

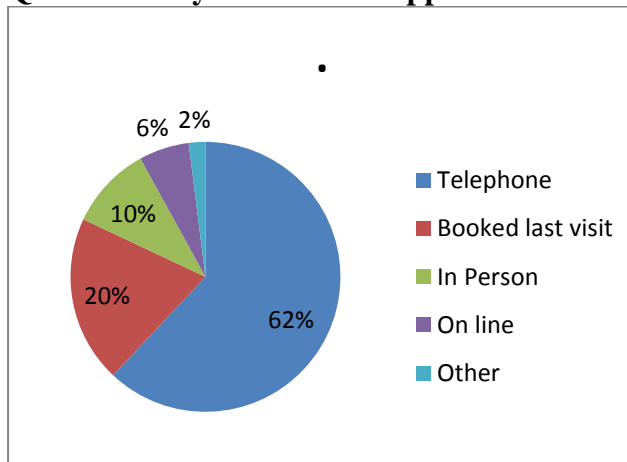
# THE SELHURST MEDICAL CENTRE

## Patient Survey Results 2015/2016

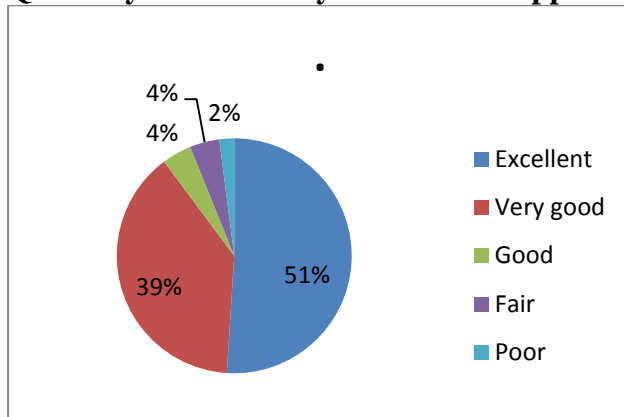
This survey was started in Nov 2015. 100 survey forms were distributed to patients attending the practice. 49 questionnaire forms were completed and analysed - which equates to 1.89% of our practice population.

### Your Appointment:

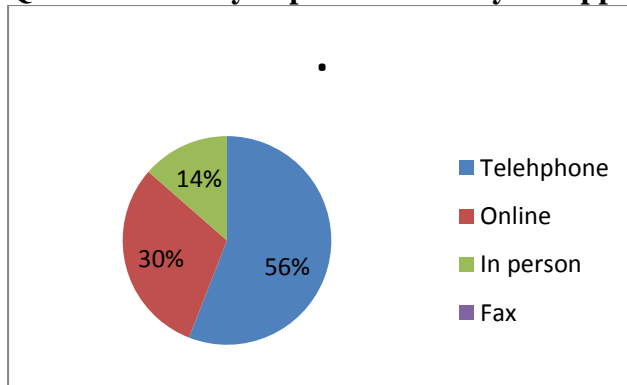
#### Q1: How did you make this appointment?



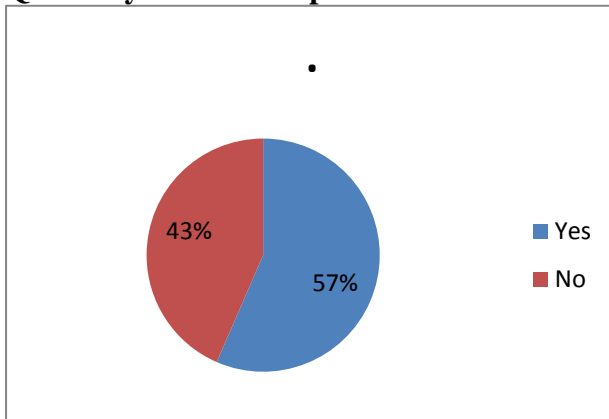
#### Q2: Did you find it easy to make this appointment?



