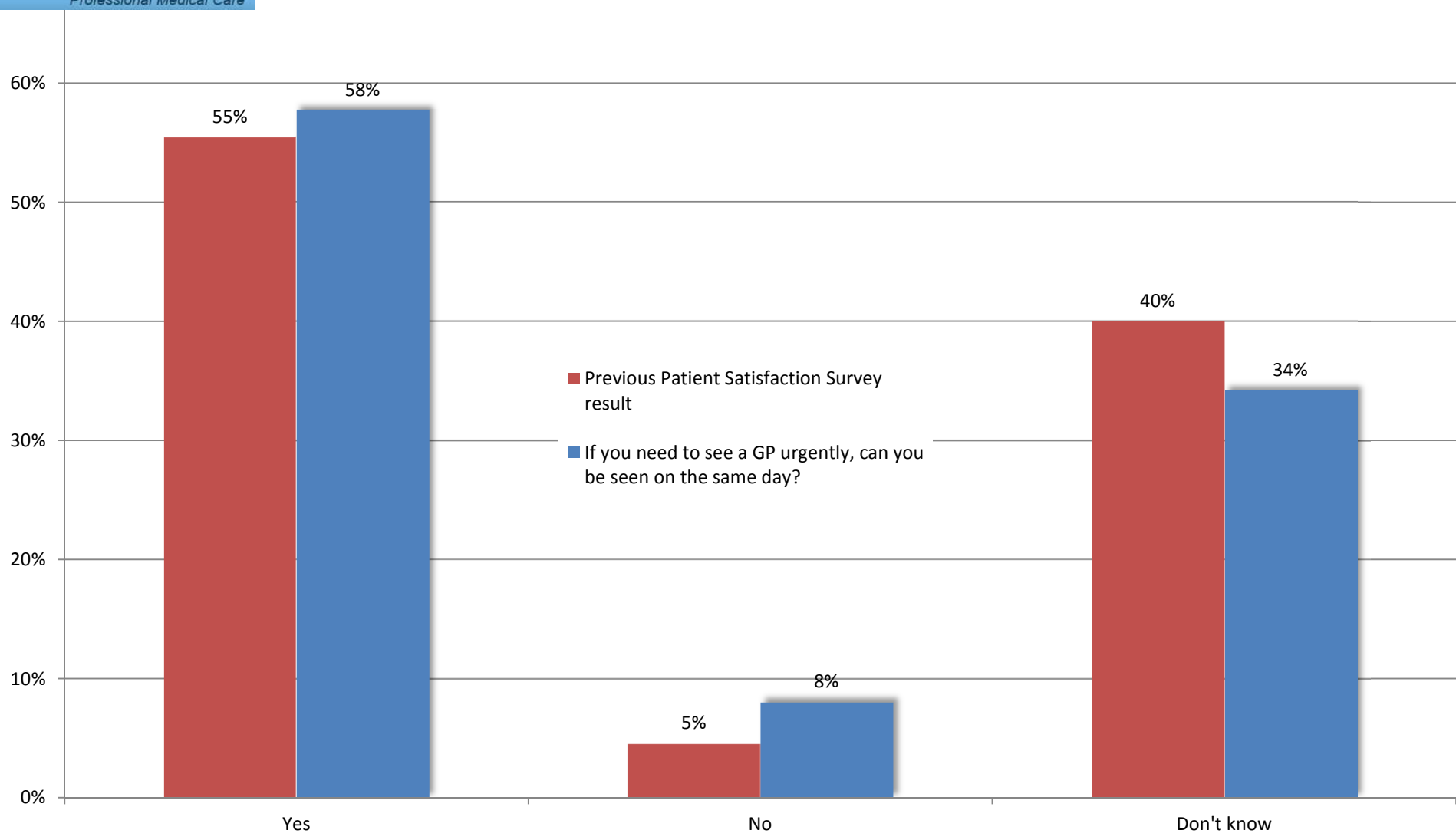


When you need to be seen routinely can you get an appointment?



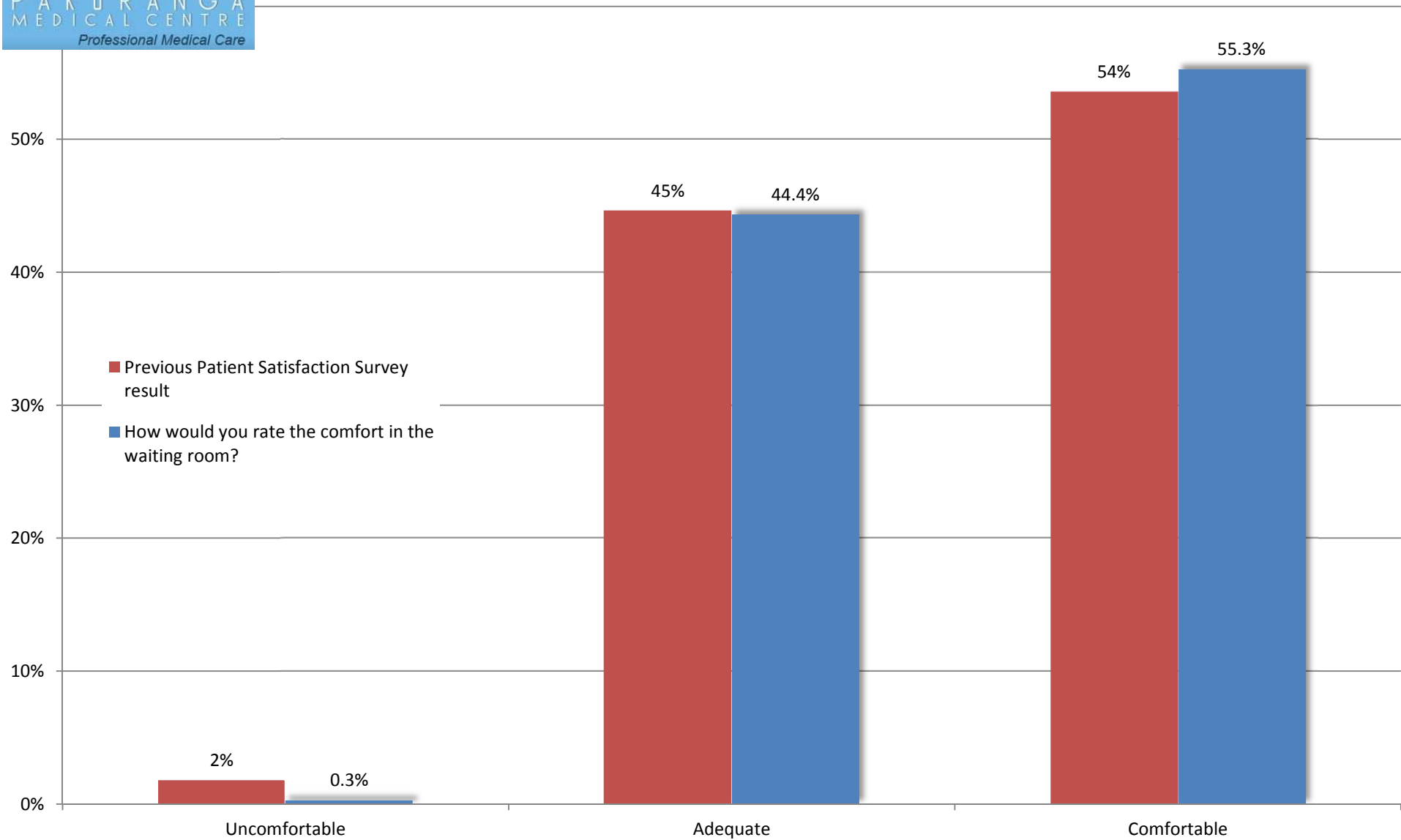


If you need to see a GP urgently can you be seen on the same day?



