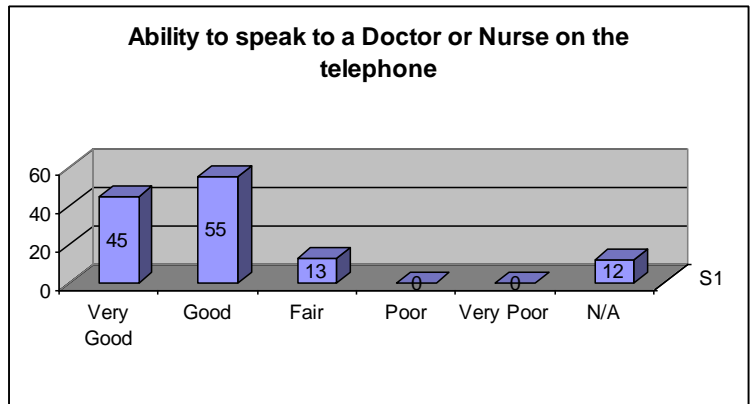
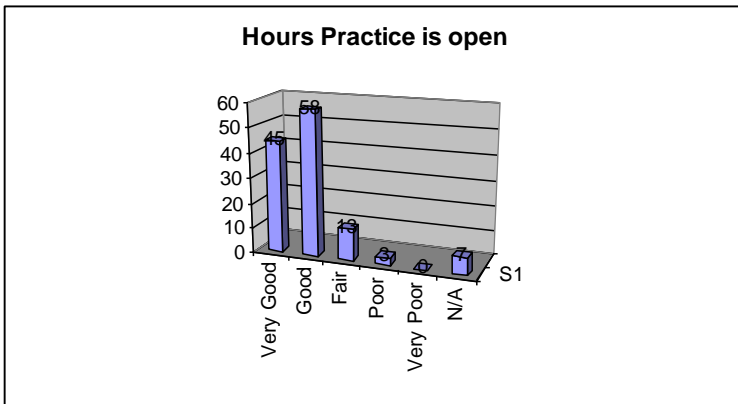
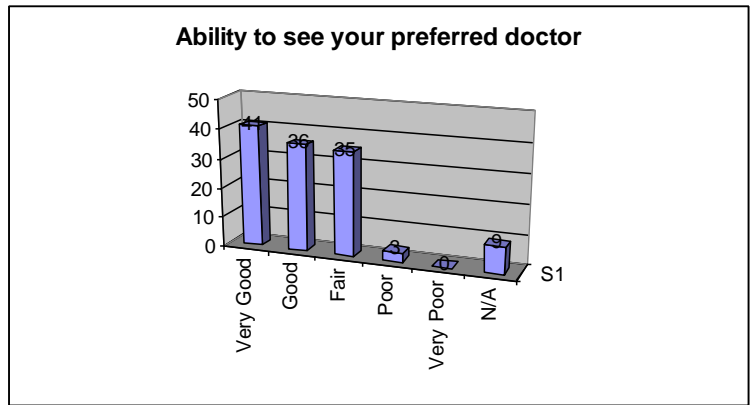
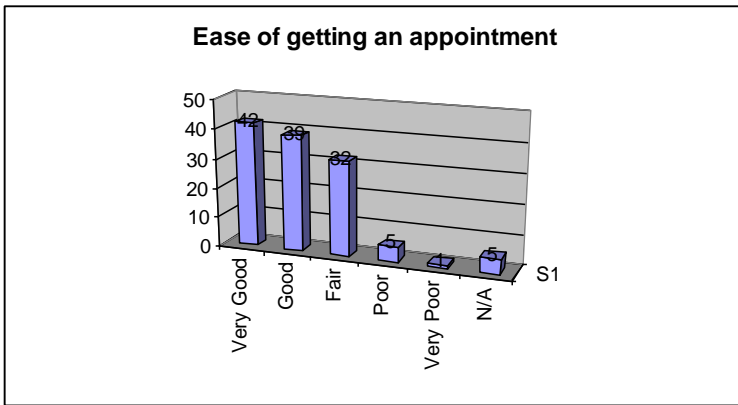