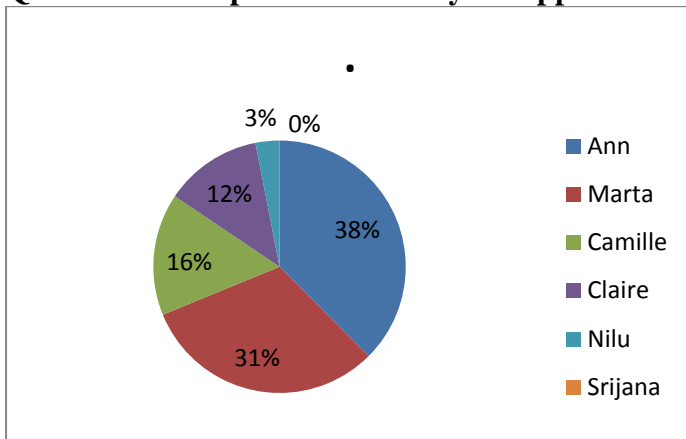
#### Q3: How would you prefer to book your appointment?



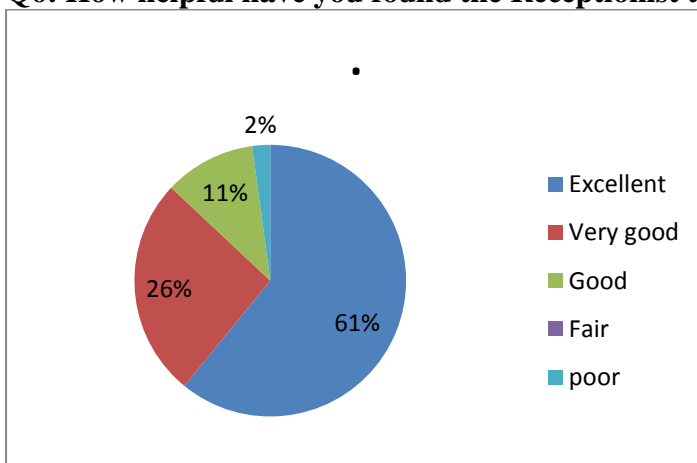
**Q4: Are you aware of patient online access?**



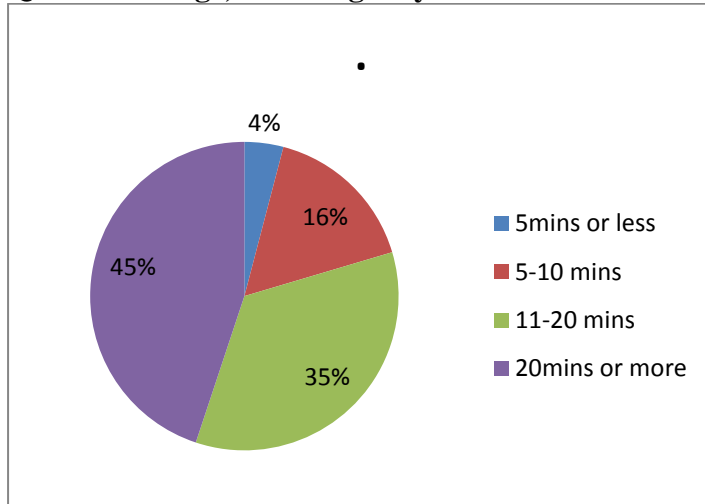
**Q5: Which Receptionist booked your appointment?**



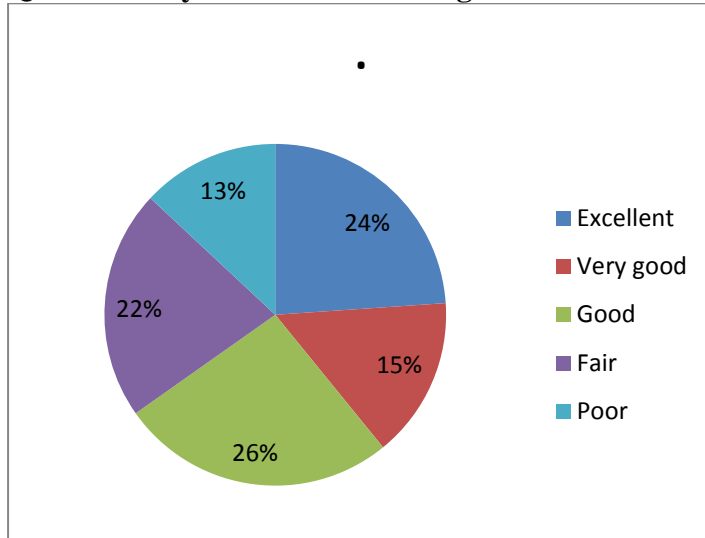
**Q6: How helpful have you found the Receptionist that served you?**



