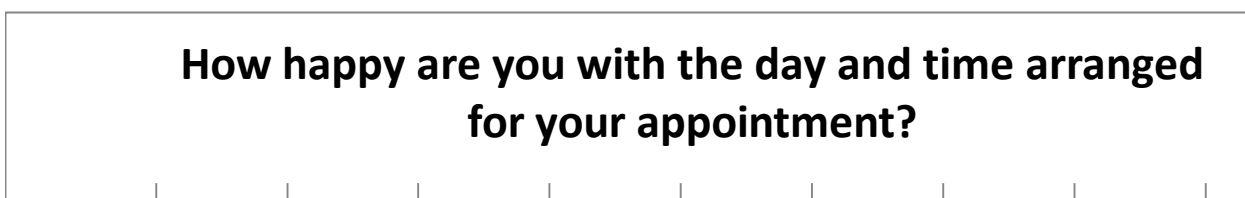
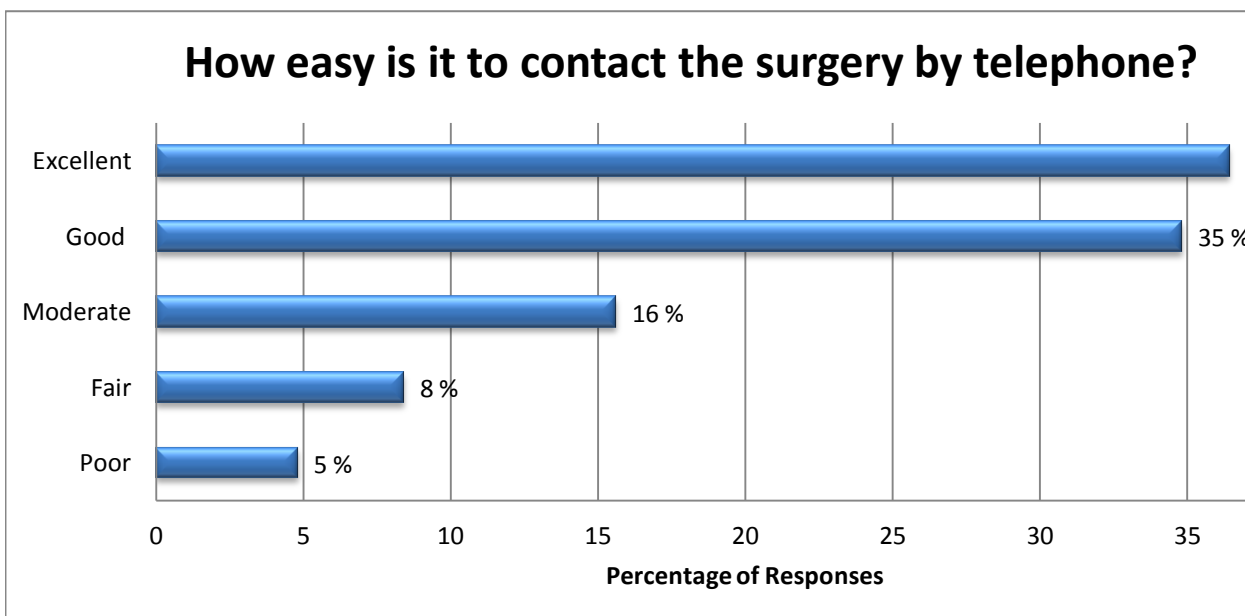
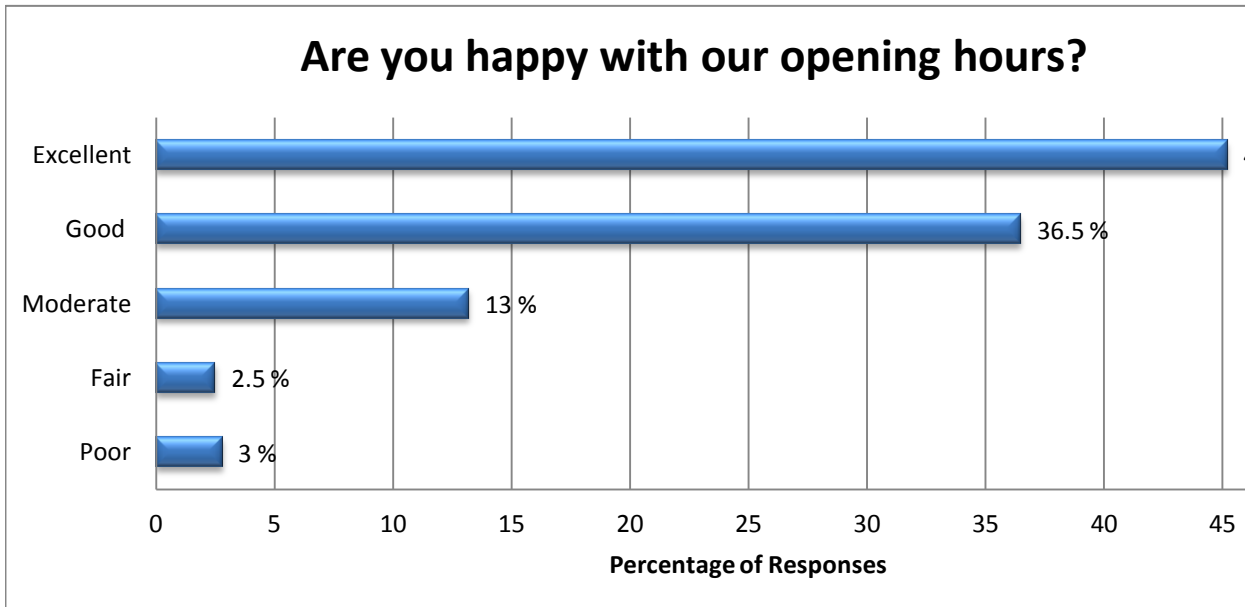
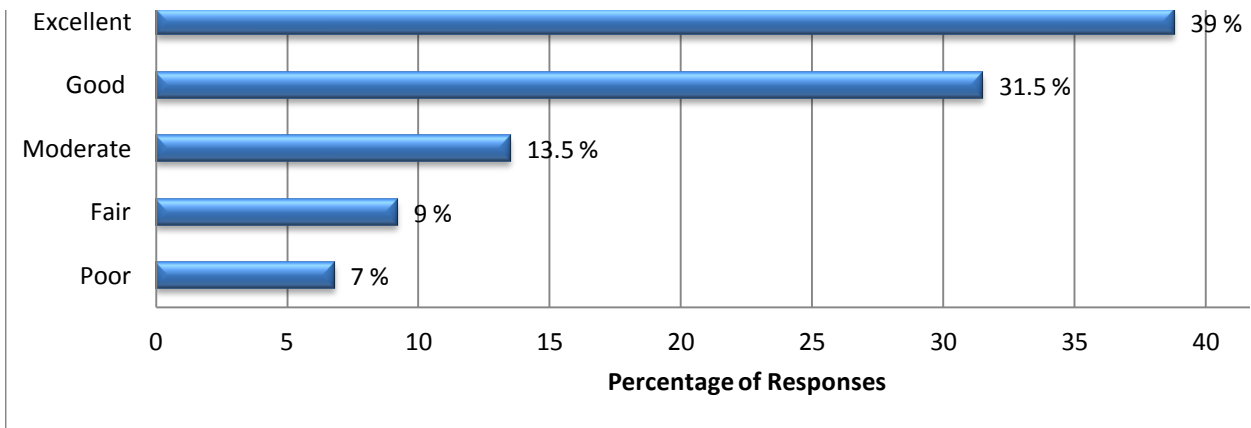