PORTCULLIS SURGERY – PATIENT SURVEY 2014

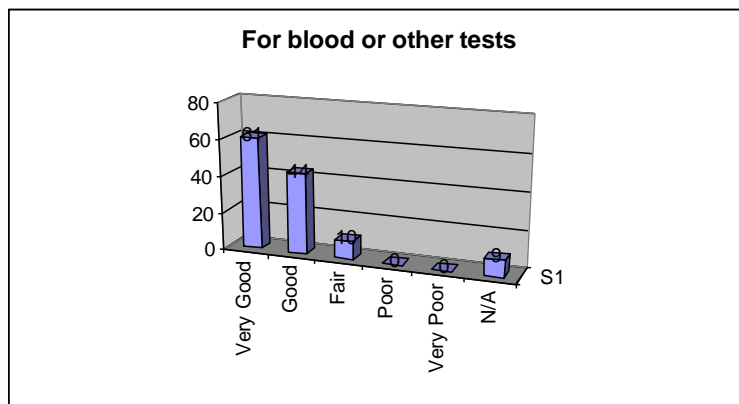
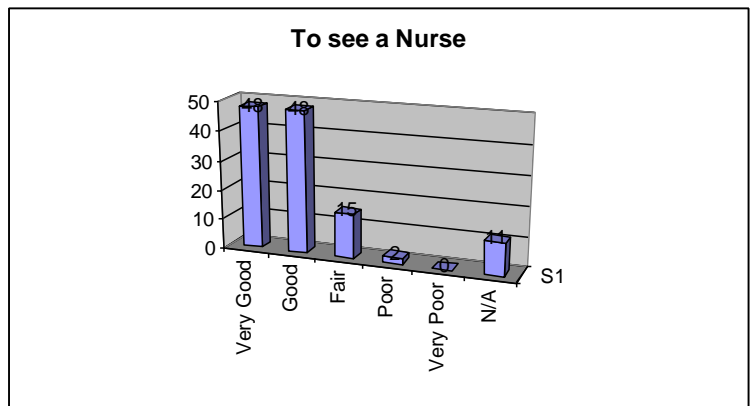
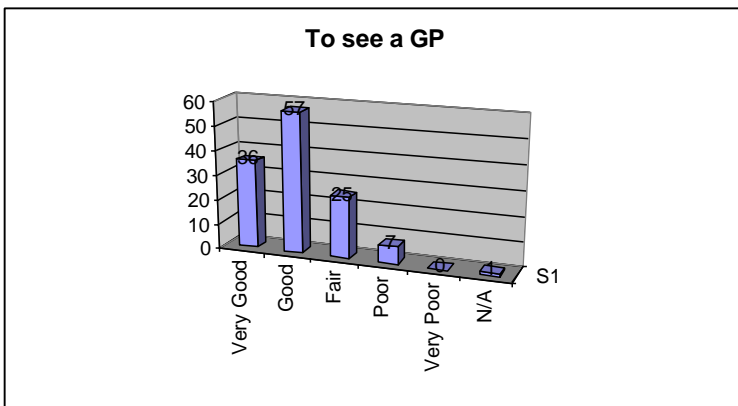
Results for patient satisfaction

This section of the patient survey was completed after the consultation with a Doctor, Nurse or Phlebotomist.

How well do you think we are doing in the following areas?

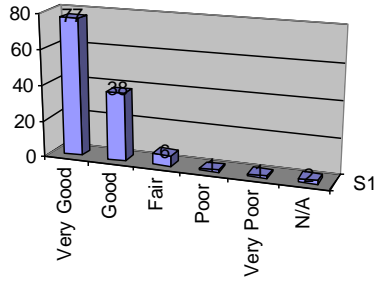


Is the time you usually have to wait to for an appointment acceptable to you?

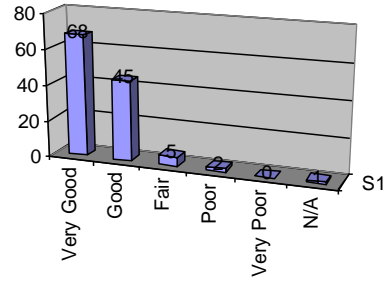


Please let us know how well you feel the doctor or nurse you last saw treated you.

