

## South Ashford Medics Patient Survey 2016

On a scale of 1 to 5 with 5 being Excellent/Very satisfied and 1 being Very poor/Disatisfied, please ring the most relevant answer.  
If you wish to make any specific comments about any of these questions, please write on the back of this form.

Q.1.	How do you rate the opening hours of the practice?	5	4	3	2	1
Q.2.	How do you rate how easy is it to get through to the practice by telephone?	5	4	3	2	1
Q.3.	How do you rate the way you are dealt with by the receptionists at the practice?	5	4	3	2	1
Q.4.	How do you rate the nursing care in the practice?	5	4	3	2	1
Q.5.	How do you rate the way your Doctor explained your problem or treatment to you?	5	4	3	2	1
Q.6.	How do you rate the way your Doctor involves you in decisions about your care?	5	4	3	2	1
Q.7.	How do you rate the patience, care and concern your Doctor showed towards you?	5	4	3	2	1
Q.8.	How do you rate the way your Doctor listens to you?	5	4	3	2	1
Q.9.	How satisfied are you with your telephone triage?	5	4	3	2	1
Q.10.	Overall, how satisfied are you with the practice?	5	4	3	2	1

### Thinking about your experience seeing a GP/Nurse.

Q.11.	How quickly do you usually get to see a Doctor of your choice?	Same day	Within 2 working days	Within 5 working days	Longer
Q.12.	How quickly do you usually get to see any Doctor?	Same day	Within 2 working days	Within 5 working days	Longer
Q.13.	How quickly do you usually get an appointment to see a nurse?	Same day	Within 2 working days	Within 5 working days	Longer
Q.14.	If you need to see a Doctor urgently, are you contacted or seen usually on the same day?	Yes	No		
Q.15.	If a Doctor contacts you by telephone, how long have you usually had to wait for a call back?	0-1 hour	1-2 hours	2-3 hours	Longer

Q.16.	How likely are you to recommend our GP practice to friends & family?	Extremely likely	Likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
	Thinking about your response to this question can you please let us know the main reason why you feel like this overleaf?					?	

The PPG are involved in assisting the practice in future planning. If you would like to get involved can you leave your details please?	Name, Tel no. & email address:	
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