Patient Satisfaction Questionnaire Result

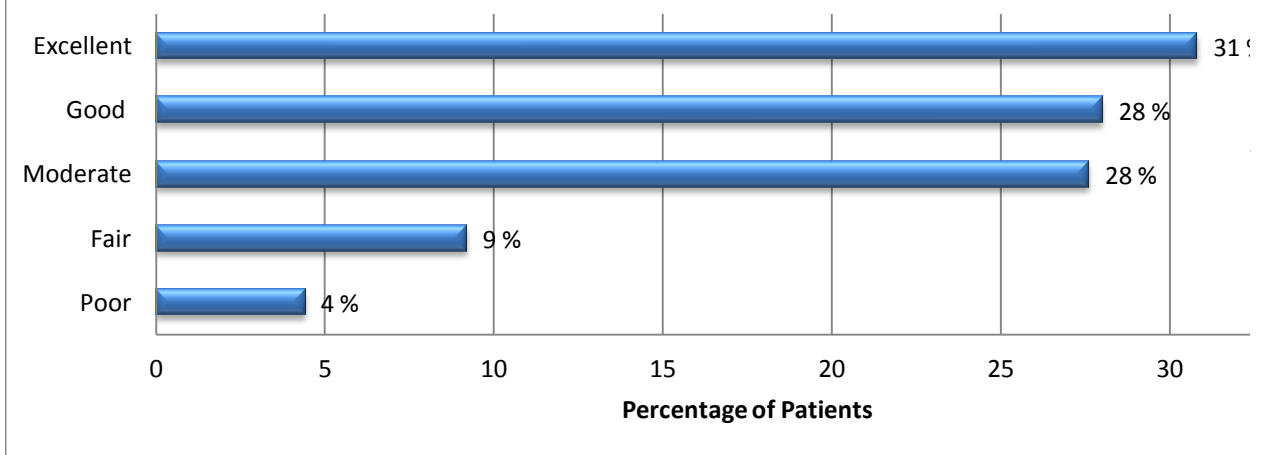
These are the results from the patient satisfaction questionnaire which was completed in May 2