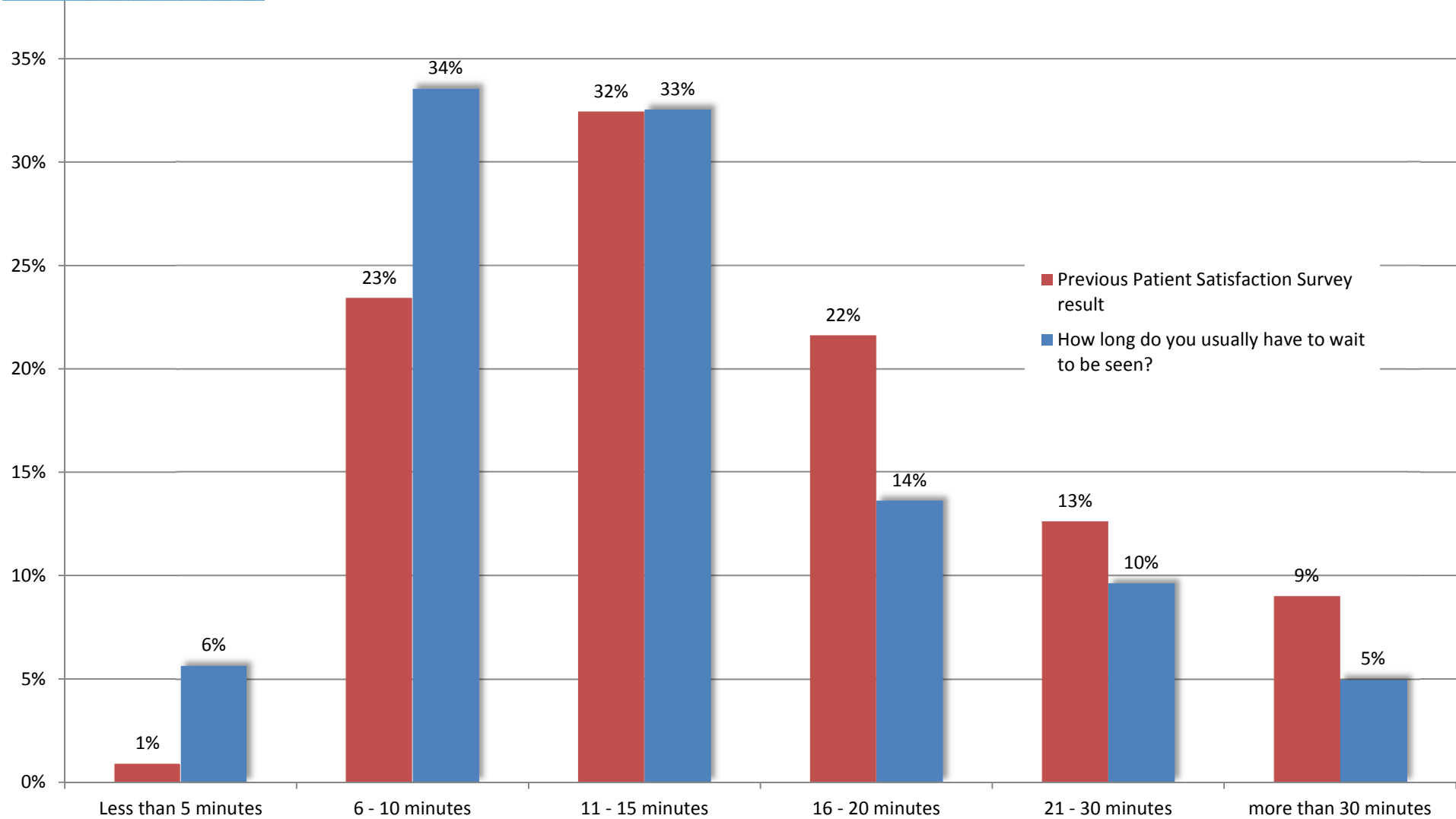


How would you rate the comfort of the waiting room?



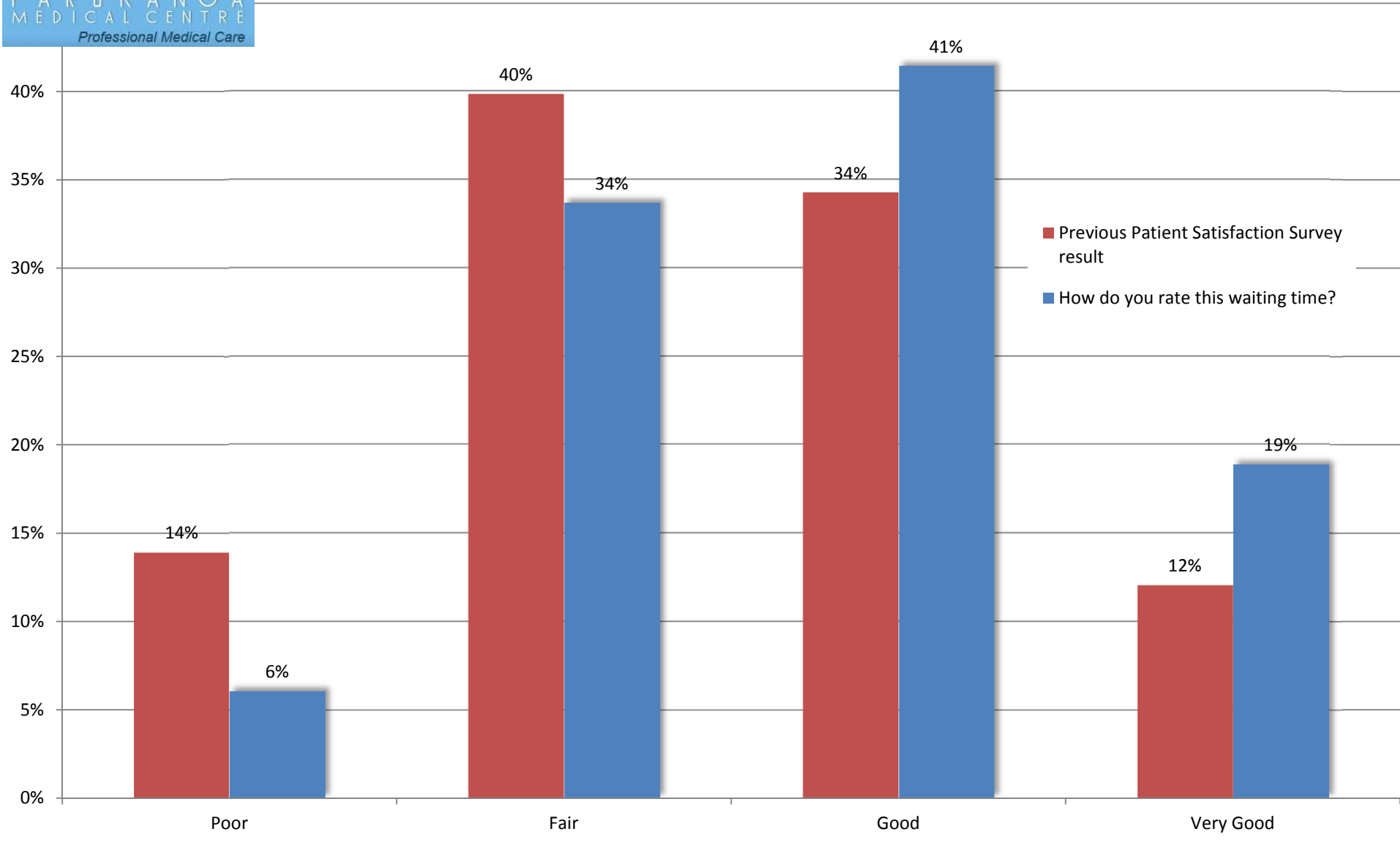


How long do you usually have to wait to be seen?



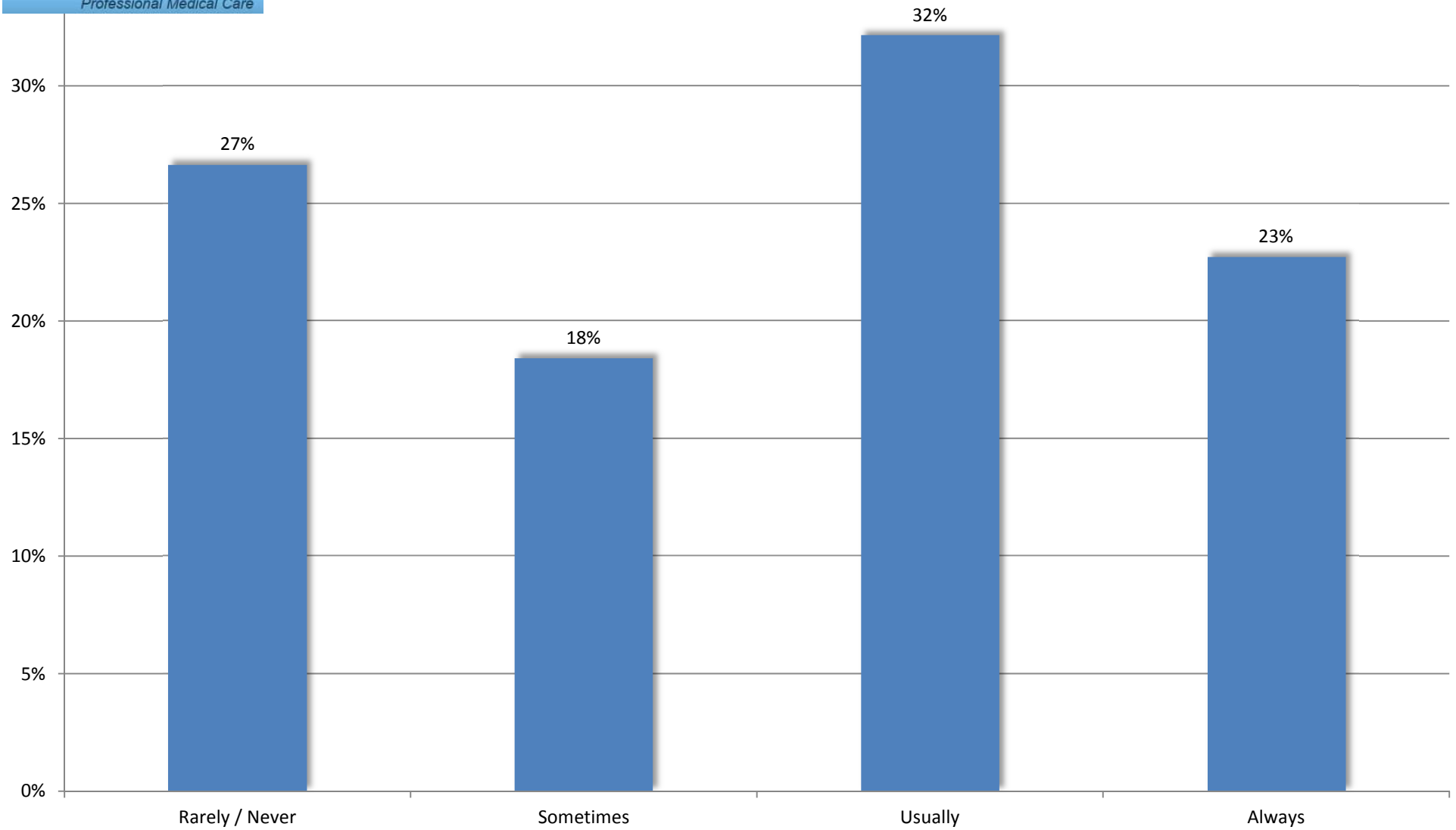


How do you rate this waiting time?



