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| **EARNSWOOD MEDICAL CENTRE**  www.earnswood.nhs.uk  A Quick ‘10 Question’  **Patient Survey**  Autumn 2019 |

**Dear Patient,**

We feel that to assist the Practice in improving patients’ perception of care provided, it would really help us if you took part in this short survey.

There is a space provided after each question for you to write your thoughts or any comments. Any detail that you can provide here is very valuable to us.

Thank you. We really appreciate you taking the time to do this.

Forms are anonymous and results will be available at reception and on the website at the end of November 2019.

**PLEASE TICK ONE BOX**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Usually | Sometimes | No |
| 1. Do you generally feel that your GP has time for you? | **315** | **65** | **28** | **5** |

Please add any thoughts or comments on question 1 below. **Total: 413**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Usually | Sometimes | No |
| 1. Do you generally feel that your GP listens to you? | **335** | **57** | **21** | **3** |

Please add any thought or comments on question 2 below. **Total: 416**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Usually | Sometimes | No |
| 1. Do you feel that your GP involves you in decisions about your care? | **318** | **59** | **21** | **7** |

Please add any thoughts or comments on question 3 below **Total: 384**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Usually | Sometimes | No |
| 1. Overall, are you generally satisfied with your experience of the surgery? | **280** | **74** | **21** | **9** |

Please add any thoughts or comments on question 4 below. **Total: 384**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Usually | Sometimes | No |
| 1. Do you generally feel that the nurse/healthcare assistant treats you in a caring manner? | **334** | **49** | **9** | **0** |

Please add any thoughts or comments on question 5 below. **Total: 392**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Usually | Sometimes | No |
| 1. Do you generally feel satisfied with how the nurse/healthcare assistant explains test results or treatment? | **319** | **56** | **14** | **2** |

Please add any thoughts or comments on question 6 below. **Total: 391**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Usually | Sometimes | No |
| 1. Do you generally find that your appointments are convenient? | **195** | **109** | **64** | **27** |

Please add any thoughts or comments on question 7 below. **Total: 395**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Usually | Sometimes | No |
| 1. Generally, do you find your experience of making an appointment satisfactory? | **142** | **77** | **110** | **62** |

Please add any thoughts or comments on question 8 below. **Total: 391**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Usually | Sometimes | No |
| 1. R**ecently**, do you feel that you can get through on the telephone? | **101** | **84** | 99 | **102** |

Please add any thoughts or comments on question 9 below. **Total: 386**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | Usually | Sometimes | No |
| 1. Are you generally satisfied with the way our receptionists deal with you? | **271** | **81** | **38** | **9** |

Please add any thoughts or comments on question 10 below. **Total: 399**