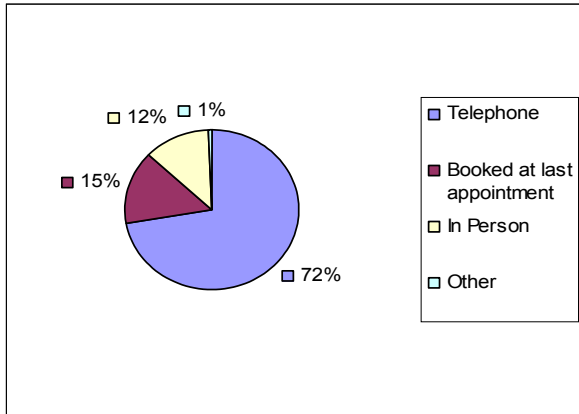


THE SELHURST MEDICAL CENTRE

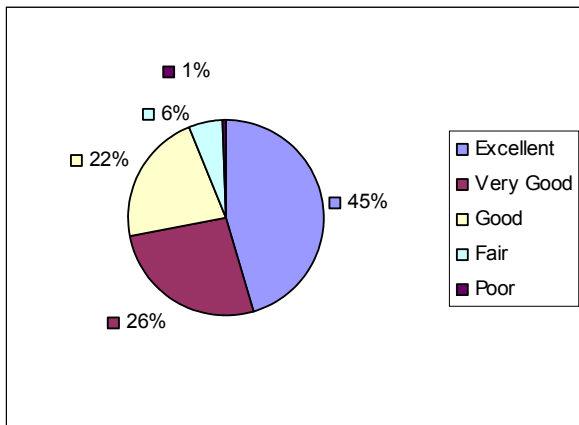
Patient Survey Results 2013

This survey was carried in June 2013. 220 survey forms were distributed to patients attending the practice. 196 questionnaire forms were completed and analysed - which equates to 8.5% of our practice population.

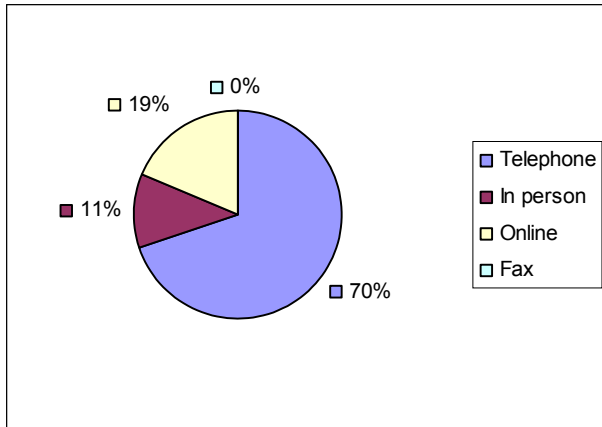
Q1: How did you make this appointment?



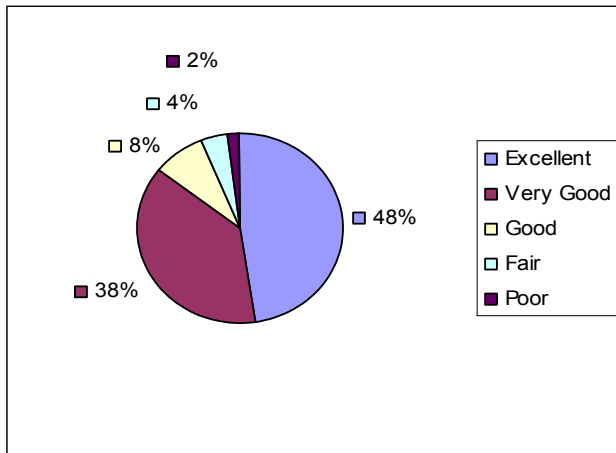
Q2: Did you find it easy to make this appointment?



