**Parkside Medical Practice**

**PRACTICE PATEINT SURVEY – Started 22.01.15 – 02.03.15**

We are trying to improve the way our patients gain access to our surgery and the services we offer.

We would be very grateful if you could spend just two minutes of your time completing the following survey

If you would like help completing this survey, please ask a member of our reception team and they will be happy to help.

**1. Generally how was the Doctor or the Practice Nurse’s attitude towards you when you saw them?**

□ Very good

□ Fairly good

□ Not very good

□ Made you feel at ease

□ Did not listen

**2. How convenient was the appointment you were able to get ? (was it with a clinician of your choice)?**

□ Very convenient

□ Fairly convenient

□ Not very convenient

□ Not at all convenient

**3. Overall how would you describe your experience of making an appointment with the clinician you have seen?**

□ Very easy

□ Fairly easy

□ Not very easy

□ Not easy at all

□ Haven’t tried

4. How long are you prepared to wait for your appointment before you want an explanation for the delay?

**5. How satisfied are you with the hours that your GP surgery is open?**

□ Very satisfied

□ Fairly satisfied

□ Neither satisfied or dissatisfied

□ Fairly dissatisfied

□ Very dissatisfied

□ I’m not sure when my GP surgery is open

6. How clean is your Surgery?

 Very clean Not clean

 Fairly clean Don’t know

**7. Overall, how would you describe the reception staff in your practice?**

□ Very good

□ Fairly good

□ Neither good or poor

□ Fairly poor

□ Poor

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| Please add any further comments: |