**Results of Patient Survey 2012/13**

**Question 1:** Is your GP Surgery currently open at times convenient for you?



**Question 2:** How do you normally make your appointments?



**Question 3:** How do you rate the experience of making appointments?



**Question 4:** Were you able to obtain an appointment within a reasonable time period of your request?



**Question 5:** How easy did you find the access into the surgery building?



**Question 6:** How clean did you find your surgery?



**Question 7:** How helpful did you find the reception team?



**Question 8a:** How long after your appointment time do you normally wait to be seen?



**Question 8b:** If you had to wait over 15 minutes, was an explanation given for the delay in being seen?



**Question 9:** How do you feel about how long you normally have to wait?



**Question 10:** The last time you saw a clinician (doctor/nurse/HCA) at the surgery, how good was the clinician at each of the following?















**Question 11:** Do you use the Surgery website, and if so do you have any suggestions on further information you would like to see on there?



**Question12:** If we had an on-line booking system, would you use it? If not, please give a reason.



**Question 14:** Do you feel that you are given enough time to consider your consent?



**Question 15:** Do you feel that you were given enough information and assistance to make a decision on consent?



**Question 16:** Would you like a text message reminder of appointments?



**Question 17:** If there was an alternative 01325 number would you use it, even though there could be a longer wait to get through to Reception?