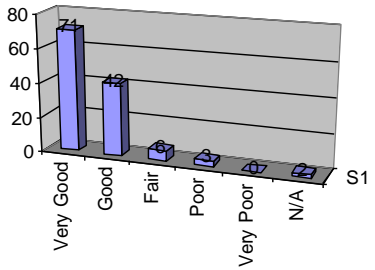
Friendly and Helpful



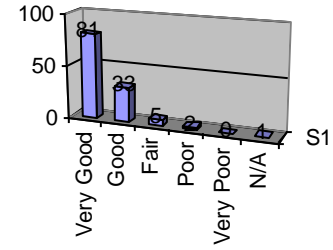
Welcoming and introduces self



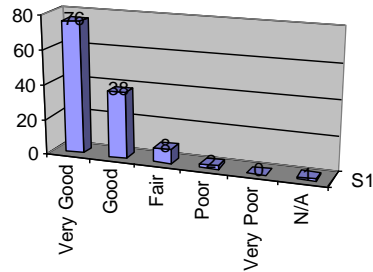
Shows an interest in you as a person



Listens to you

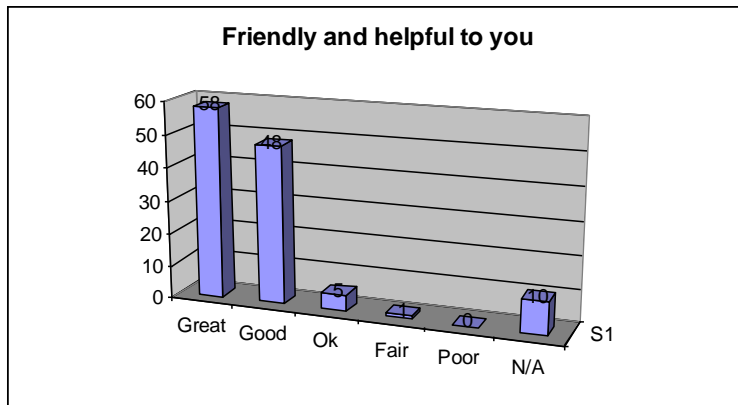
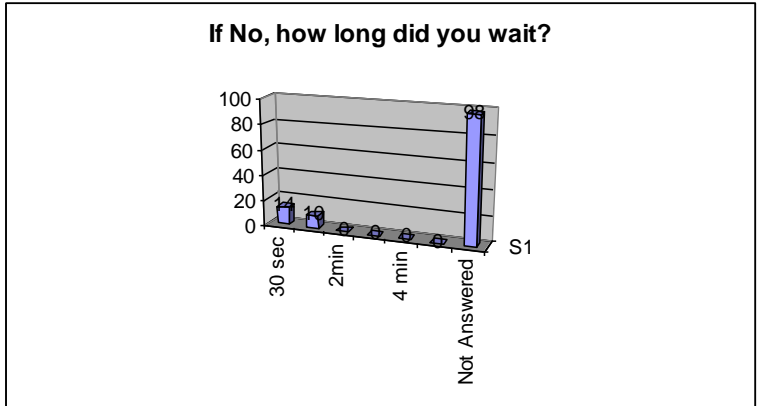
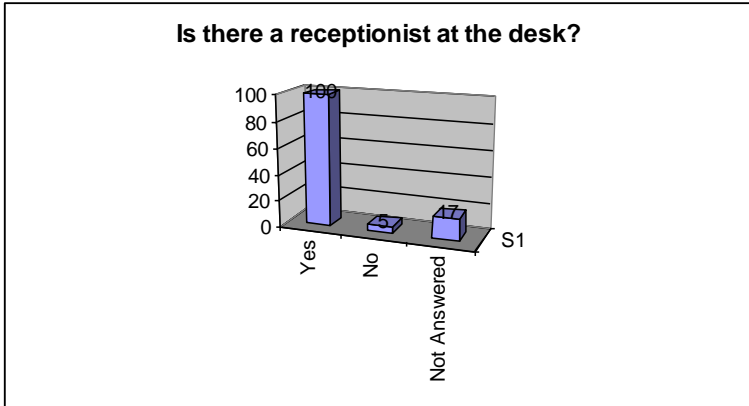


