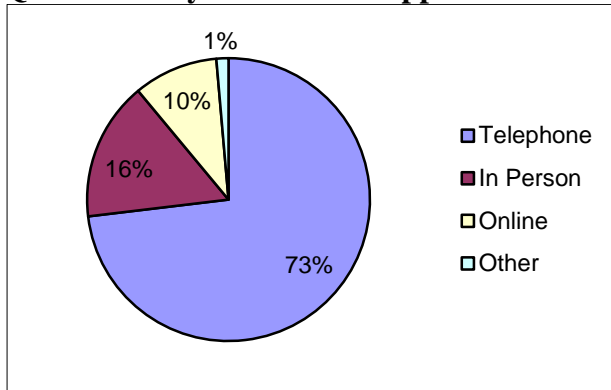


THE SELHURST MEDICAL CENTRE

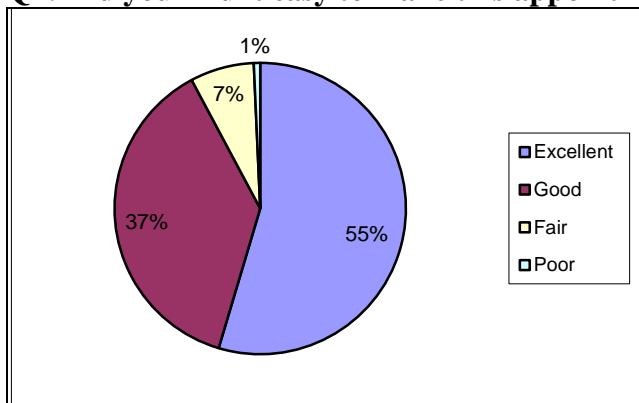
Patient Survey Results 2014

This survey was carried in June 2014. 170 survey forms were distributed to patients attending the practice. 150 questionnaire forms were completed and analysed - which equates to 6.7% of our practice population.

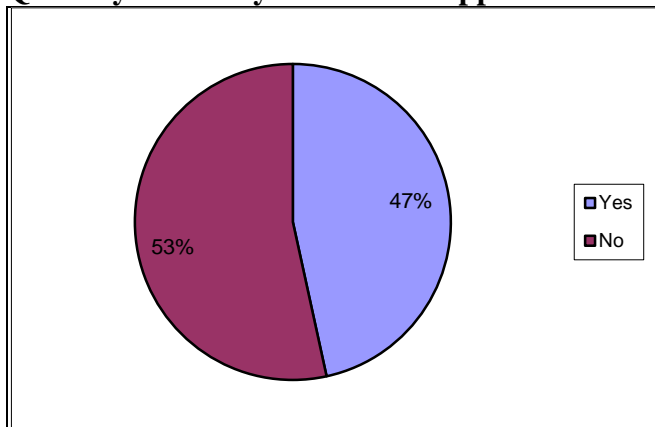
Q1: How did you make this appointment?



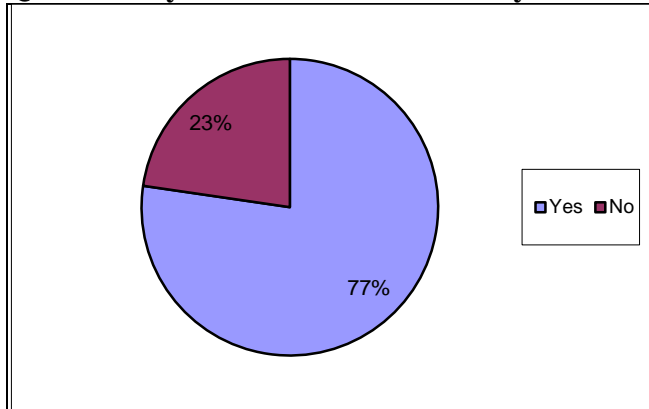
Q2: Did you find it easy to make this appointment?



