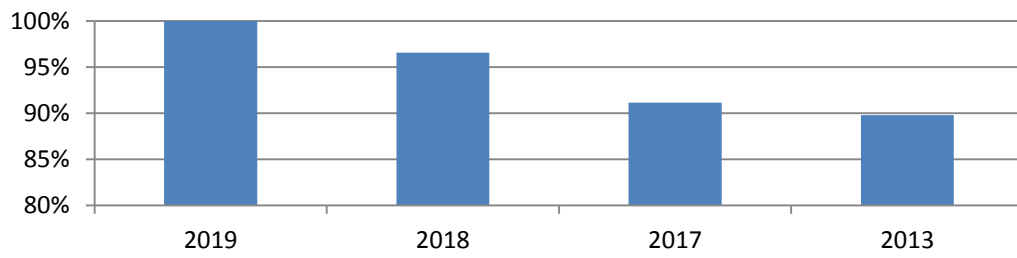
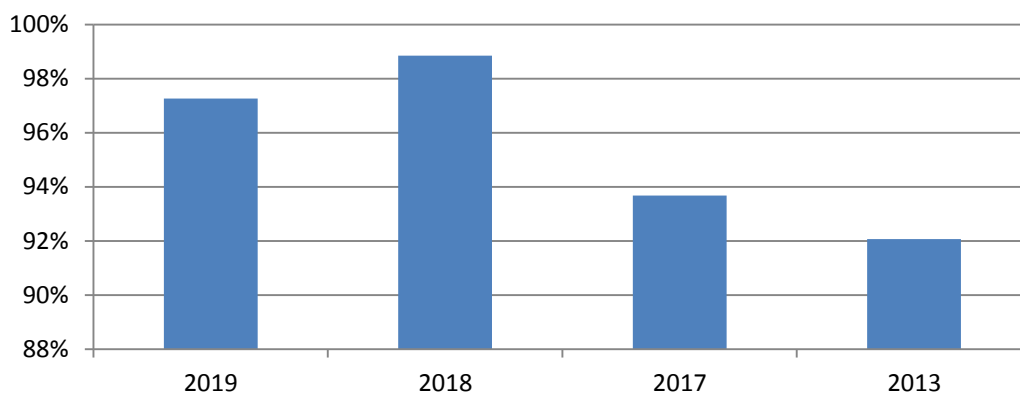


Patient Survey 2019

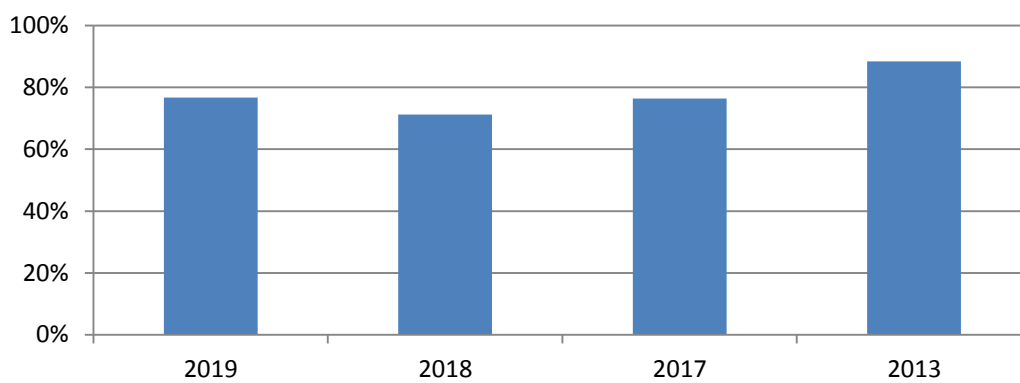
Your satisfaction with the opening hours (ext hours inc)



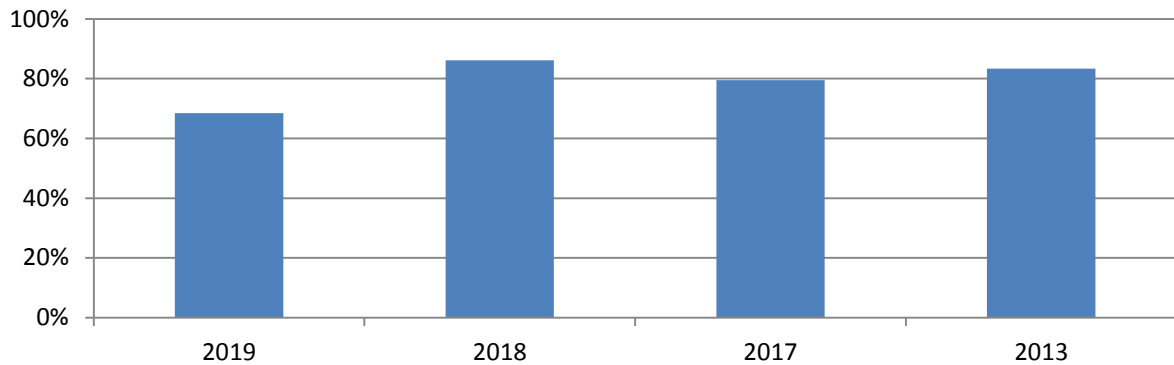
How helpful are the receptionists?