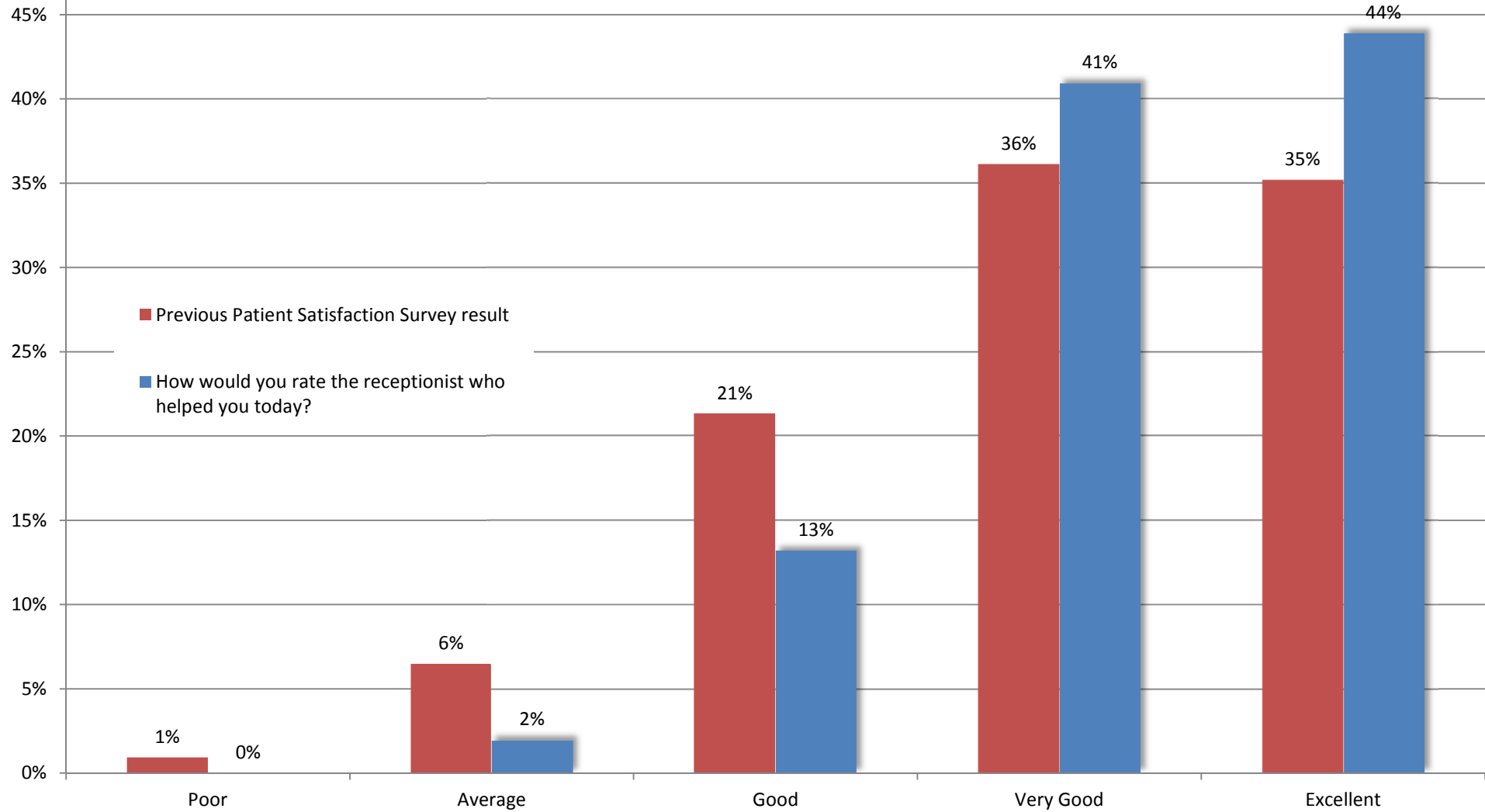


Do the reception staff inform you if there is a delay in waiting?



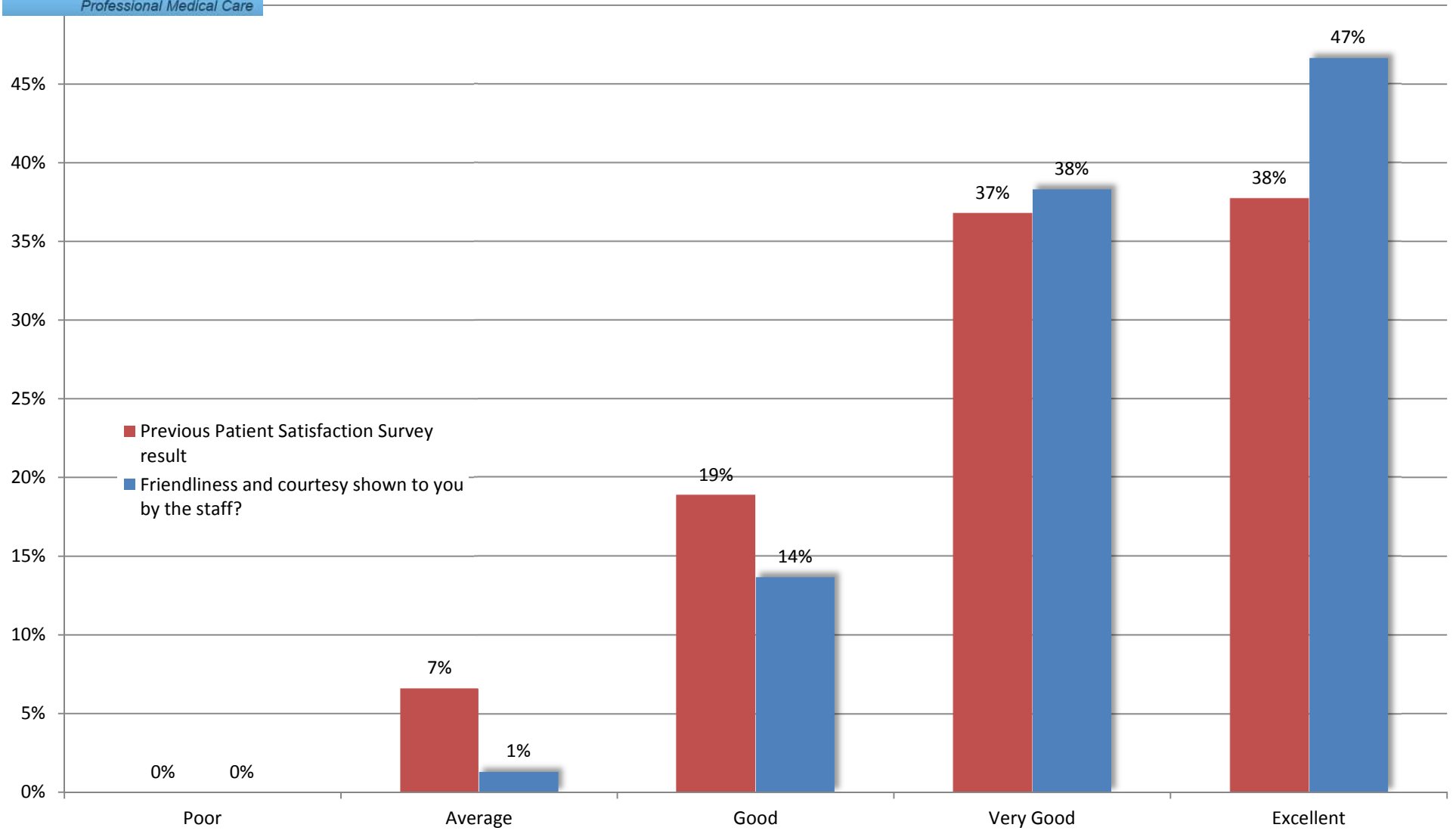


How would you rate the receptionists who helped you today?