Section 1: The Practice

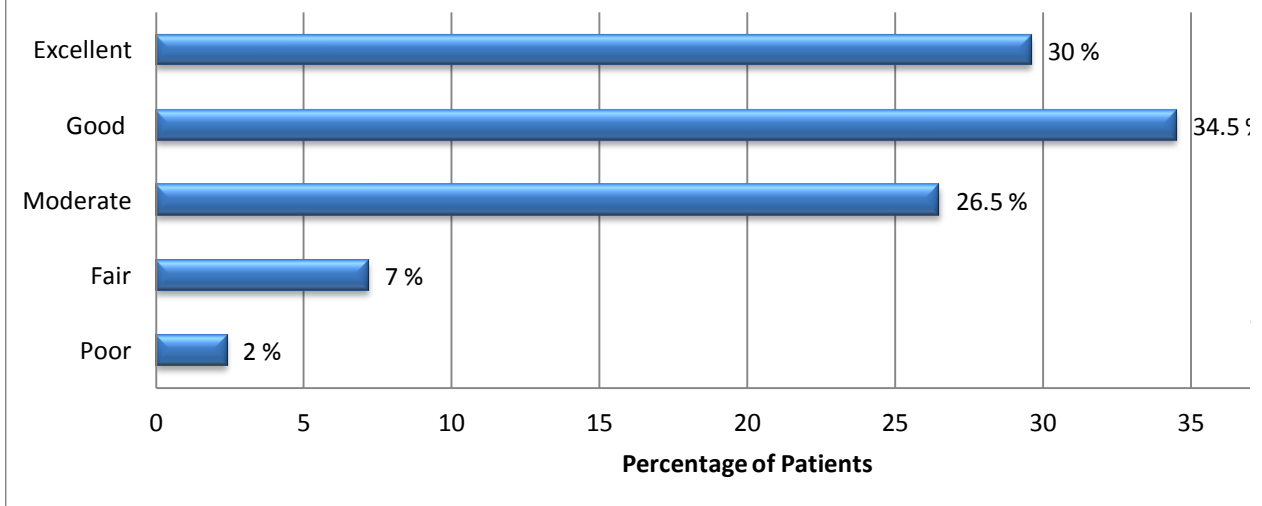




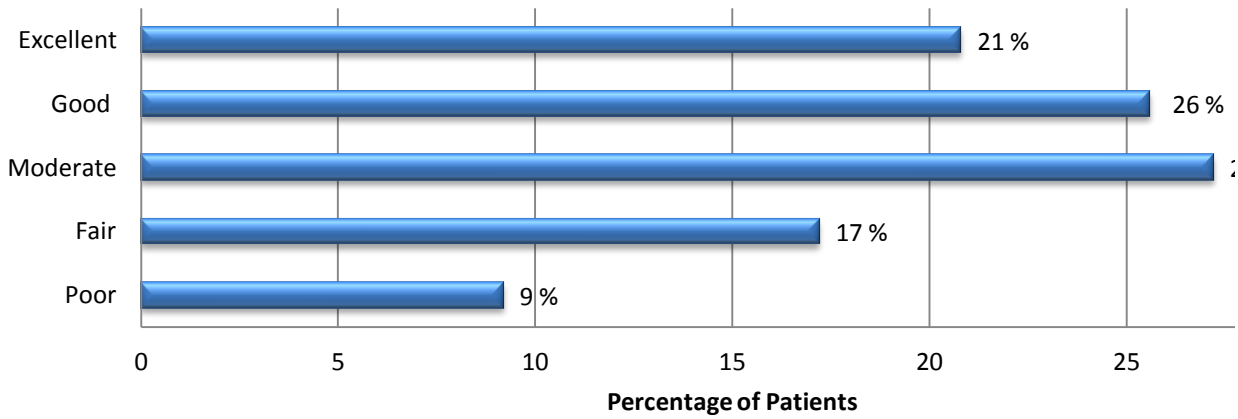
Do you manage to speak to a doctor/ nurse on the telephone if needed?



How comfortable is the waiting room?

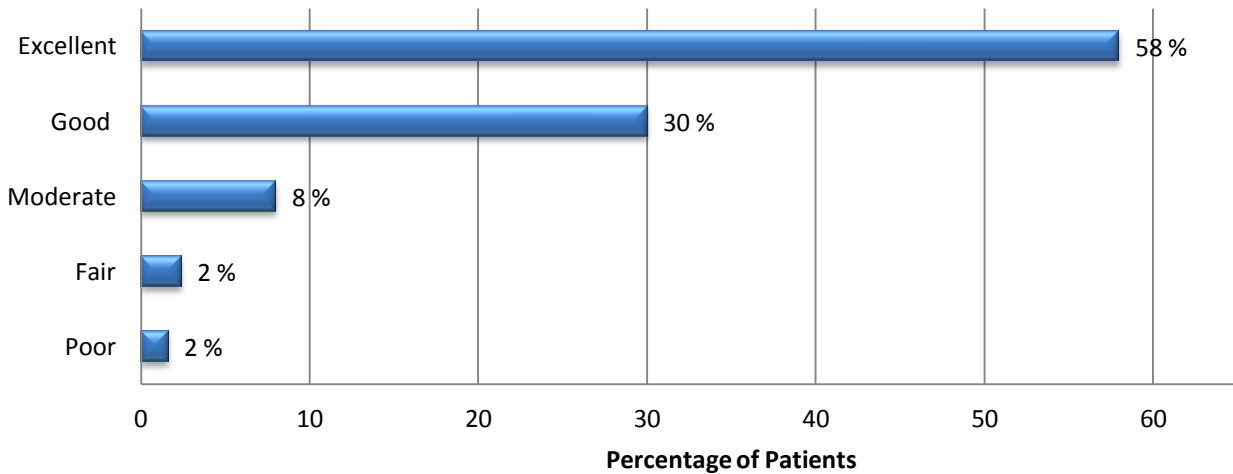


How happy are you about the length and time waiting to see the doctor?

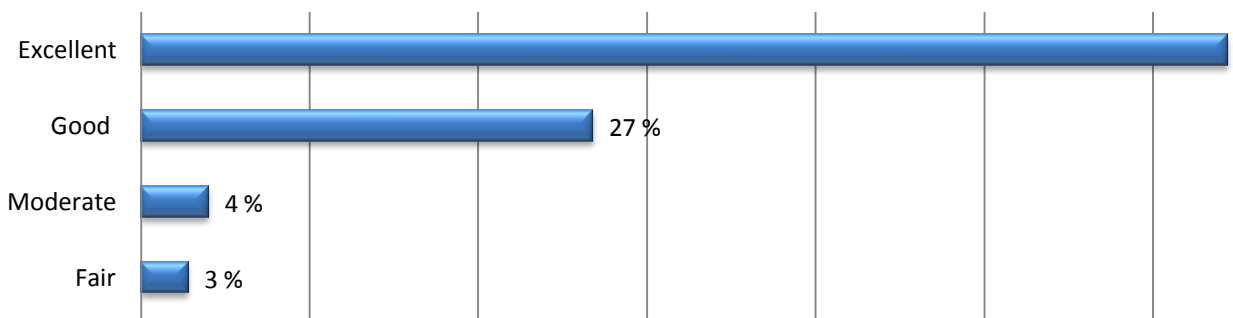


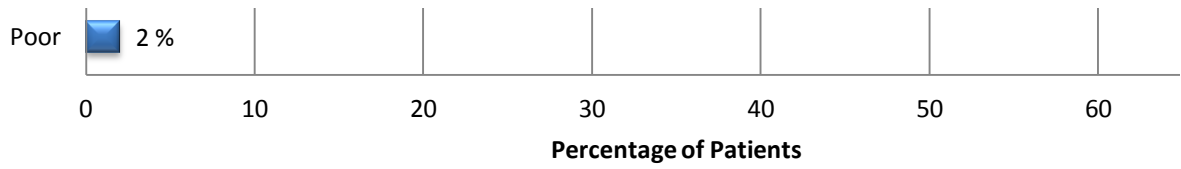
Section 2: The Doctor

How happy were you with your visit to the doctor?

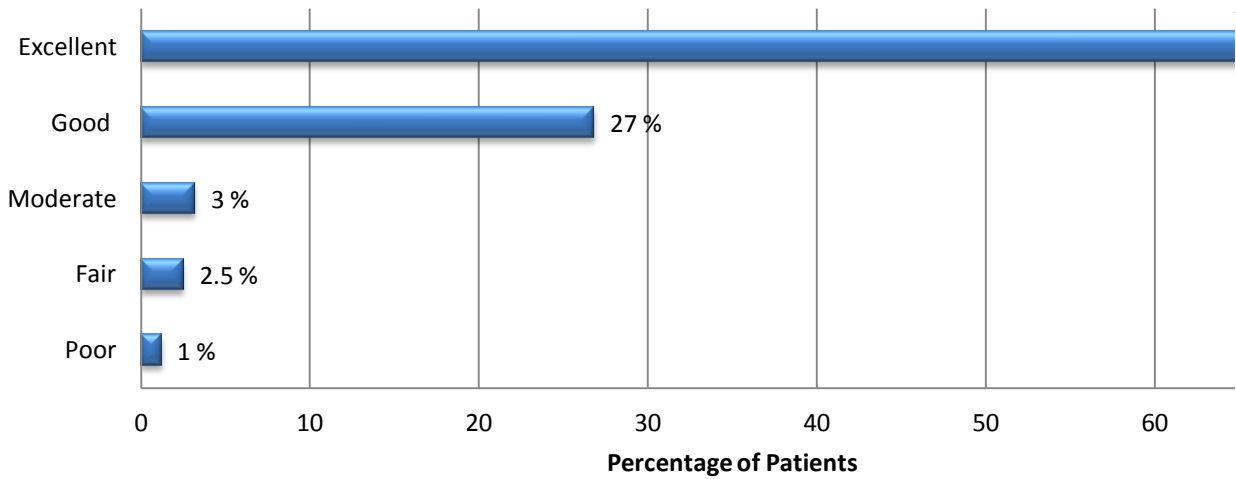


How pleasant was the doctor when you went in?

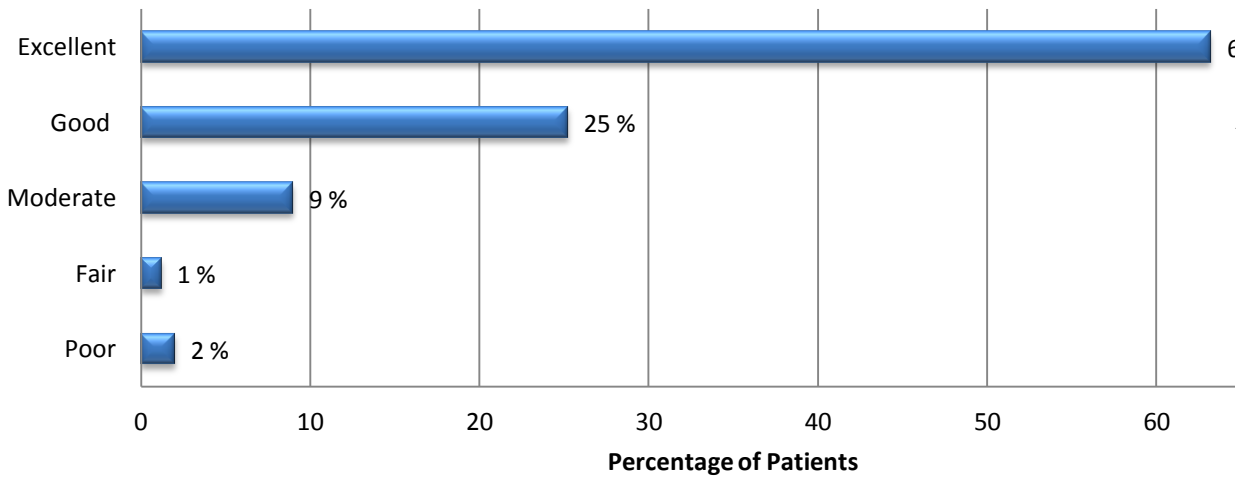




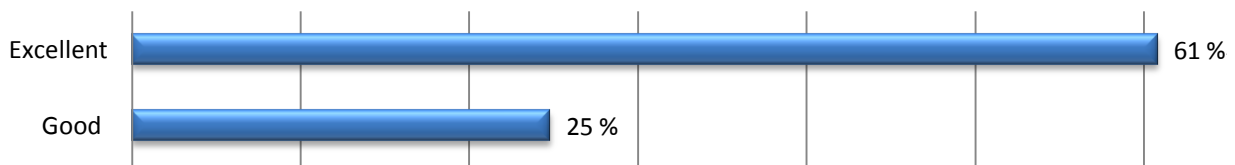
How well did the doctor listen to you?

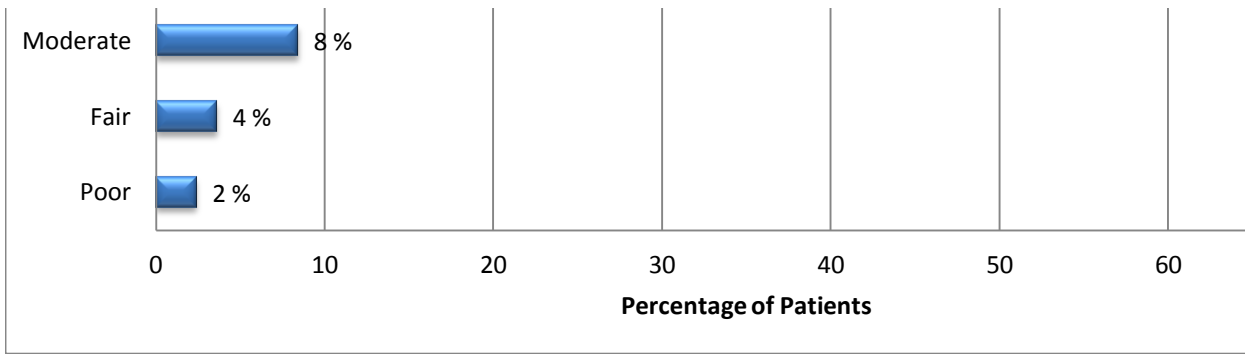


How clear were the doctors explanations?

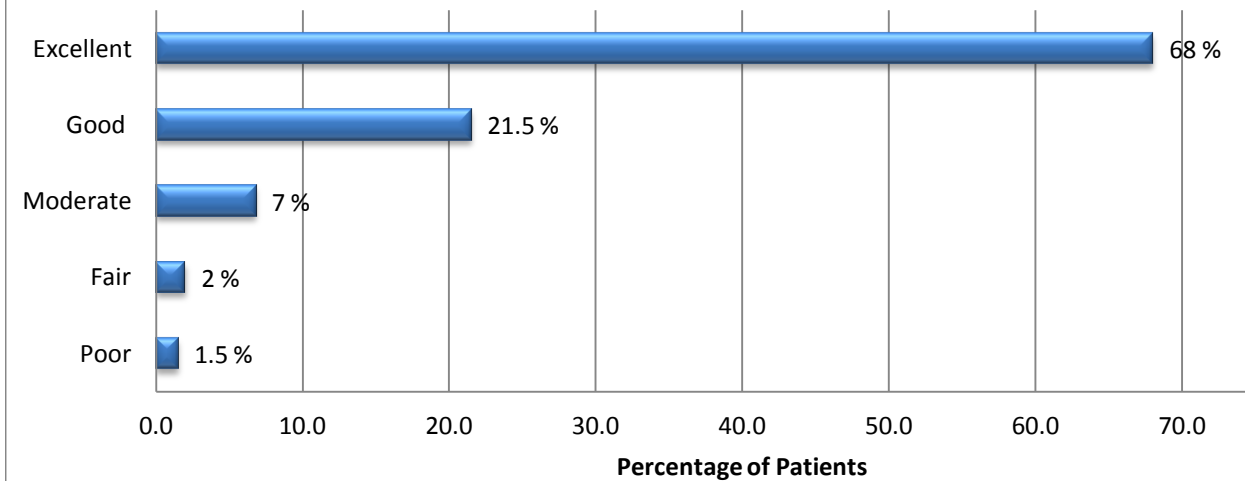


Did you feel reassured by the doctor?

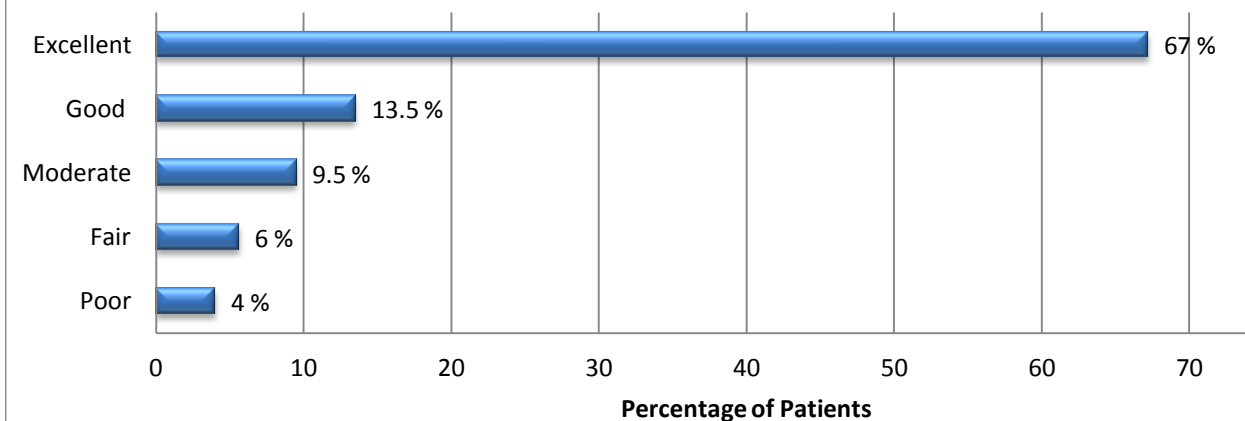




Do you feel the doctor is good at his/her job?

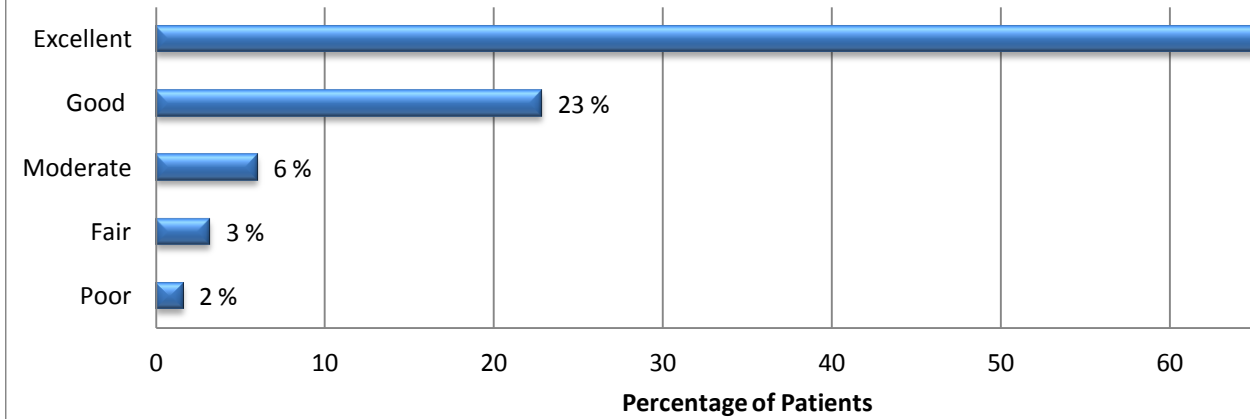


Did the doctor let you talk about your concerns and fears?

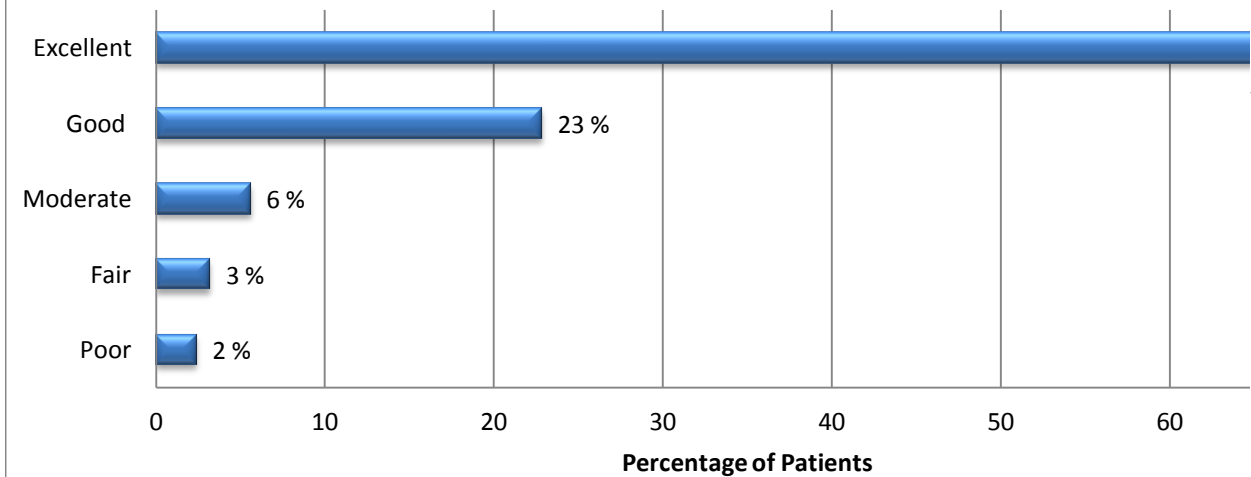


Did you feel the doctors showed respect and concern for you?

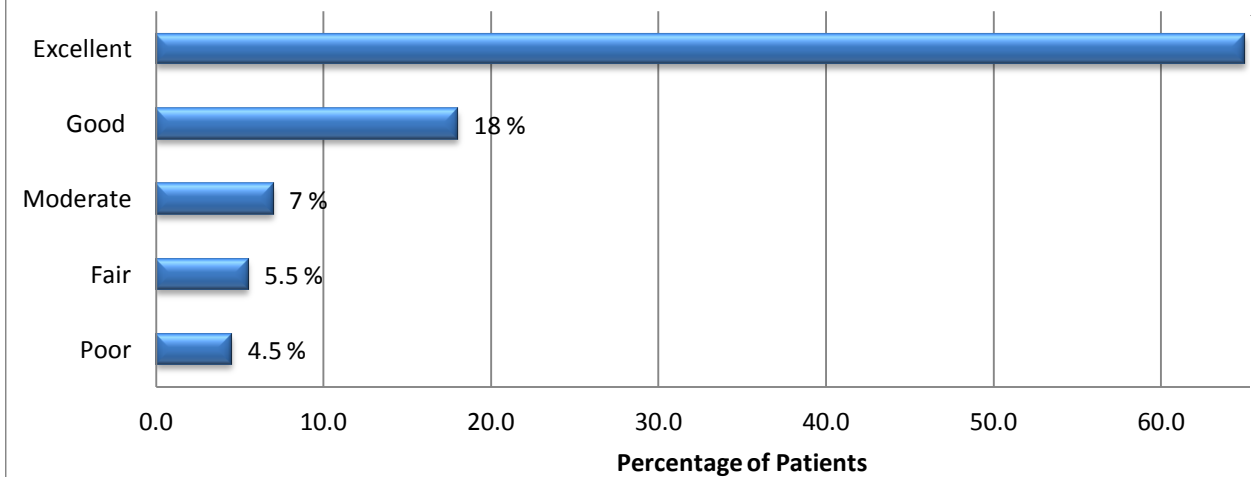
for you:



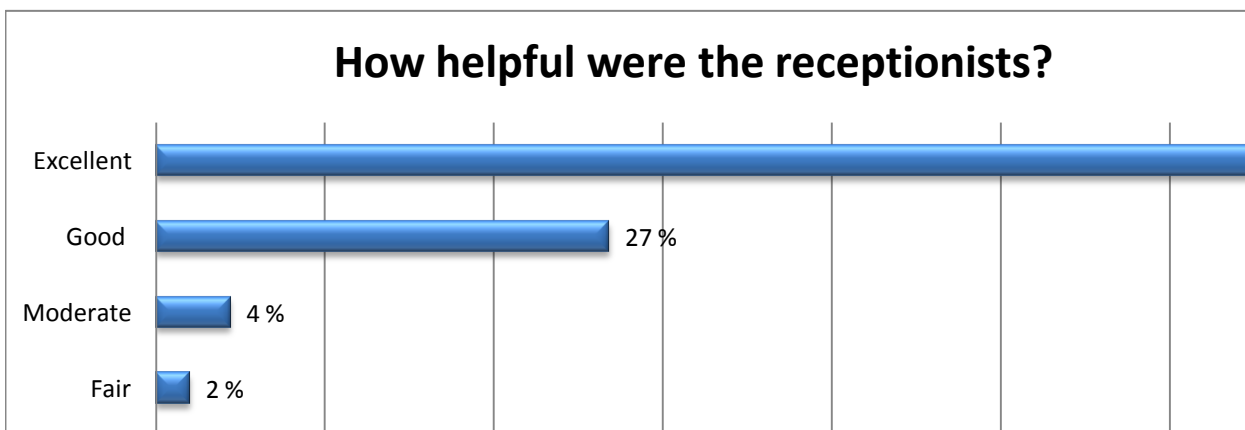
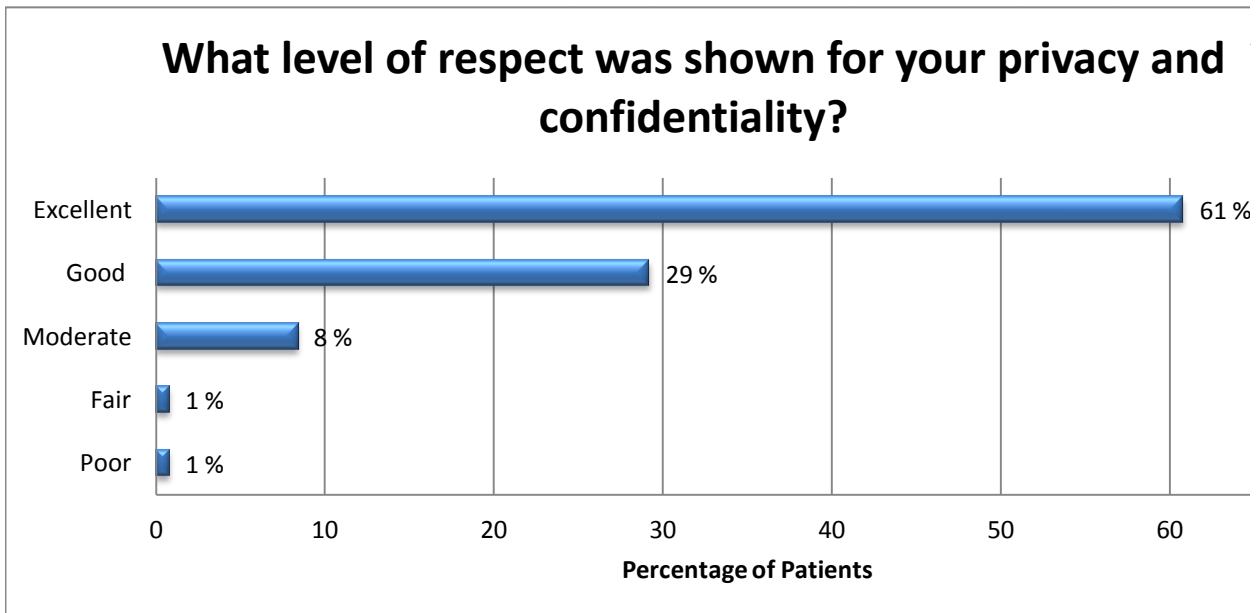
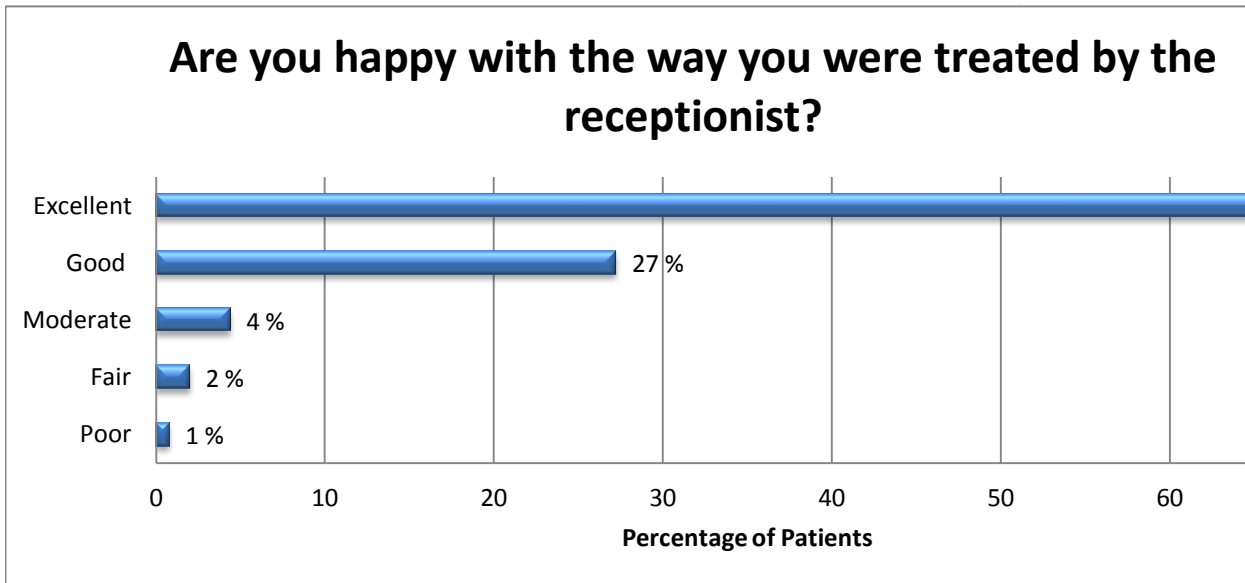
Did you feel you had enough time for your visit?

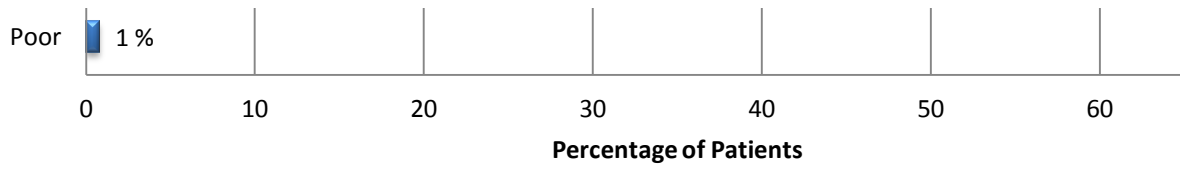


Would you recommend this doctor to a friend?



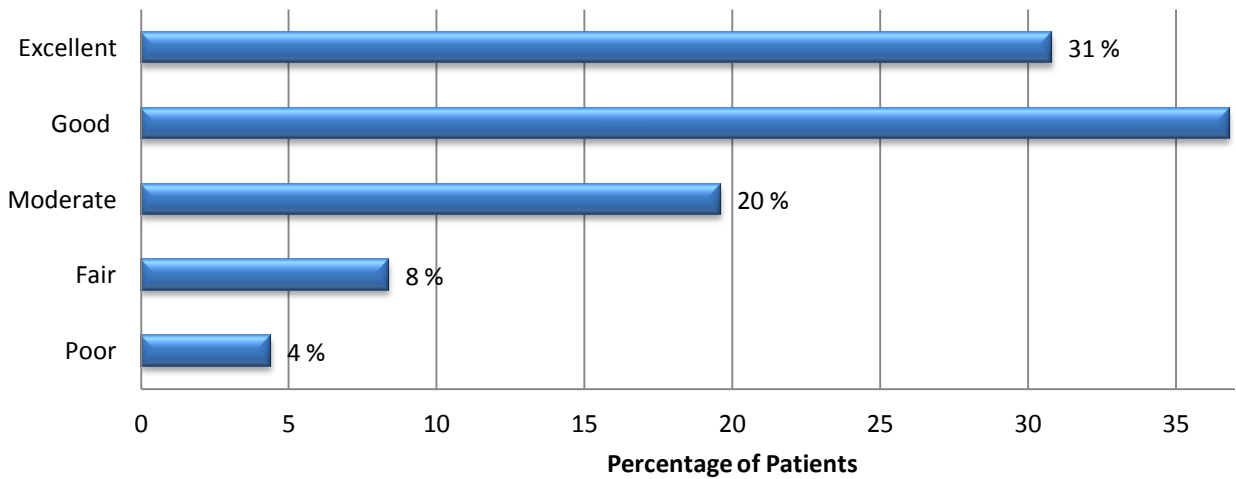
Section 3: The Staff



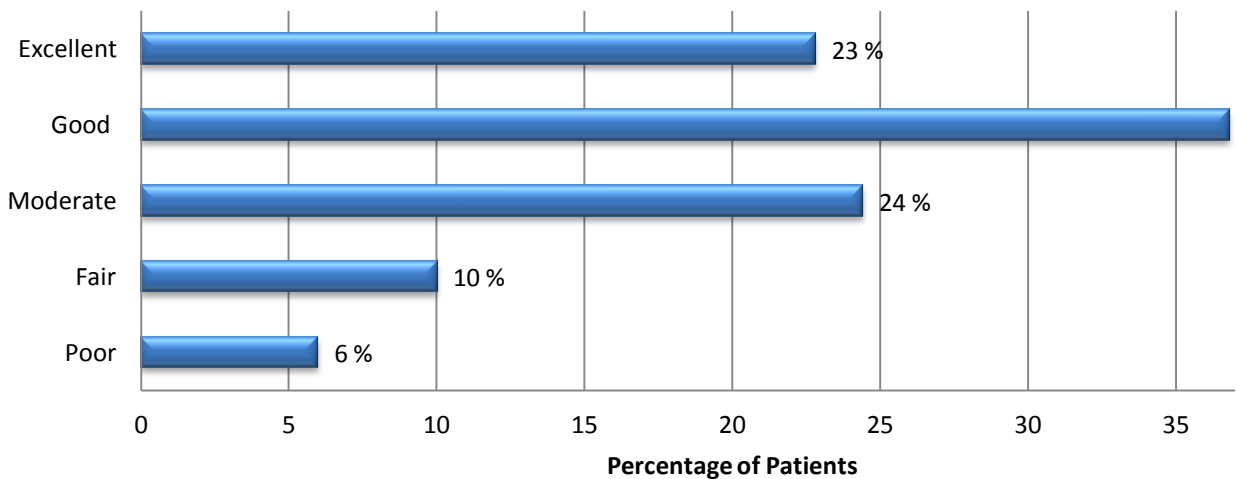


Section 4: The Practice.2

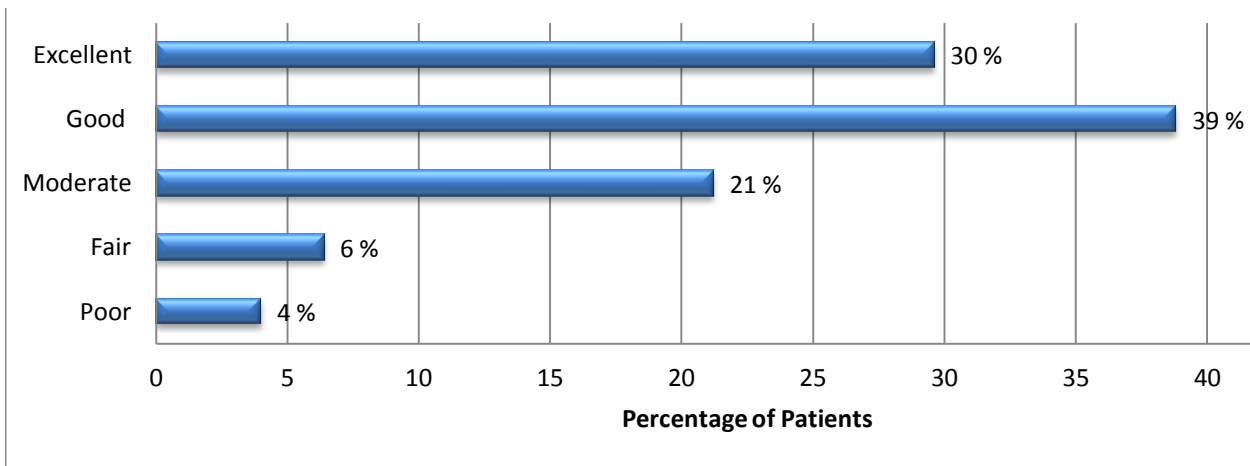
How easy is it for you to make a compliment?



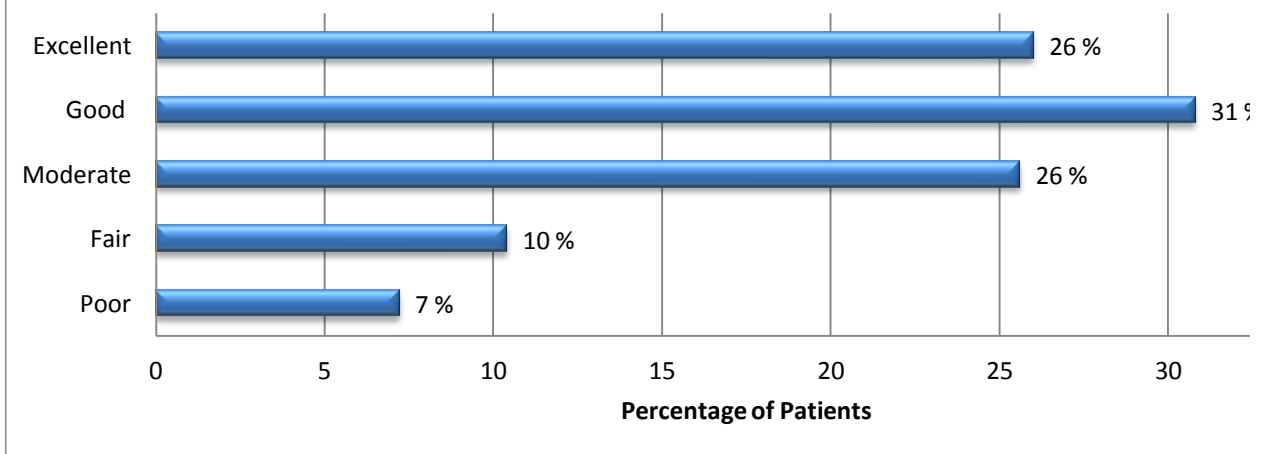
How easy is it for you to make a complaint?



How good do you think the information is about what the surgery offers to patients?



How good are reminder systems for ongoing health checks?



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