Takes enough time with you

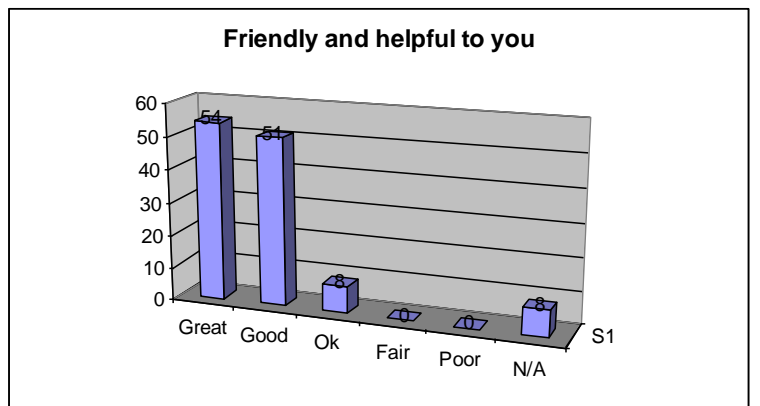
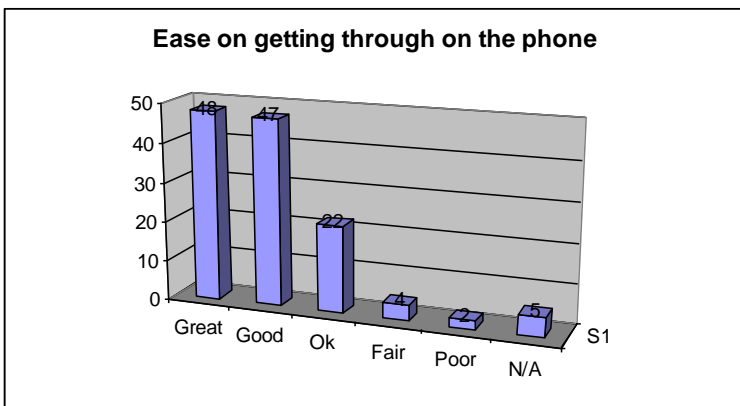


Please circle how well you think we are doing in the following areas:

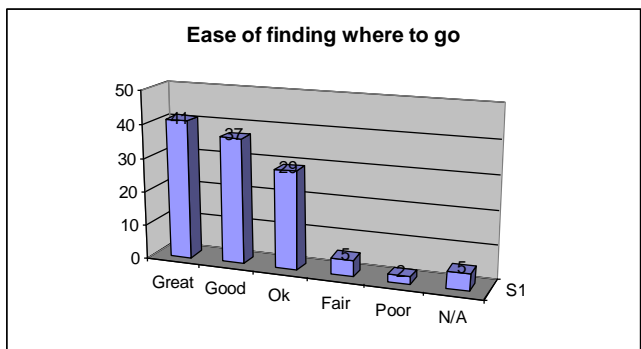
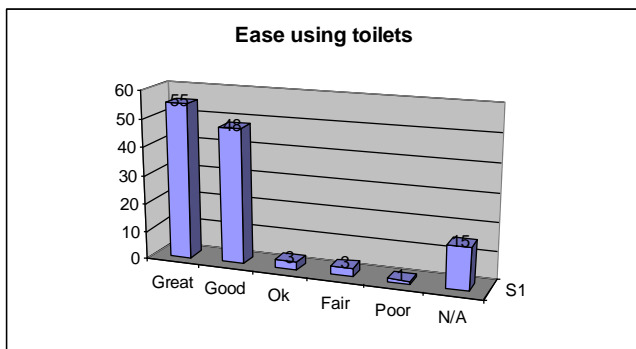
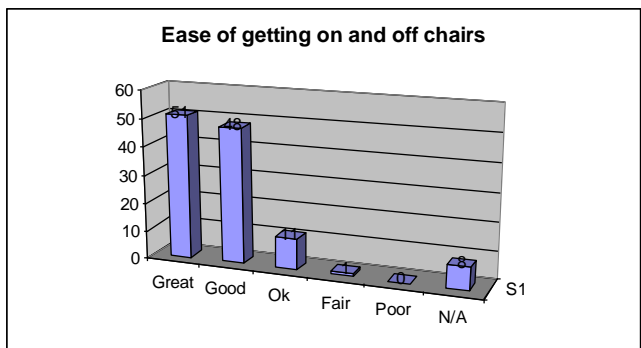
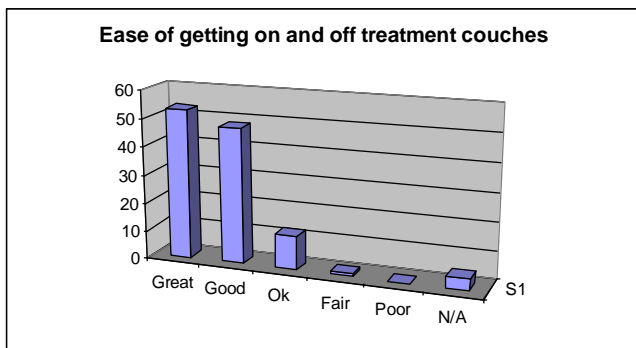
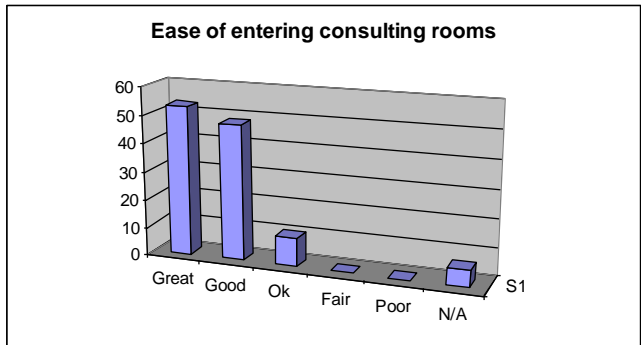
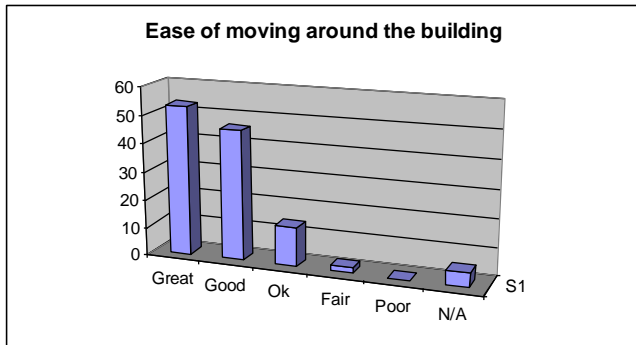
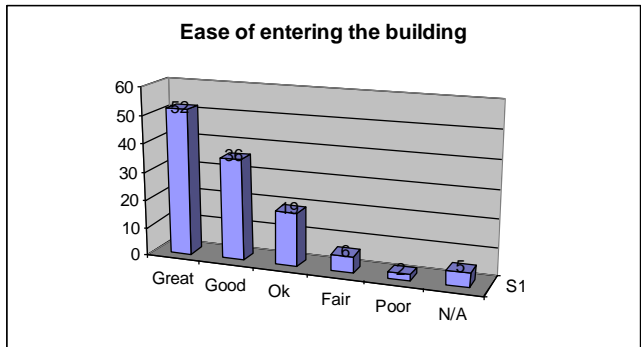
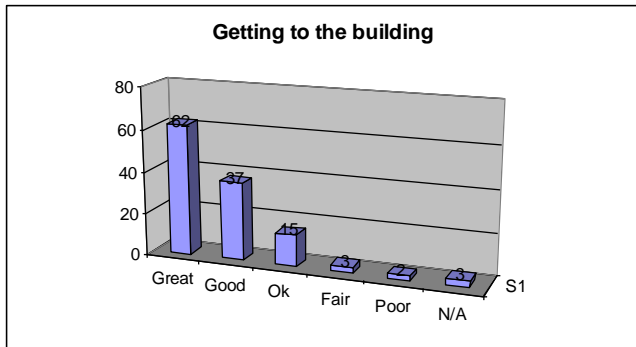
Receptionists (on desk):