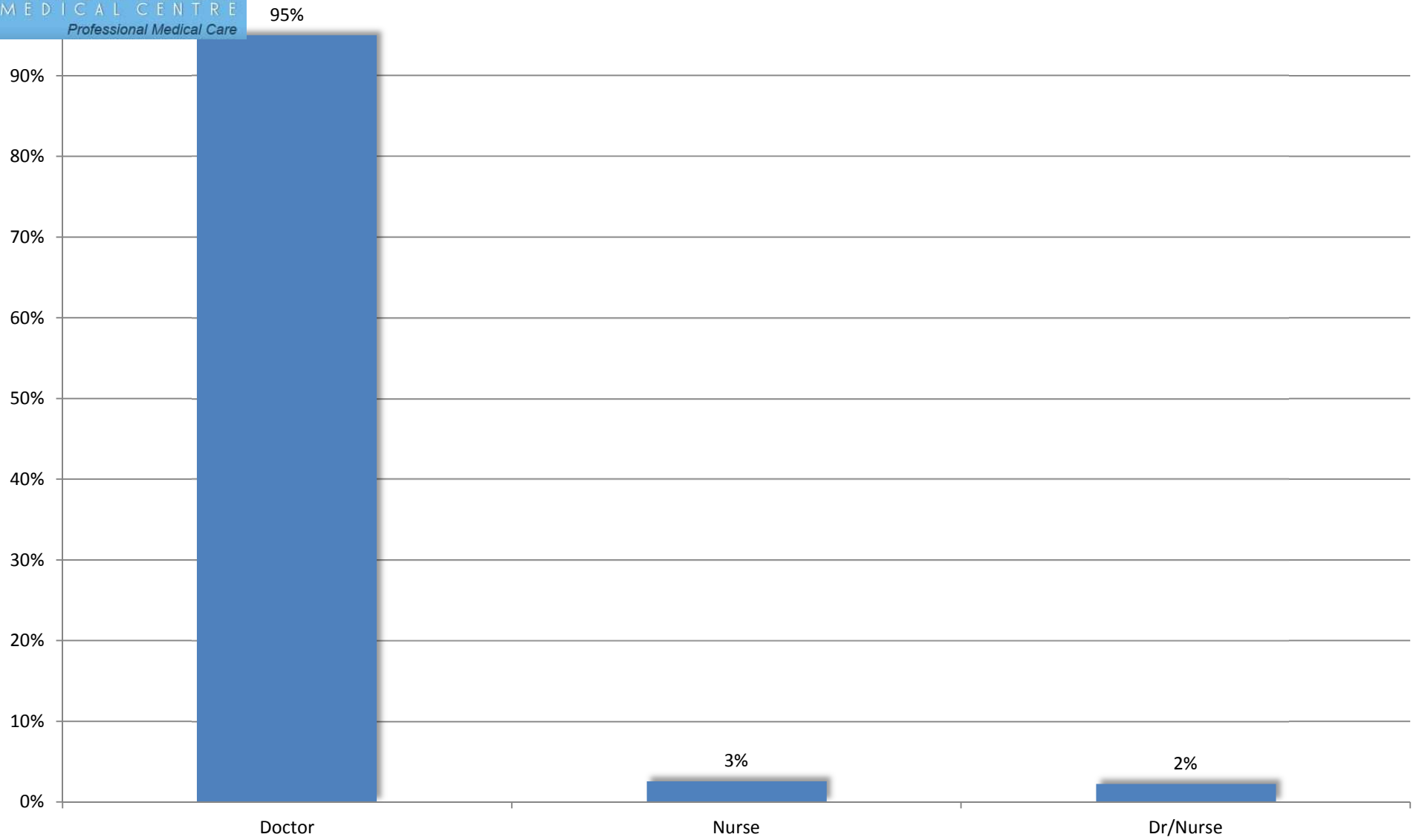


How would you rate the friendliness and courtesy shown to you by the staff



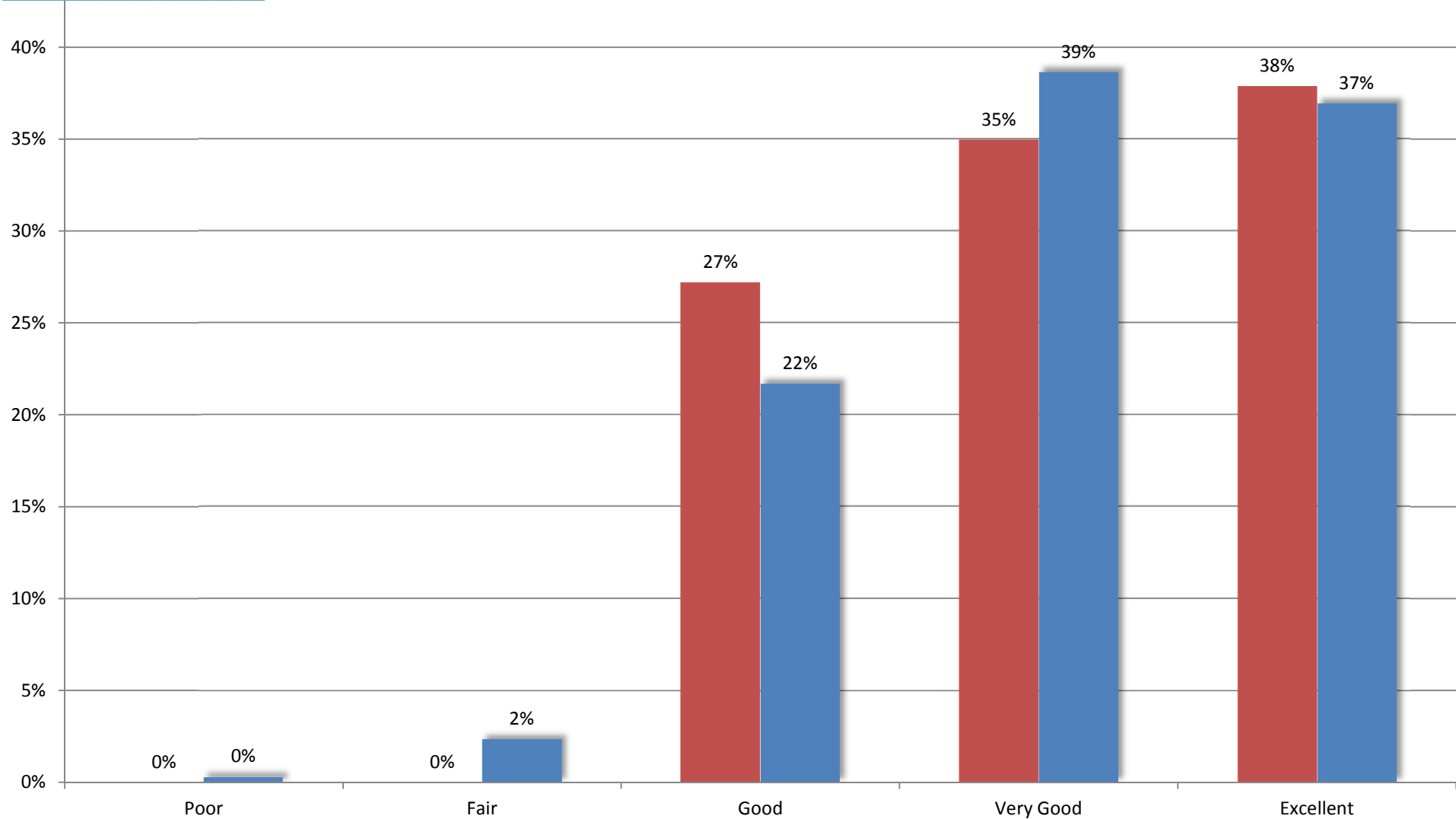


Who did you see?



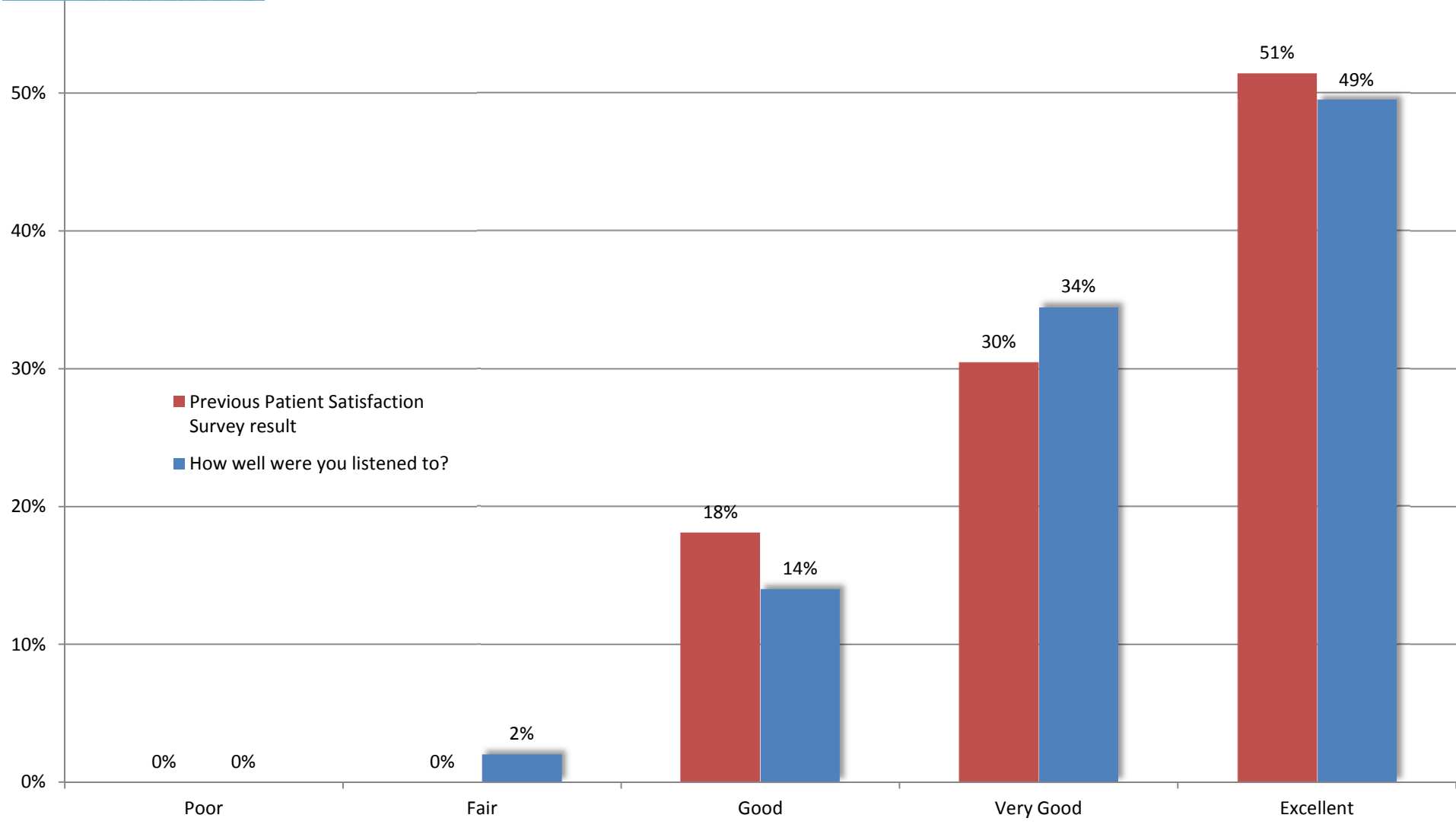


How would you rate the amount of time spent with you?