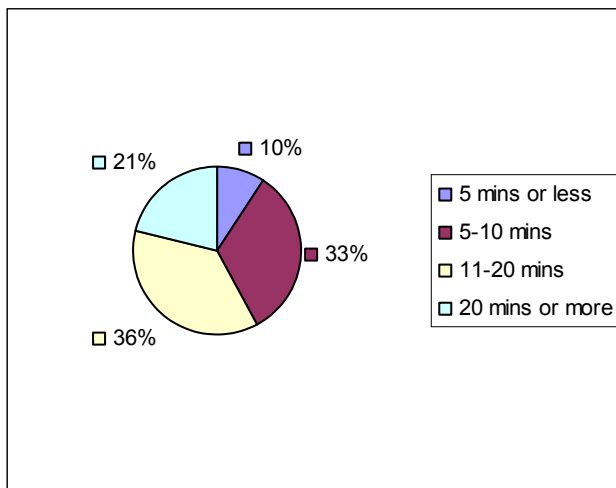
Q3: How would you prefer to book your appointment?



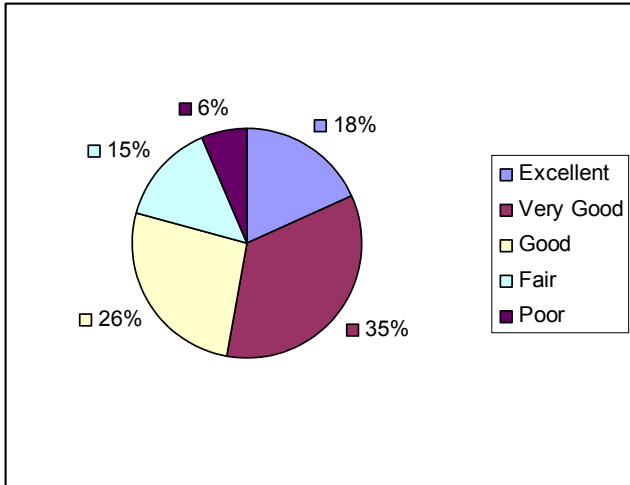
Q5: How helpful have you found the receptionists?



Q6: On average, how long do you have to wait to be seen?

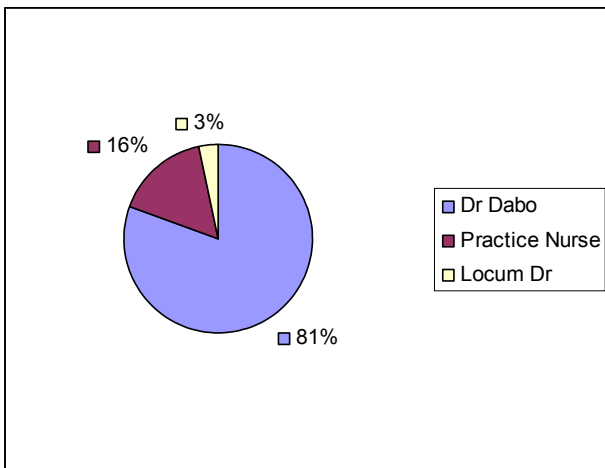


Q7: How do you rate this?

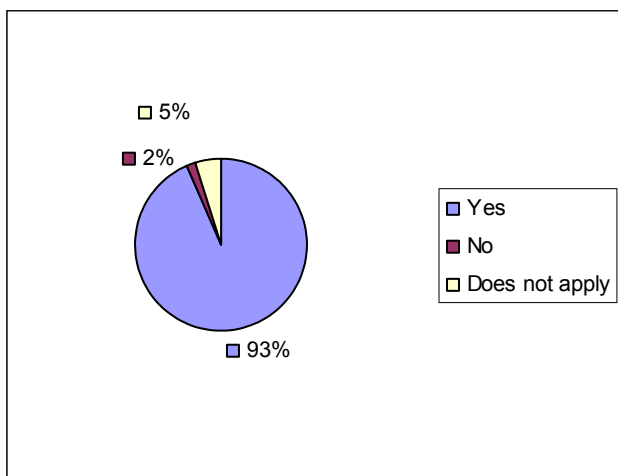


Your consultation:

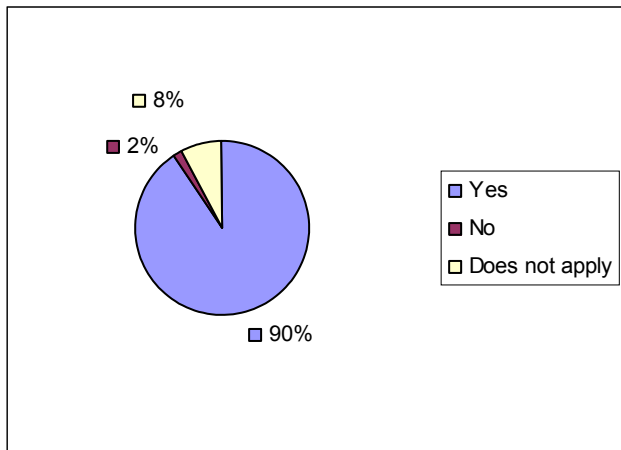
Q8: Which clinician did you see?



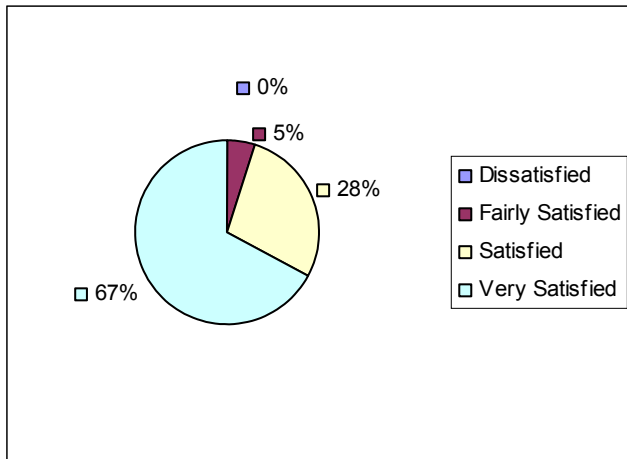
Q9: Do you feel the clinician listened to you?



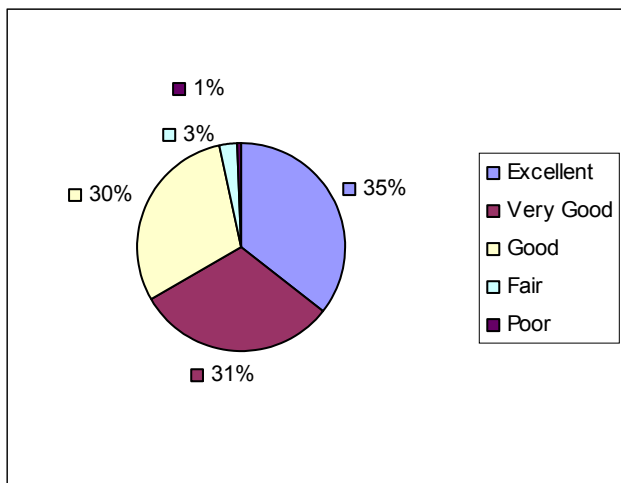
Q10: Do you think the clinician involved you in decisions about your care?



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



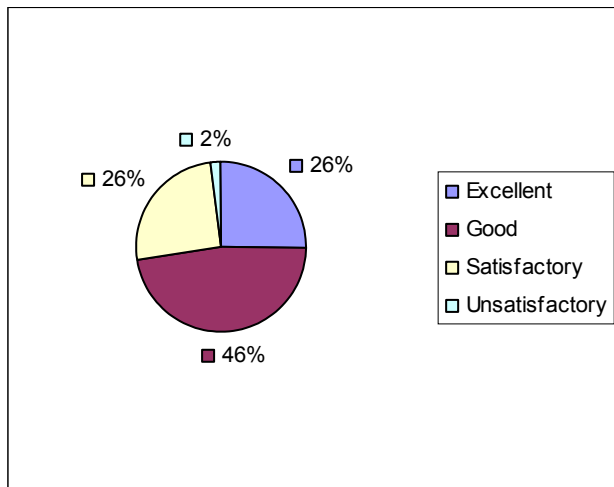
Q12: How do you find our Repeat Prescription Services?