**Q7: On average, how long do you have to wait to be seen?**

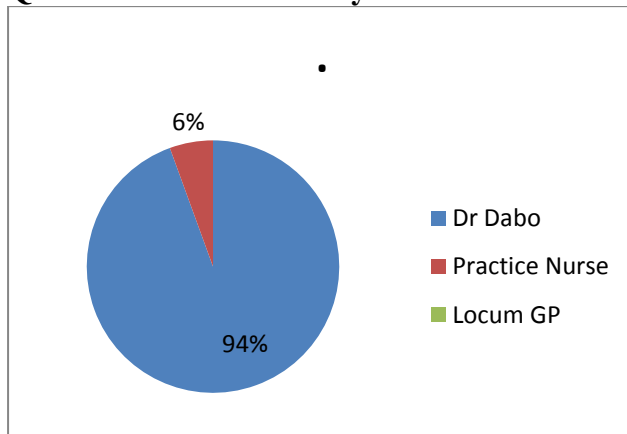


**Q8: How do you rate time waiting?**

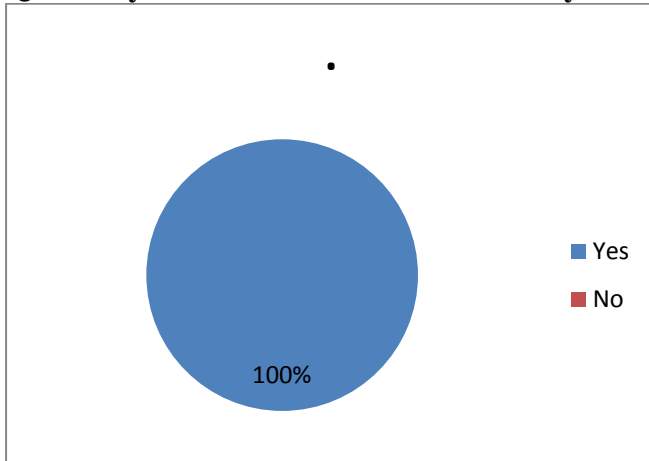


**Your consultation:**

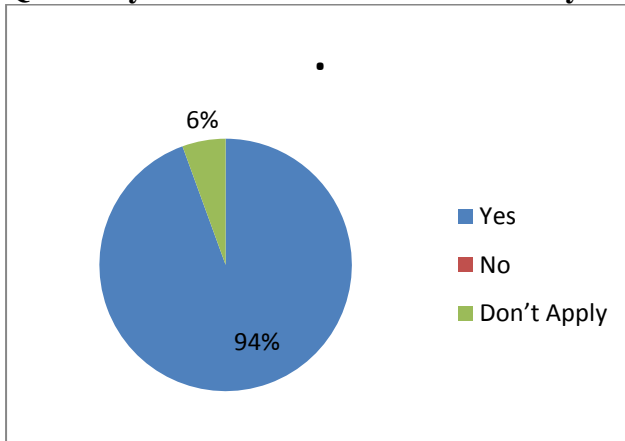
**Q9: Which Clinician did you see?**



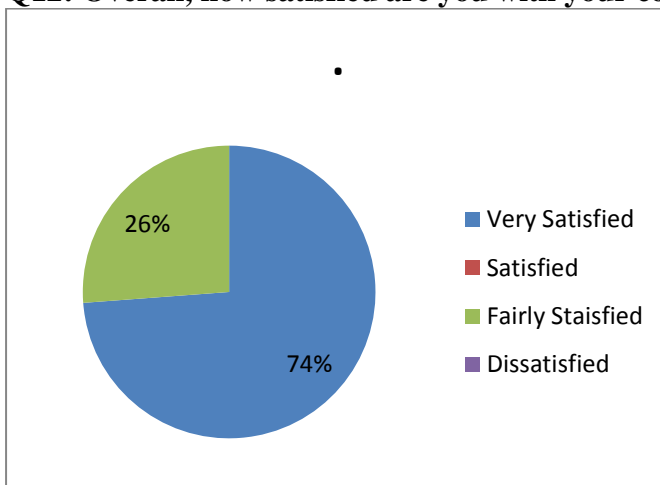