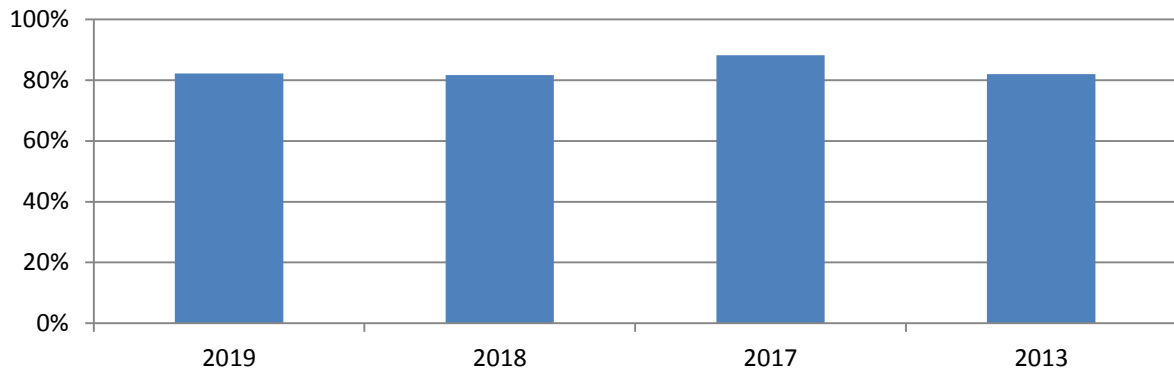
Your privacy at reception? (we do have access to a private room)



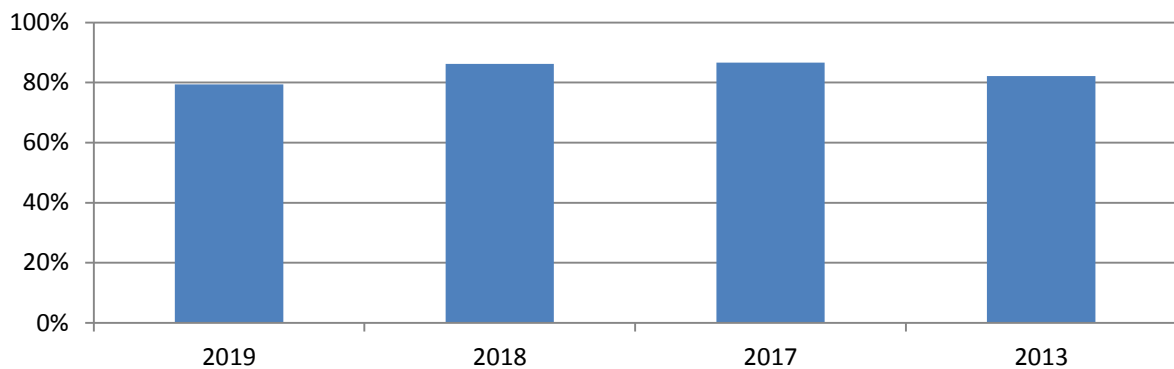
Since the introduction of Care Navigation has your waiting time on the telephone



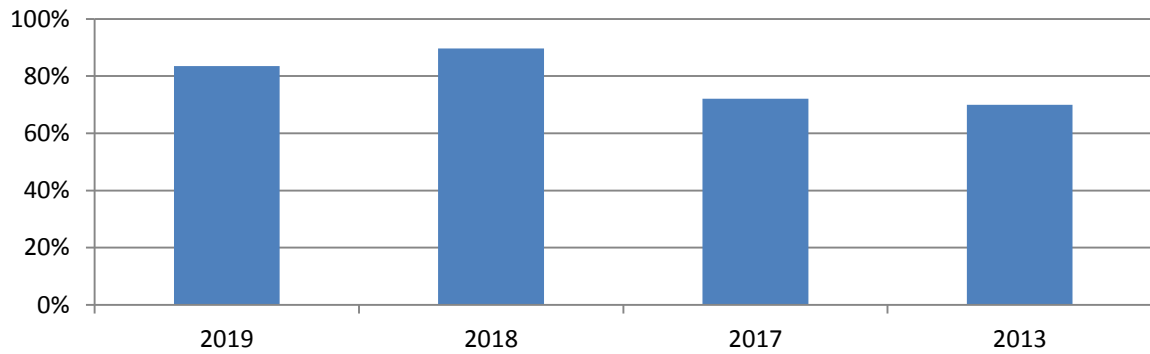
For an urgent appointment, did the doctor phone back as arranged?



