

SIBFORD SURGERY

PATIENT SURVEY 2017

Thank you for taking the time to take part in our survey. Please can you tick the box which best answers the question, with a rating of 1 – 5 using the following key:

- 5 = very satisfied
- 4 = satisfied
- 3 = average
- 2 = dissatisfied
- 1 = very dissatisfied

	5	4	3	2	1
1. Access to appointments for doctor and/or nurse					
2. Reception staff					
3. Telephone access a) Response time b) Communication skills					
4. Doctor consultation a) Choice of preferred doctor b) Waiting times for doctor					
5. Nurse/Health Care Assistant consultation					
6. Waiting room environment – Please use the box below					
7. Confidentiality – any suggestions to how we can improve this? Please use the box below.					
8. Our website, www.sibfordsurgery.co.uk a) Do you find it useful? b) The links to other website? Are there any more links to other websites that you'd like to see (please use box below)					
9. Do you know about online access/patient services Y/N and how satisfied are you with it?					
10. How happy are you with the overall performance of the practice?					

Please use this box to add any further comments. Please also use this box for any comments particularly anything which you feel could help us to improve our service.

Thank you very much – please put your completed survey in the box provided on Reception

****please give us your age..... gender.....****

This form is also available on the website.