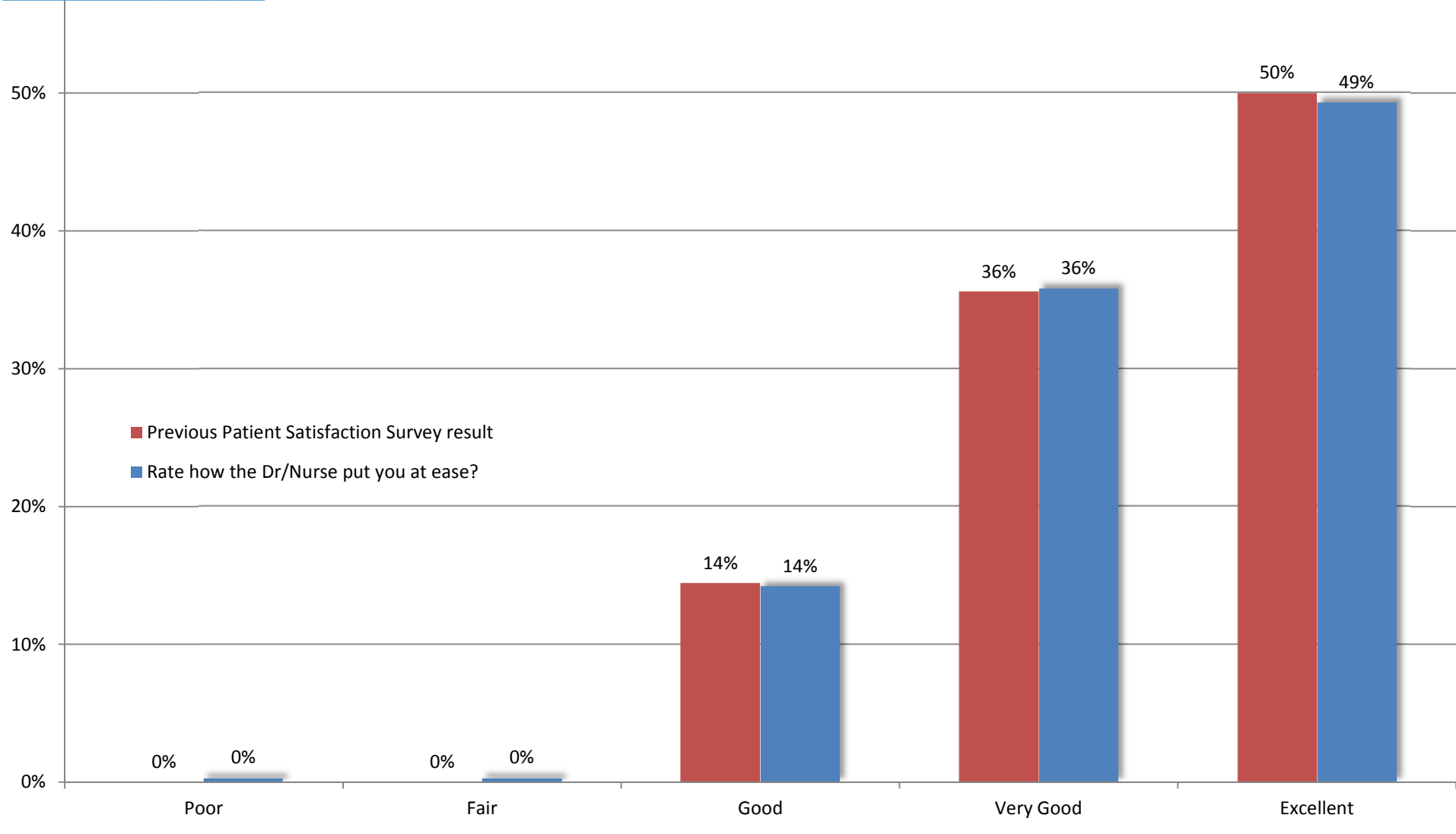


How well were you listened to?



