

QUESTIONNAIRE TO HELP IMPROVE OUR PRACTICE

2013/14

Holbeach Medical Centre, Park Road, Holbeach, Lincolnshire. PE12 7EE

YOU CAN HELP THIS GENERAL PRACTICE IMPROVE ITS SERVICE

- The practice and the doctors at this surgery would welcome your honest feedback
- Please do not write your name on this survey
- Please read and complete this survey as requested below

PLEASE RATE EACH OF THE FOLLOWING AREAS BY CIRCLING ONE NUMBER ON EACH LINE

My doctor is: Dr A Bell; Dr S Rayner; Dr G Subbiah; Dr L Rayner. (Please circle)

	Poor	Fair	Good	Very Good	Excellent	
About The Practice						
1	How satisfied are you with the way in which you can make an appointment?	1	2	3	4	5
2	What are the chances of speaking to a doctor on the telephone when necessary?	1	2	3	4	5
3	How easy is it to obtain a home or other visit when necessary?	1	2	3	4	5
4	How satisfied are you with the after-hours service?	1	2	3	4	5
5	Are you satisfied that you can see the doctor of your choice?	1	2	3	4	5
6	How comfortable is the waiting room?	1	2	3	4	5
7	Are you satisfied with the availability of privacy if you need it or are distressed?	1	2	3	4	5
8	The length of time waiting to see a doctor is...?	1	2	3	4	5
About the Doctor						
9	After my latest visit to the doctor, my overall satisfaction is...	1	2	3	4	5
10	The warmth of the doctor's greeting was...	1	2	3	4	5
11	On my last visit I would rate the doctor's ability to really listen to me as...	1	2	3	4	5
12	The doctor's explanation of things to me was...	1	2	3	4	5
13	The extent to which I felt reassured by the doctor was...	1	2	3	4	5
14	My confidence in the doctor's ability is....	1	2	3	4	5
15	The opportunity the doctor gave me to express my concerns or fears was...	1	2	3	4	5
16	The respect shown to me by my doctor/is...	1	2	3	4	5

Please turn over

***THANK YOU FOR YOUR TIME AND ASSISTANCE IN
COMPLETING THIS QUESTIONNAIRE***