**Q10: Do you feel the clinician listened to you?**



**Q11: Do you think the clinician involved you in decisions about your care?**

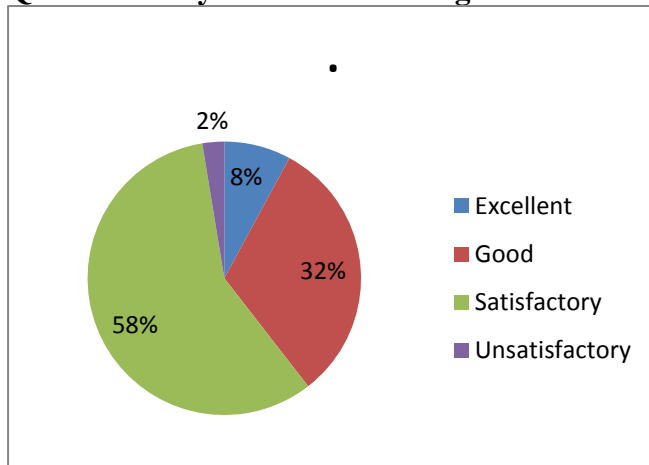


**Q12: Overall, how satisfied are you with your consultation today?**

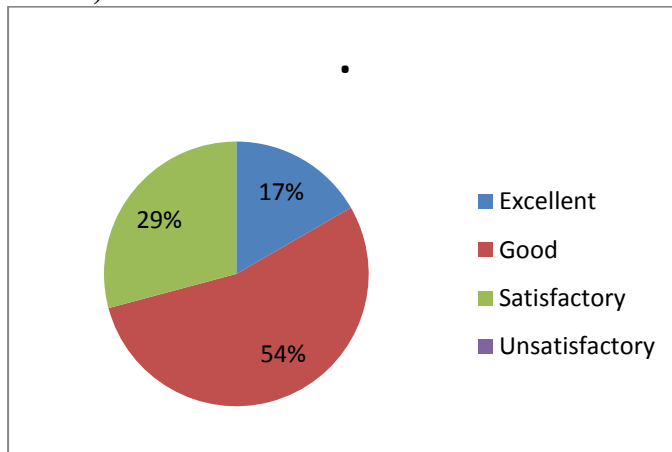


## The Premises:

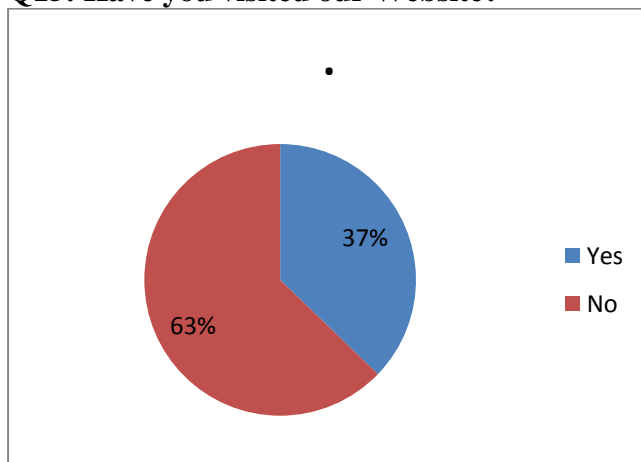
**Q13: How do you rate the waiting area?**