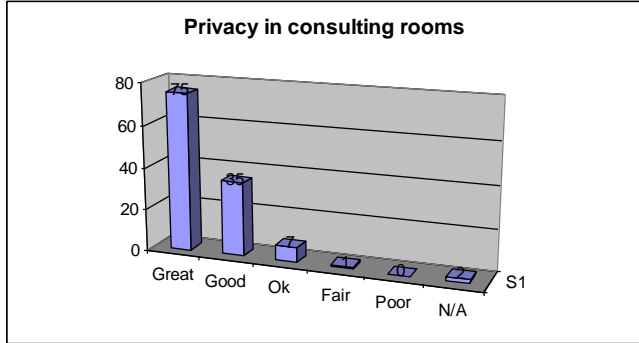
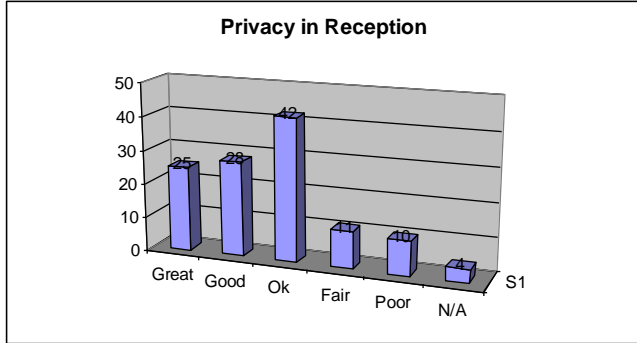
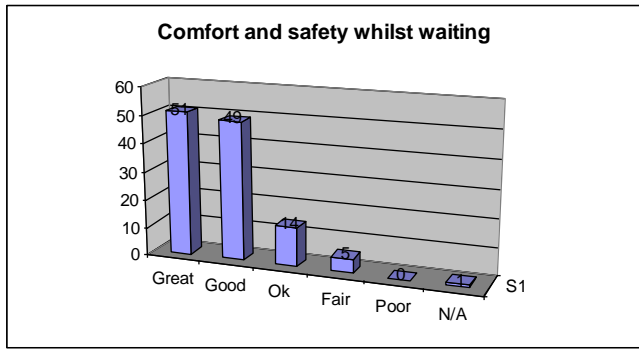
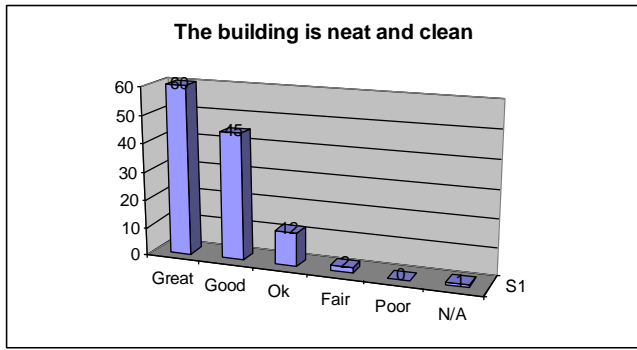


Receptionists (on phone):

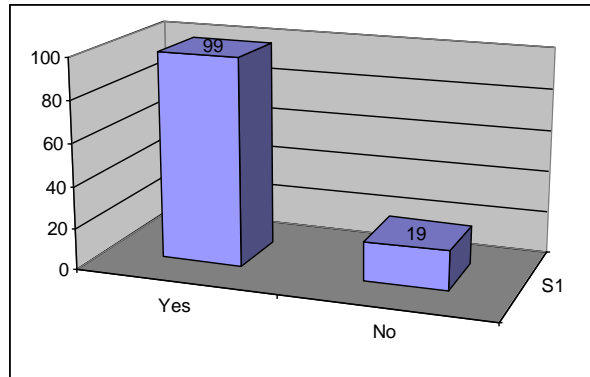


Our building:

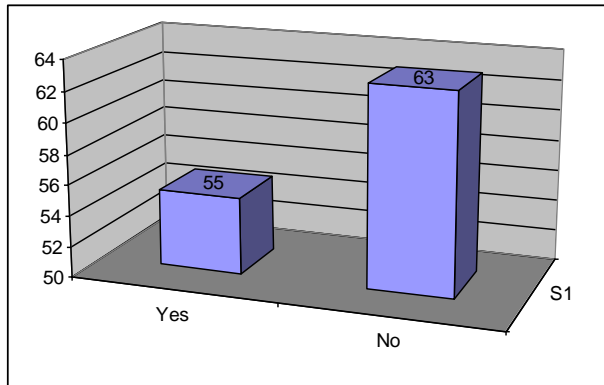




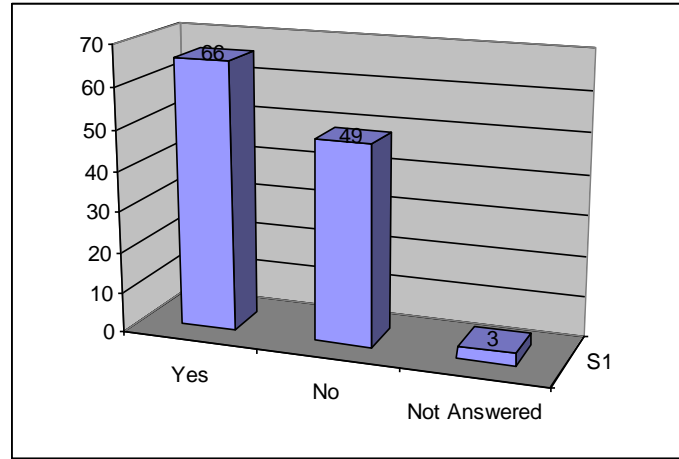
Are you aware you can request a telephone consultation with a Doctor or Nurse?



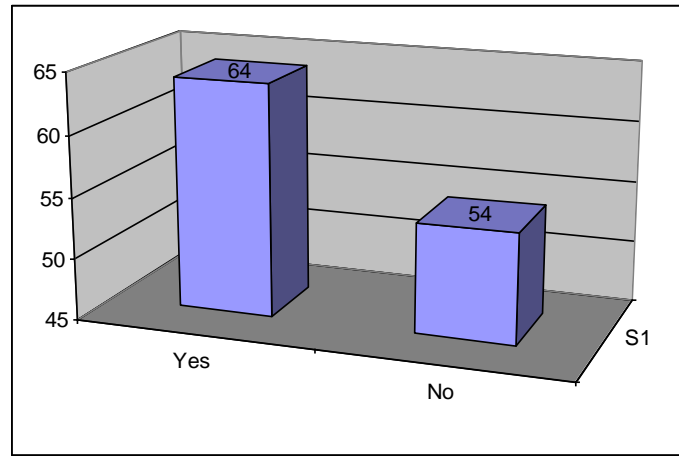
Are you aware that we have a room should you want to discuss something in confidence and not at the reception desk?



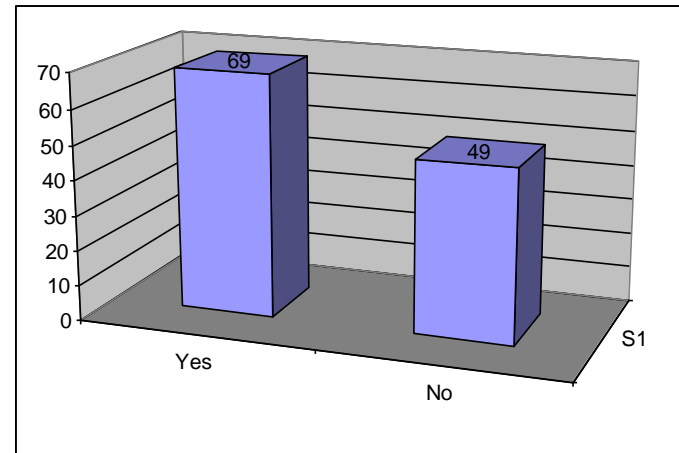
Are you aware we have a website?



Are you aware we have an early morning surgery and a late surgery?



Are you aware that you can book an appointment online and order your prescription electronically?



Have you had any cause for concern when visiting the practice?