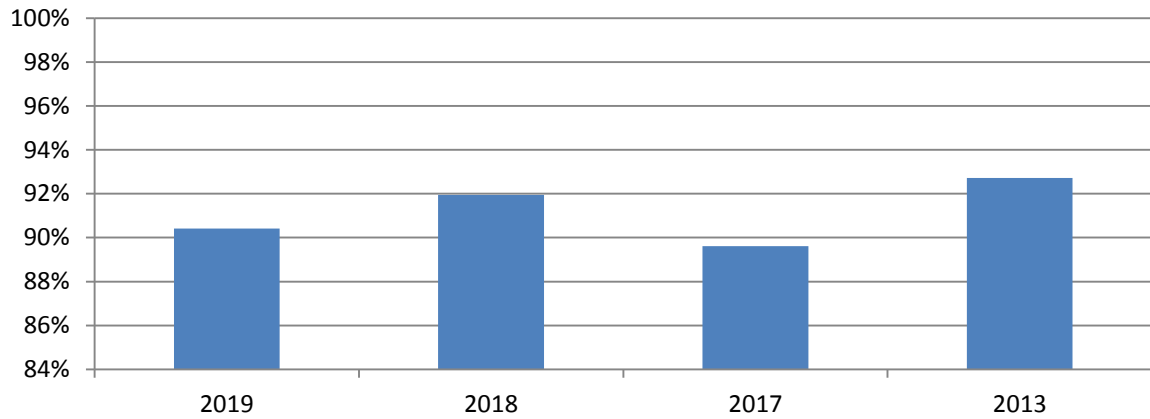
Were you offered an appropriate e.g face to face/telephone?



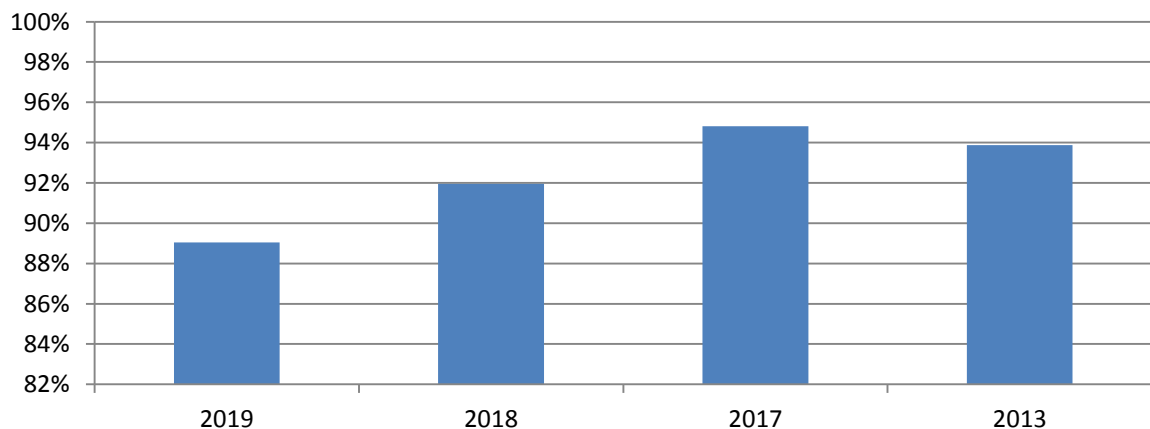
In general how satisfied are you that you can communicate with your doctor?