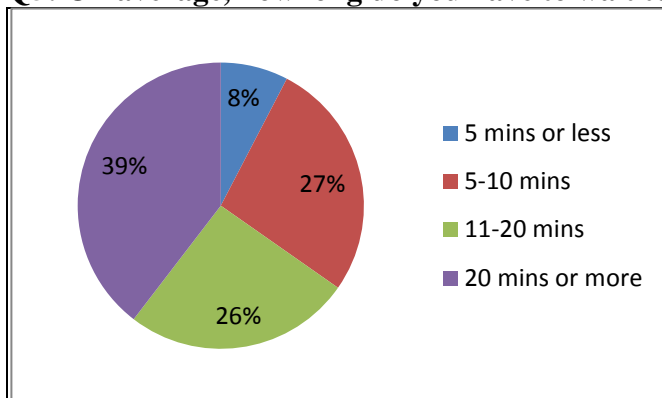
Q3: Do you know you can book appointments online?



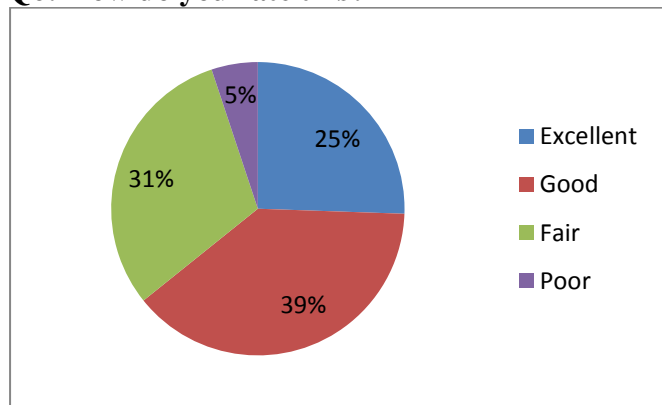
Q4: Would you like to be reminded by text message about your appointments?



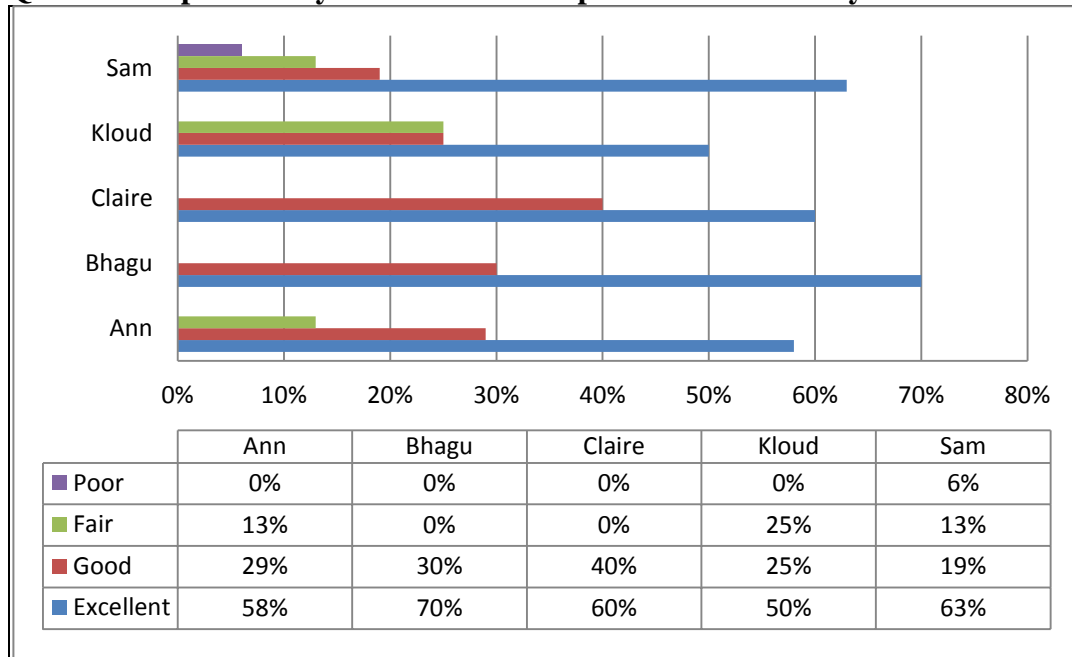
Q5: On average, how long do you have to wait to be seen?