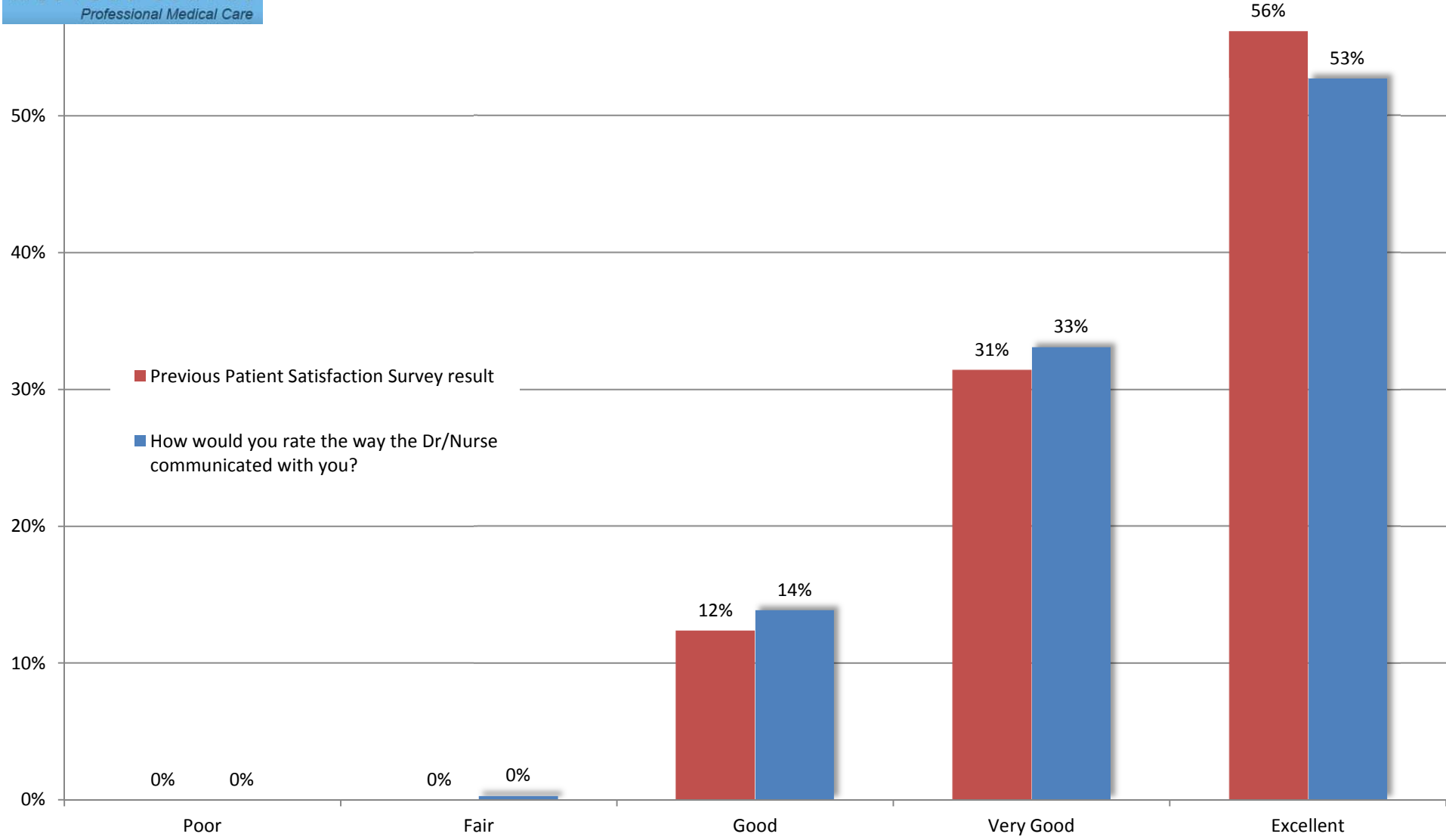


Rate how the Dr/Nurse put you at ease



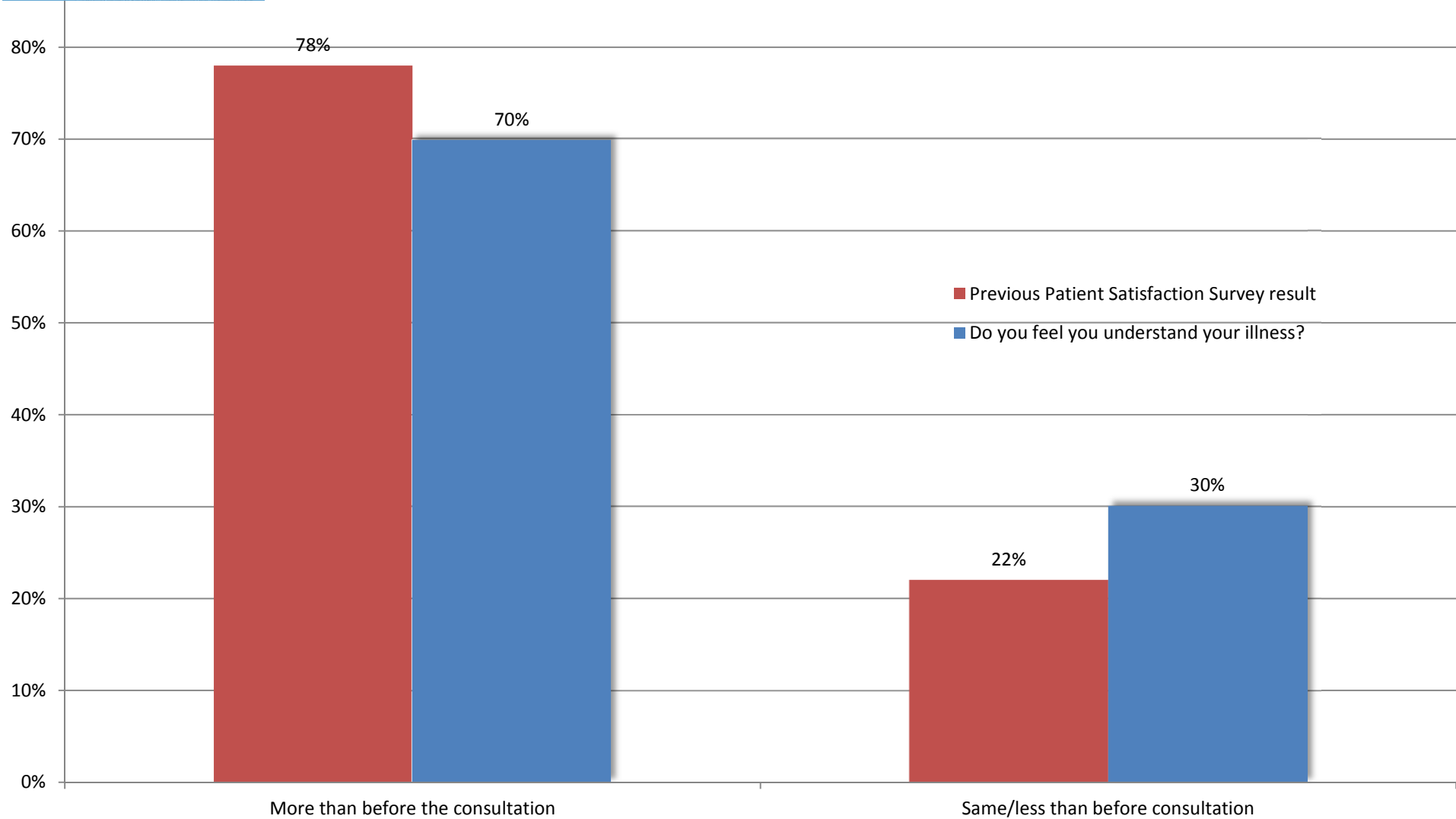


How would you rate the way the Dr/Nurse communicated with you?



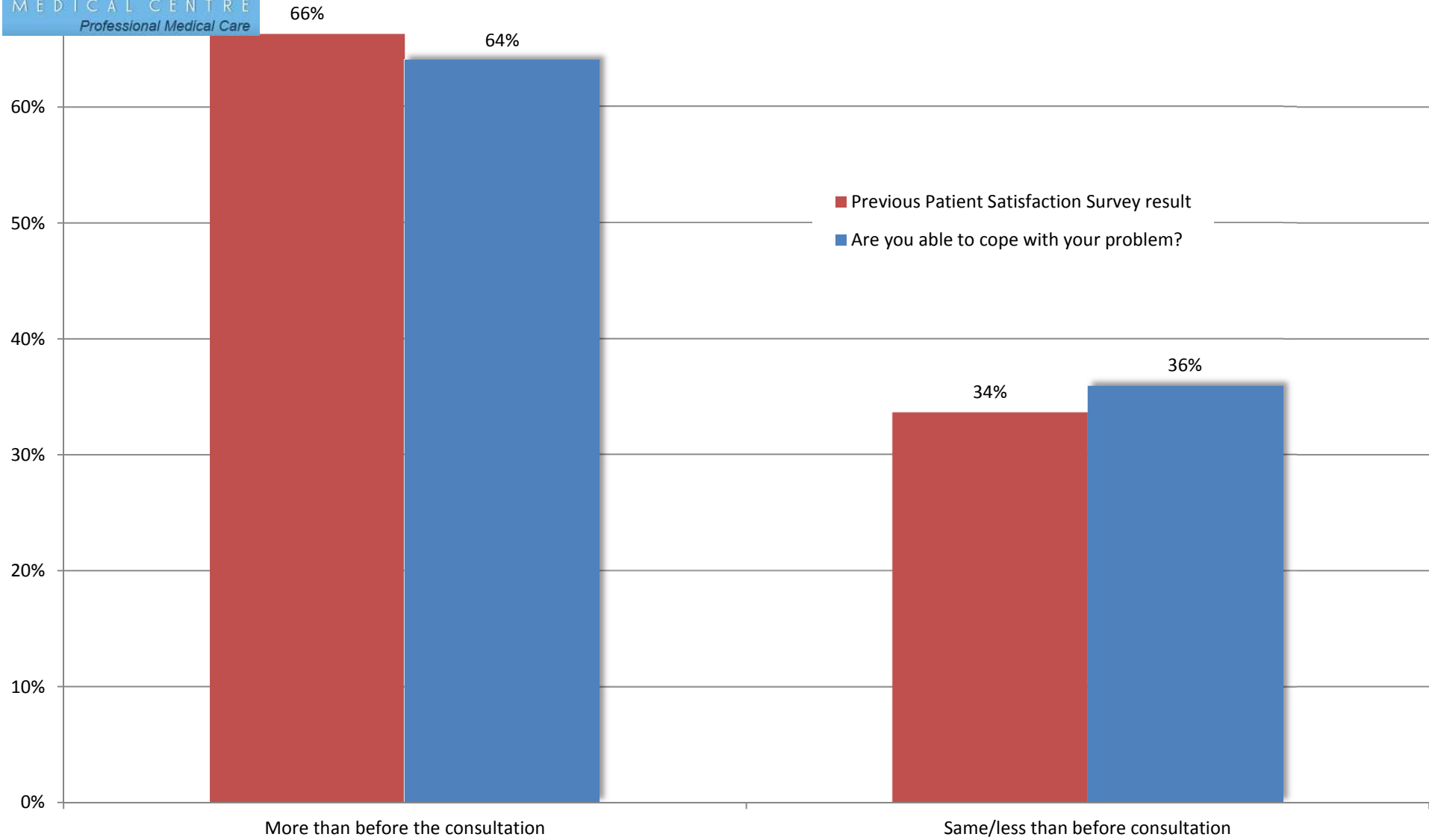


Do you feel you understand your illness?



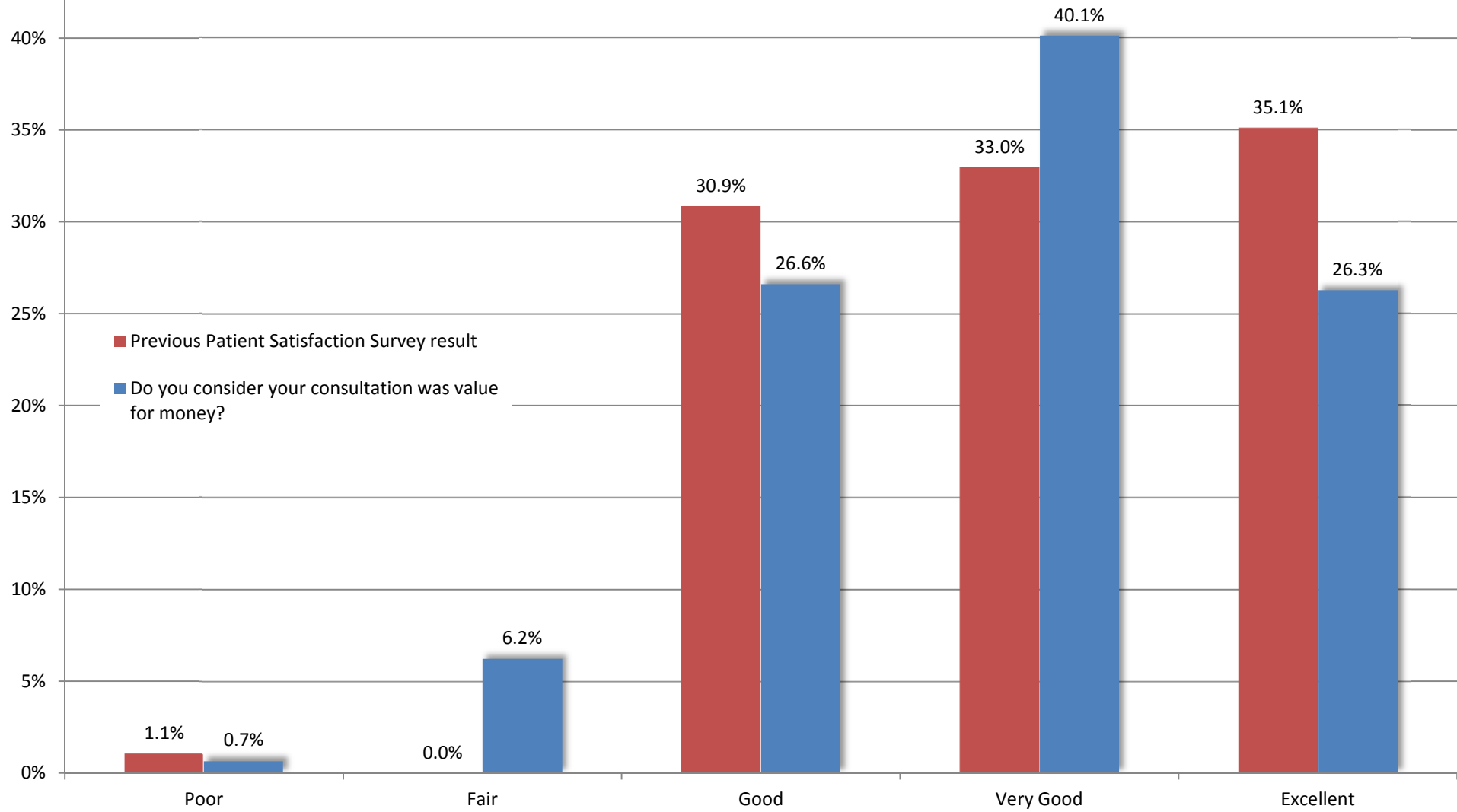


Are you able to cope with your problem?



