

KNIGHTS SURGERY PATIENT SURVEY

We would really like to hear your views on the services provided by Knights Surgery. Please complete this short survey and return it to Reception by 31 March 2015

1. Do you feel you are treated with dignity and respect by practice staff?

Agree Disagree Strongly Disagree
.....

2. Are you aware of the appointment booking options?

a) You can book appointments online as well as by phone or in person

Yes No

b) Are you booking / cancelling online?

Yes No

3. Do you find it easy to make an appointment?

a) In advance
Very easy Easy Not very easy

b) On the day
Very easy Easy Not very easy
.....

4. Do you order your prescriptions online?

Yes No

5. Do you think the practice should take action if a patient persistently does not turn up for their appointment?

Yes No
.....

6. When at the surgery, are you satisfied with the waiting time to see a doctor or nurse?

Yes No
.....

7. Thinking of the times you have phoned the practice in the last 12 months, how do you rate the ability of getting through on the phone?

Very easy Easy Difficult N/A

8. Do you feel the doctors and nurses show care and concern

Yes No
.....

9. Are you happy to be contacted by text message?

Yes No
.....

10. Are you aware of the Friends and Family Test for rating the service you have received in the surgery?

Yes No

11. Are you aware that the practice has a Patient Participation Group?

Yes No

12. Would you like to know more about it?

Yes No

If you are interested in joining our group or require more information please contact reception by phone or email reception.knight@nhs.net

What is your gender: M F

What is your age group: Under 20 years
21 – 40 years
41 – 60 years
61 – 80 years
Over 80 years

Please use the back of this page if you wish to comment further on any particular question

Thank you for participating in our survey, the results of which will be available at the end of April in the surgery and on the website.