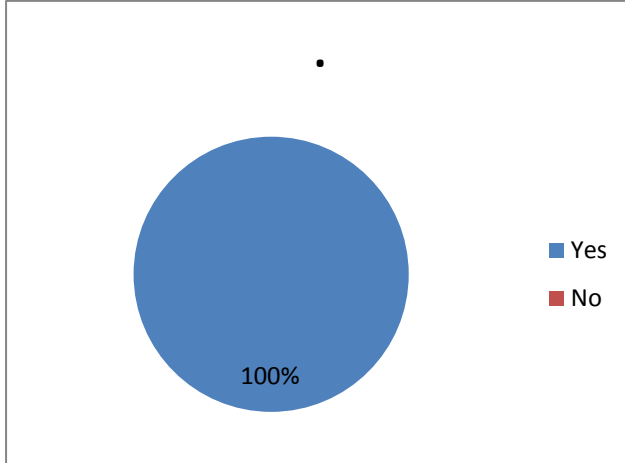
**Q14: How do you rate other areas of the Practice (Consultation room and toilet?)**



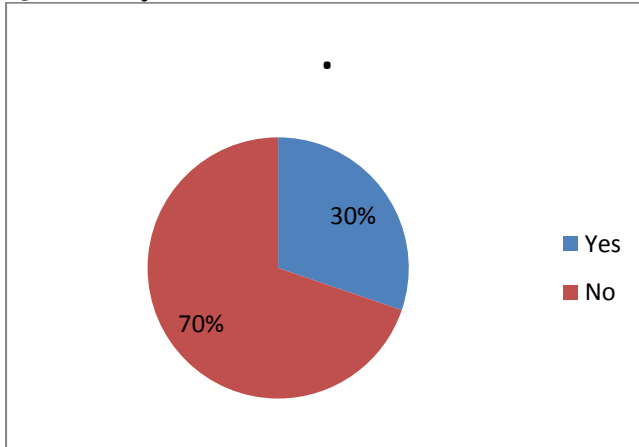
**Q15: Have you visited our Website?**



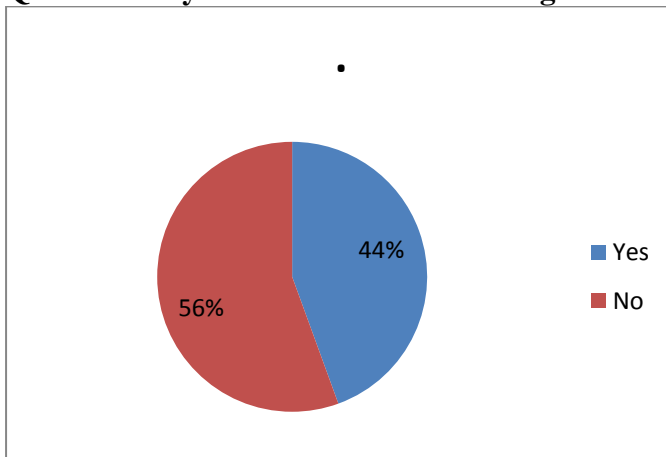
**Q16: Did you find the Website Informative?**



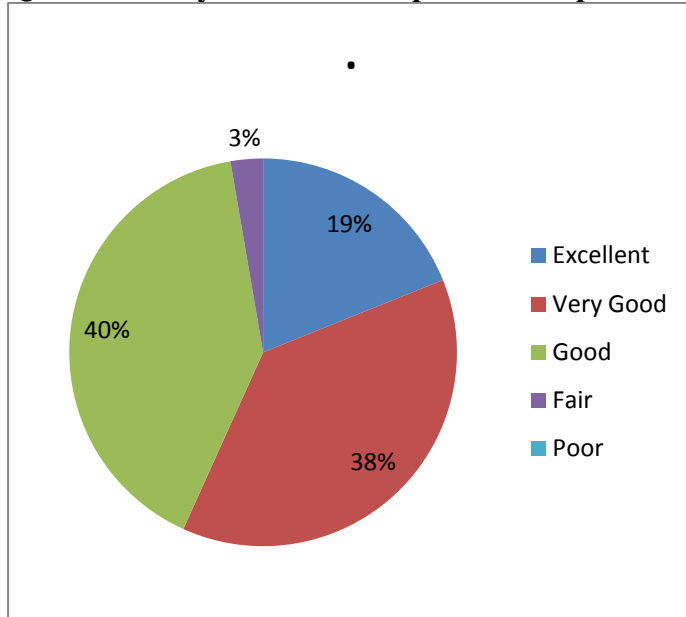
**Q17: Are you aware there is an active Patient Participating Group?**



**Q18: Would you be interested in finding out more about our PPG?**

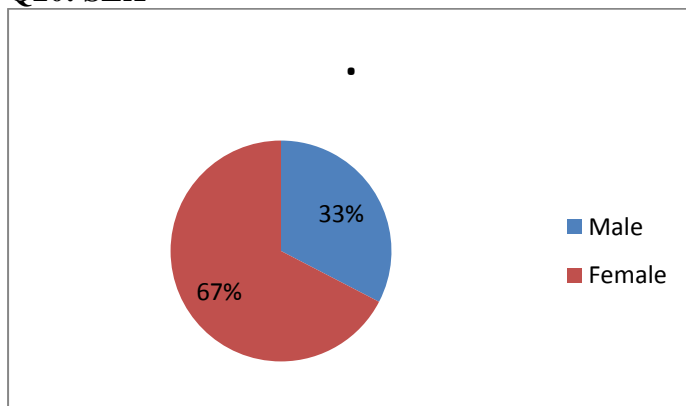


**Q19: How do you find our Repeat Prescription Services?**

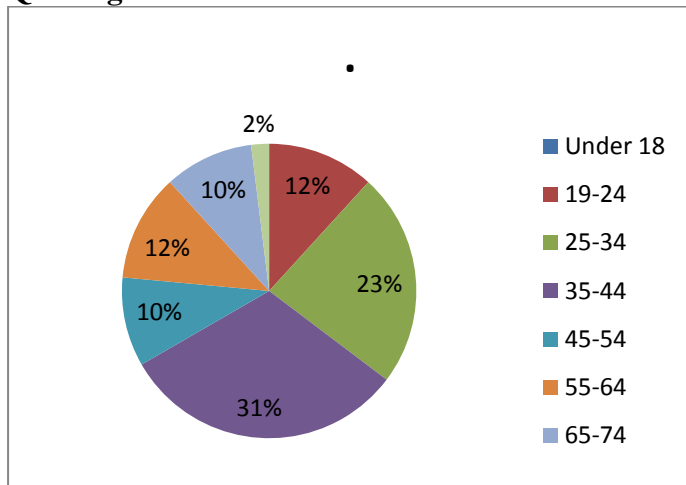


**About you:**

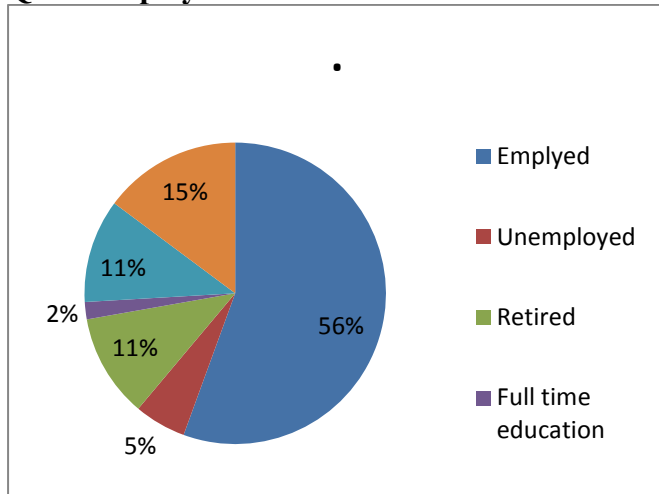
**Q20: SEX**



**Q21: Age**



**Q22: Employment status**



**Q23: Ethnicity**