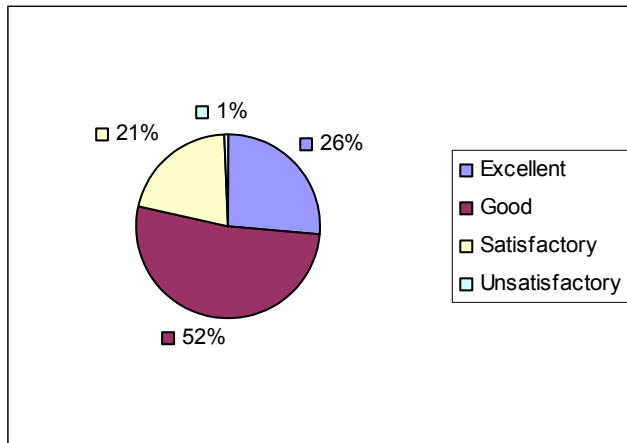
The premises:

The Selhurst Medical Centre
27 Selhurst Road, London SE25 5QA

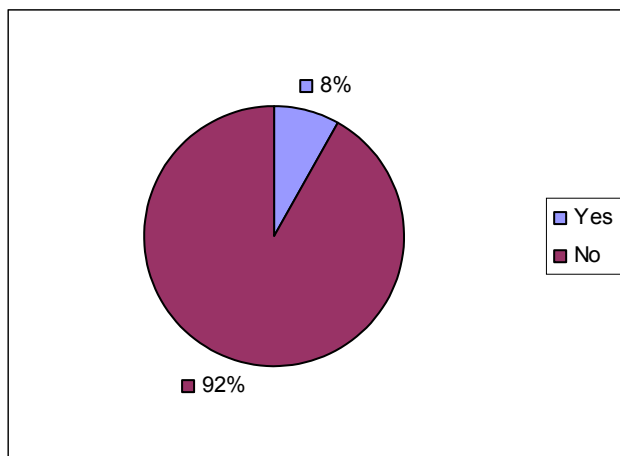
Q13: How do you rate the waiting area?



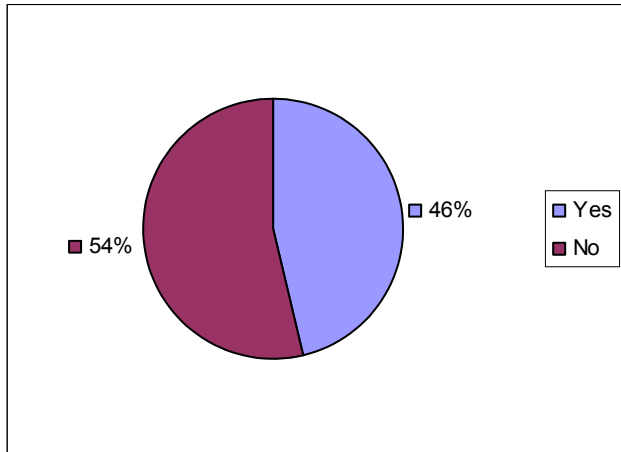
Q14: How do you rate the other areas of the surgery (consultation room and toilet)?



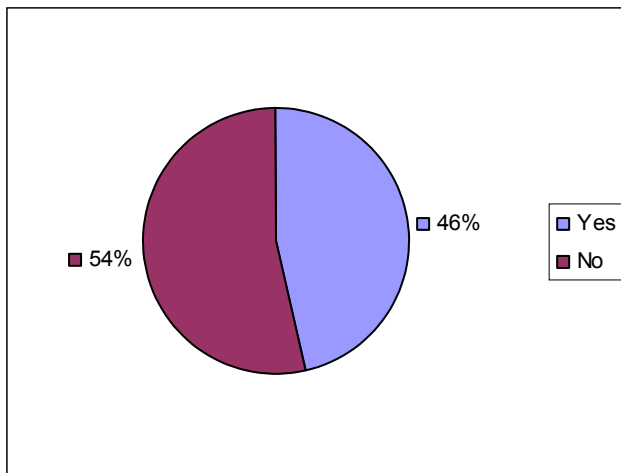
Q15: Have you visited our website?