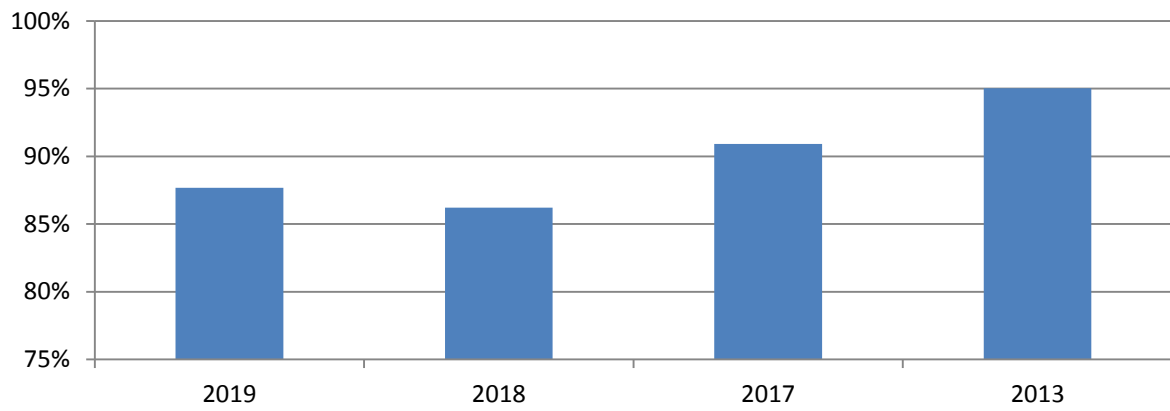
Did you have enough time in the appointment to discuss concerns about your health?



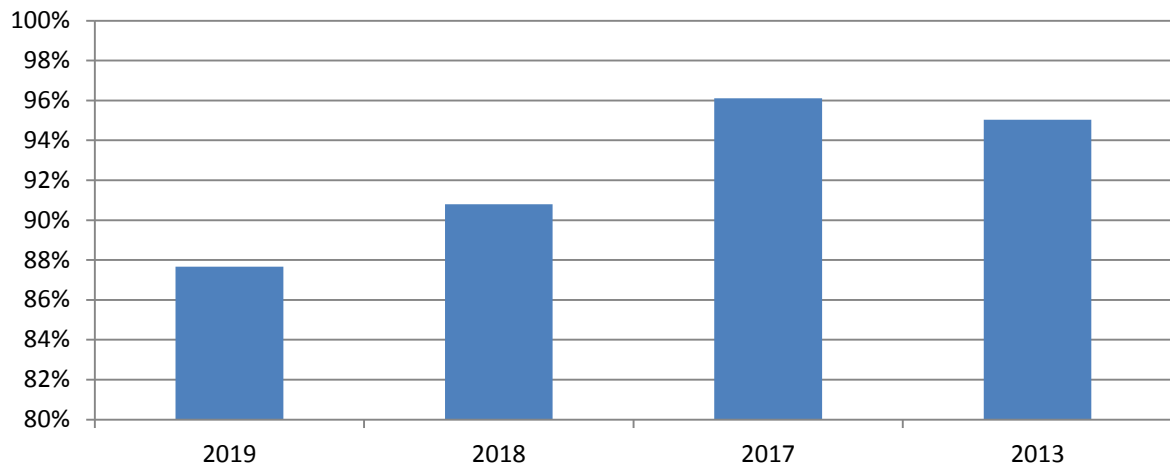
Did you understand the explanations given?



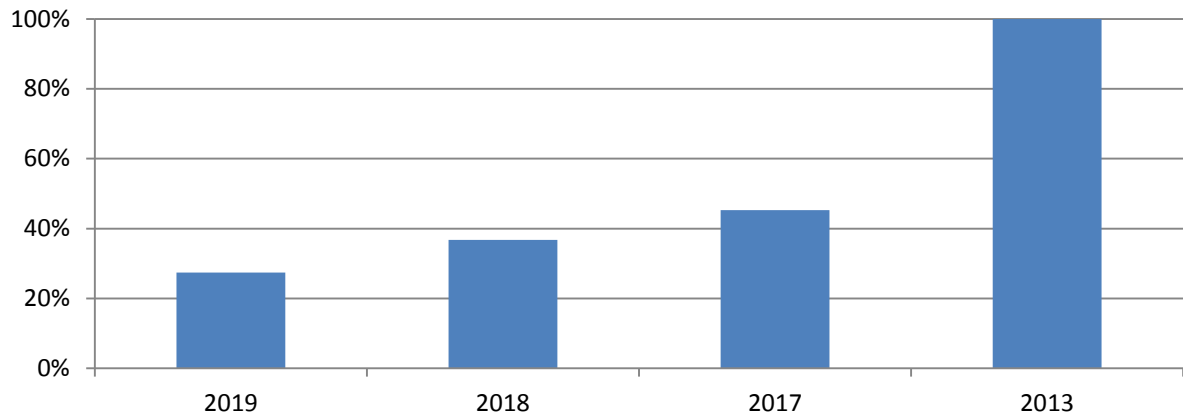
To what extent did you feel involved in the plan for your care?



Your overall satisfaction with your visit?



What is your experience of using the online services (practice website)?



How satisfied are you with the information in regards to improving your self care?