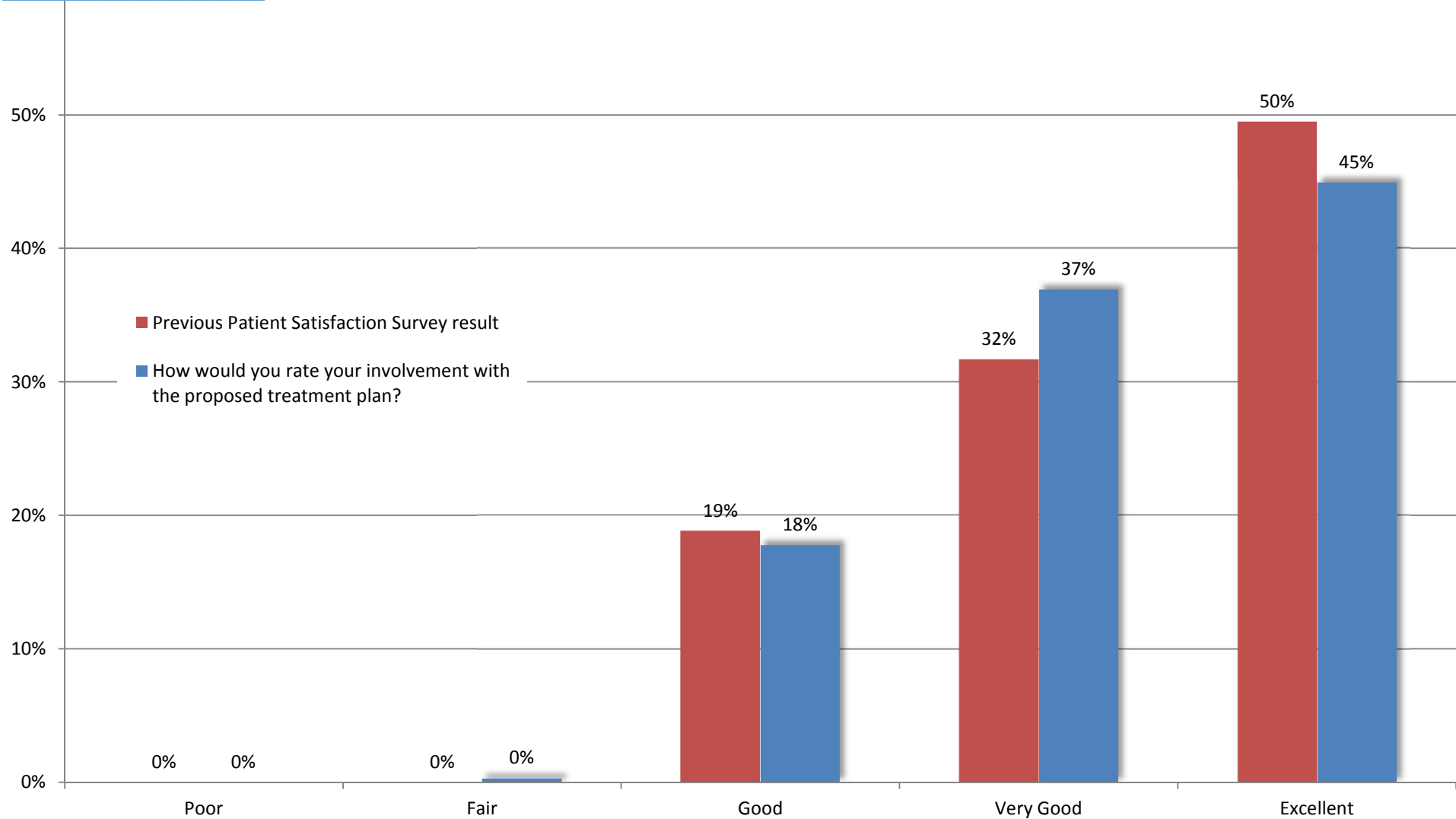


Do you consider your consultation was value for money?



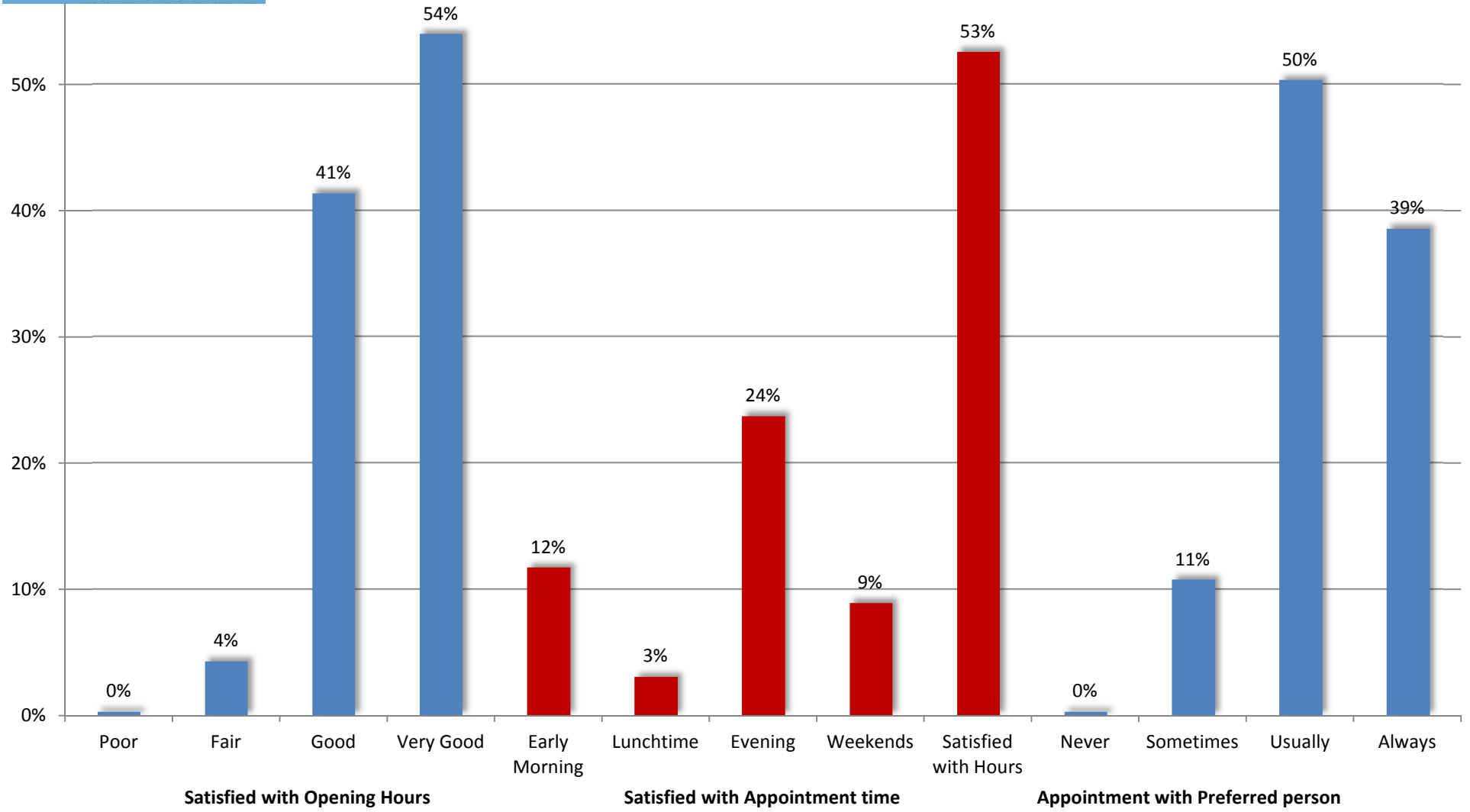


How would you rate your involvement with the proposed treatment plan?