Q6: How do you rate this?

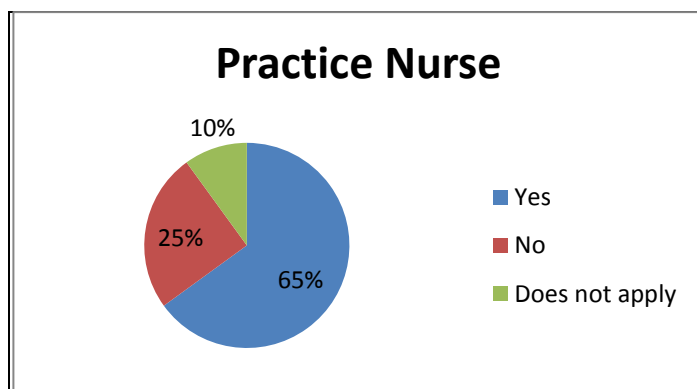
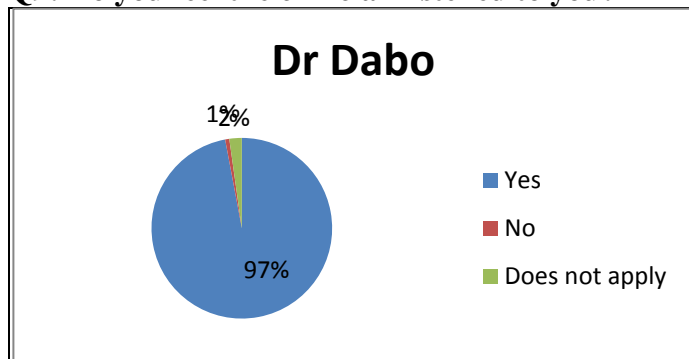


Q7: How helpful have you found the Receptionist that served you?

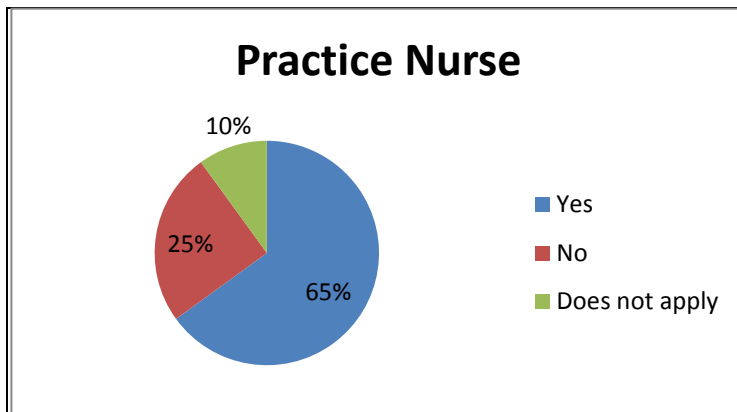
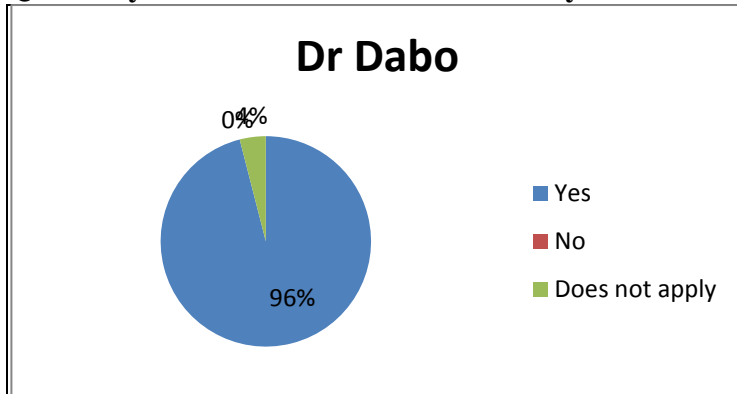


Your consultation:

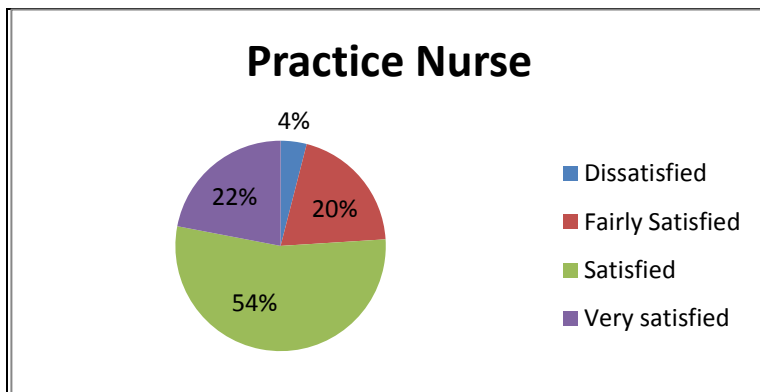
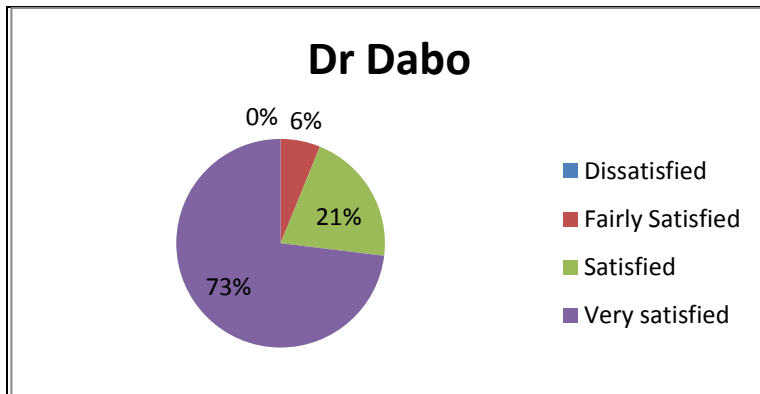
Q9: Do you feel the clinician listened to you?



Q10: Do you think the clinician involved you in decisions about your care?

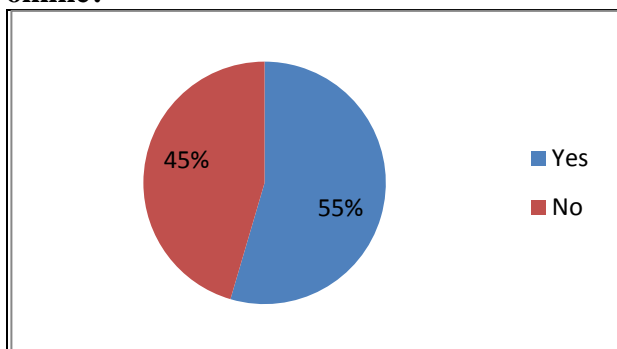


Q11: Overall, how satisfied are you with your consultation today?

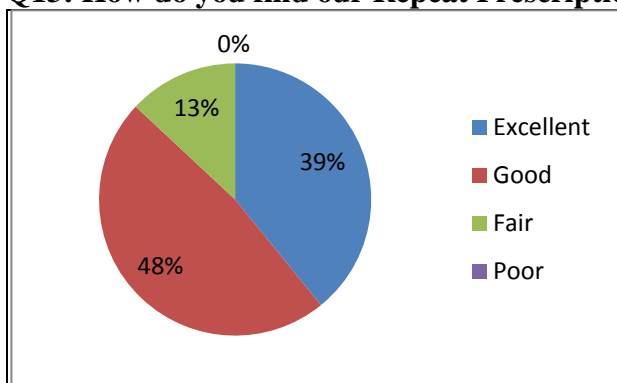


Other services:

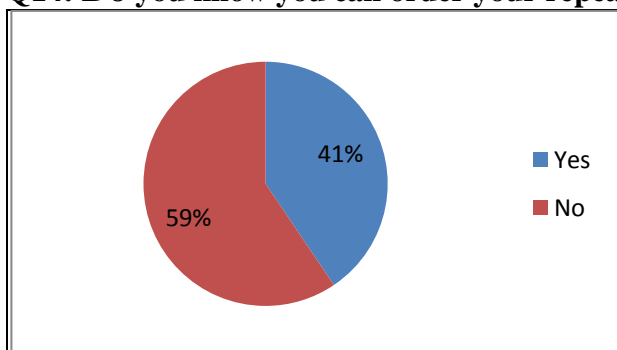
Q12. If it was available to you, would you want to access your medical records online?