Q19: Are you aware that there is an active patient participation group in the practice?

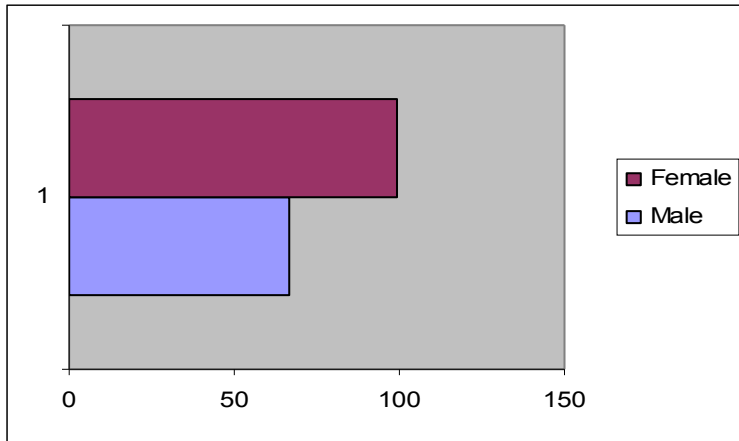


Q20: Would you be interested in finding out more about this?

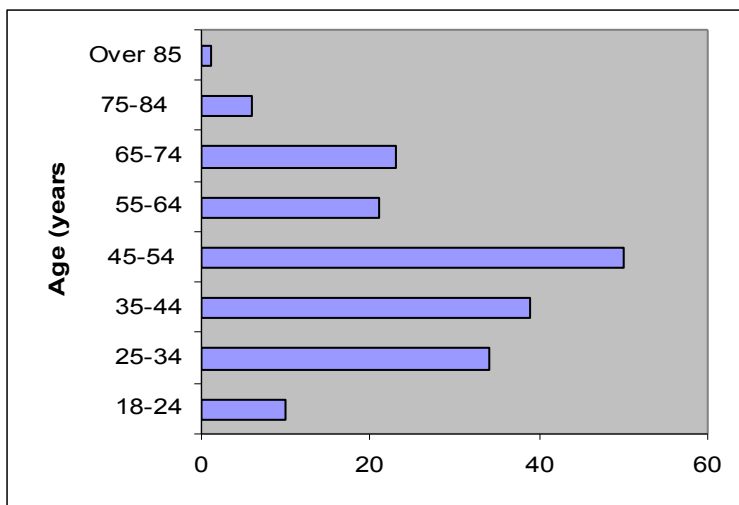


About you:

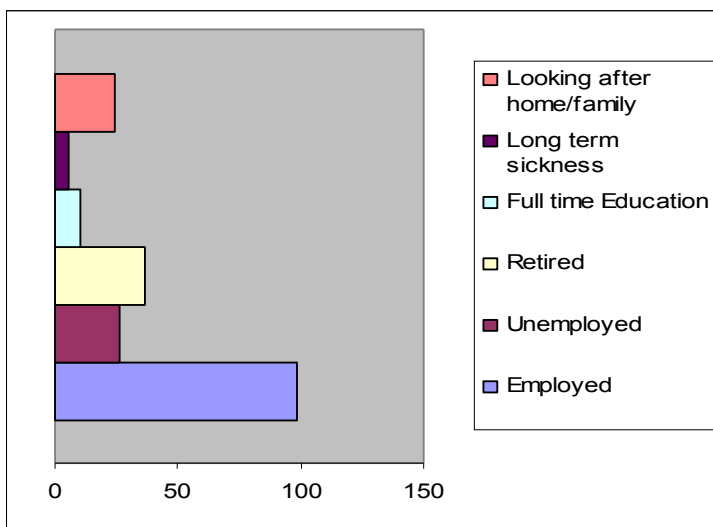
Q21: Sex



Q22: Age Range



Q23: Employment status



Q24: Ethnicity