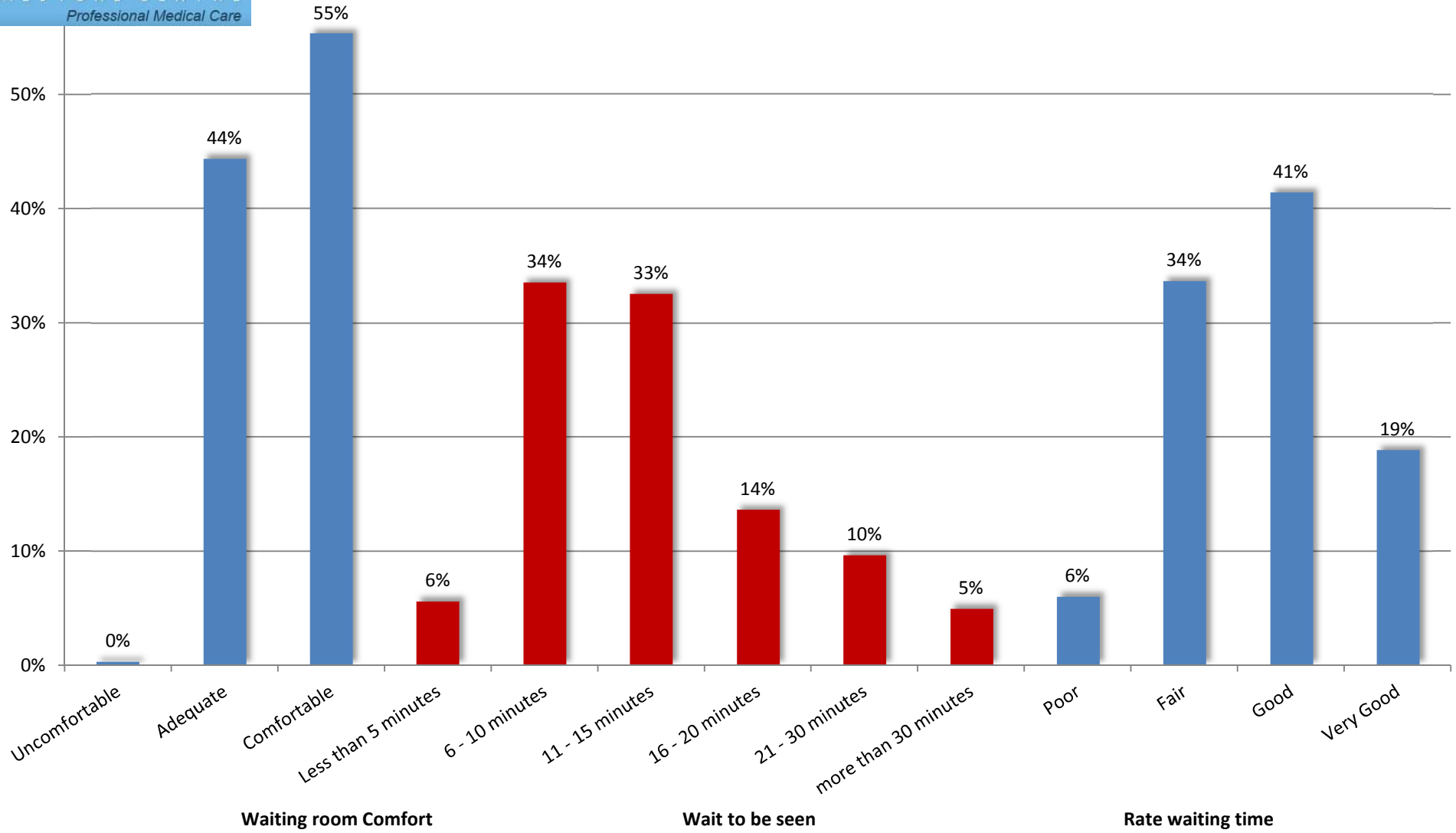


Convenience of Hours



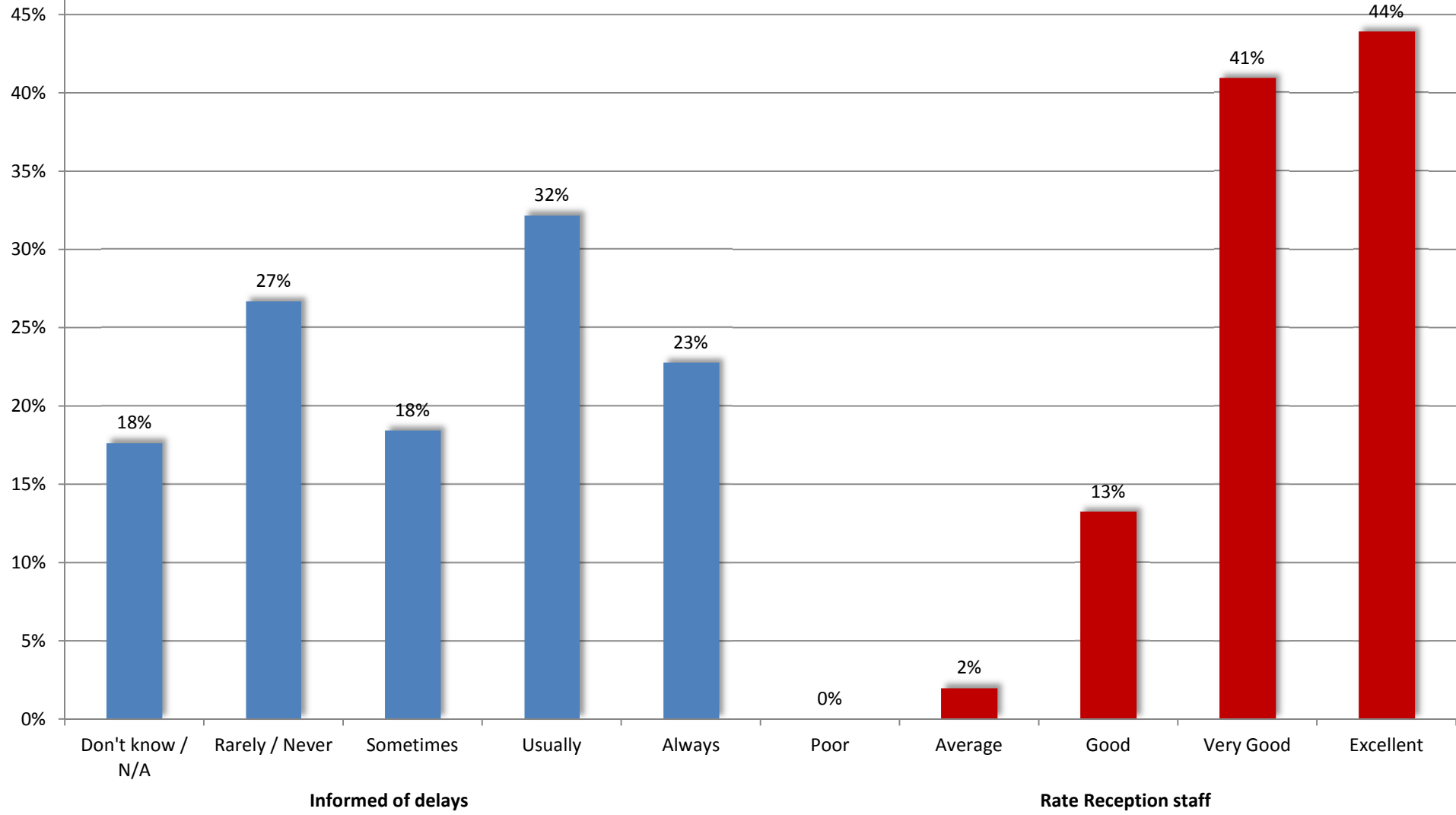


The Waiting Room experience



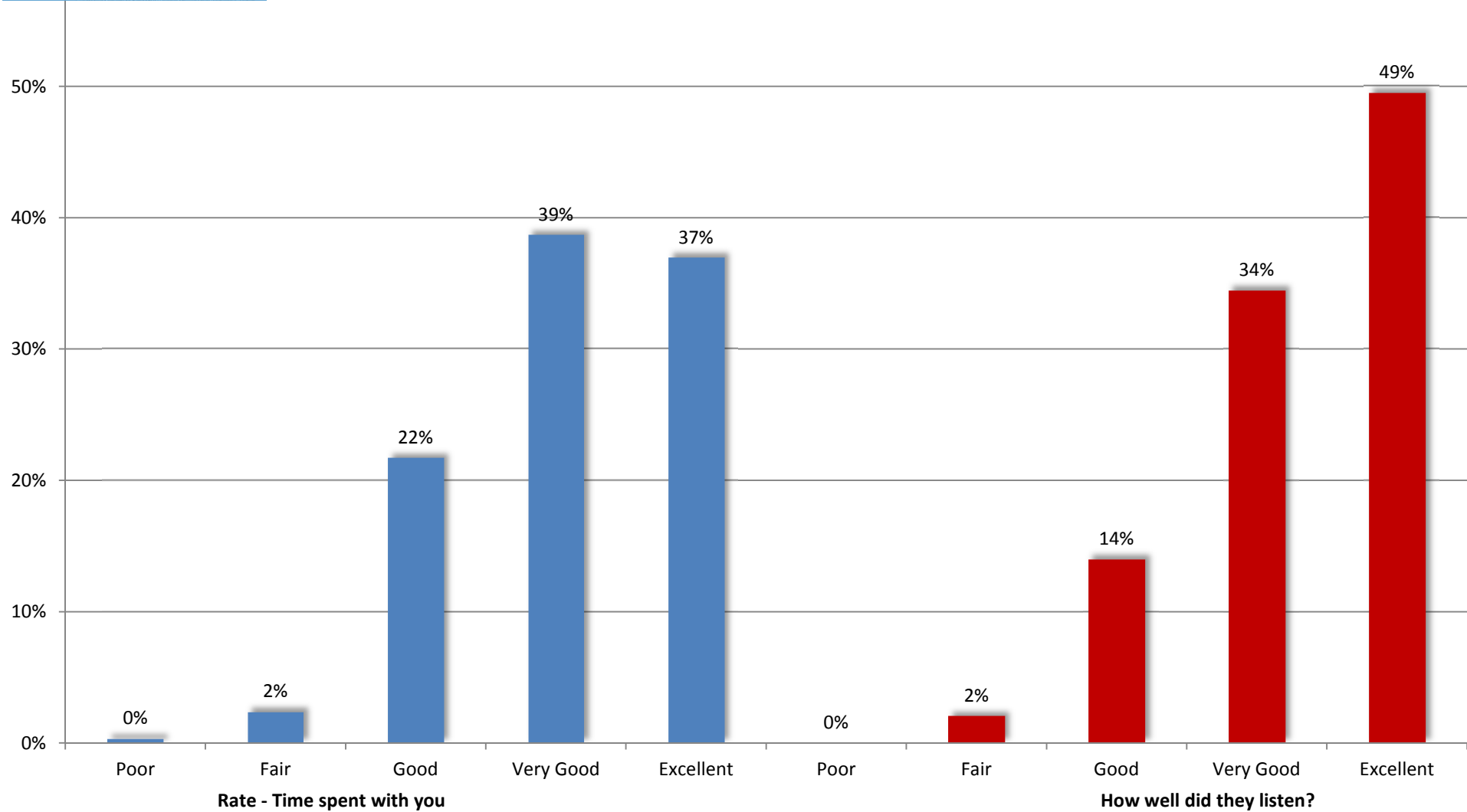


Reception Staff





The Appointment - 1





Appointment - 2