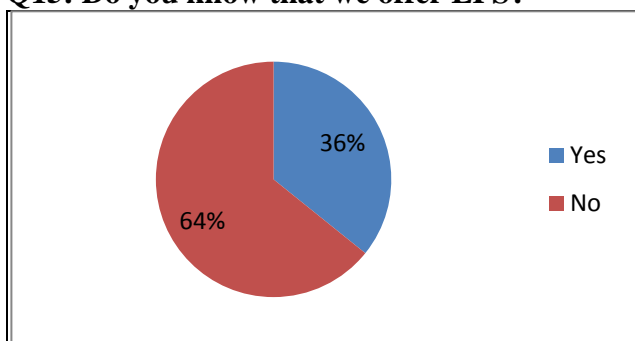
Q13: How do you find our Repeat Prescription Services?



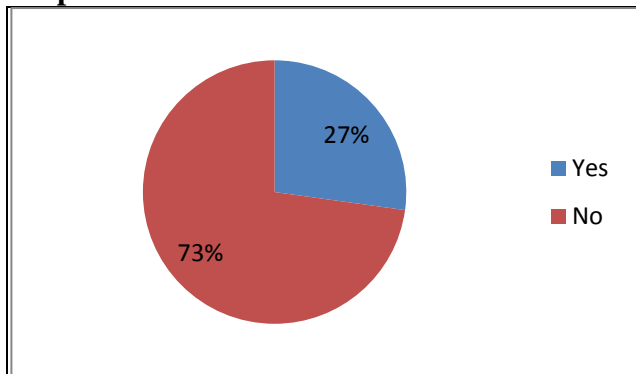
Q14: Do you know you can order your repeat prescription online?



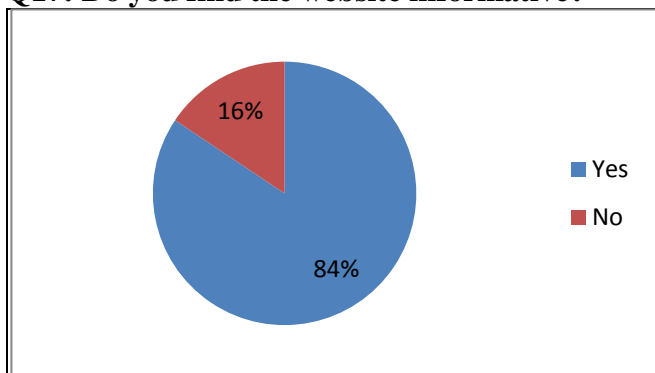
Q15: Do you know that we offer EPS?



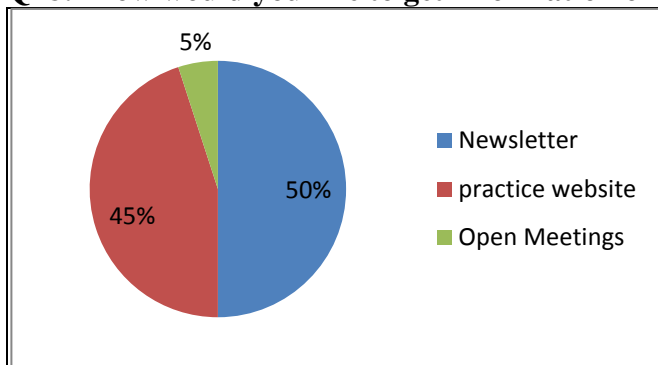
Q16: Have you visited our website to get information about services offered by the practice?



Q17: Do you find the website informative?



Q18: How would you like to get information on the PPG?



About you:

