

HARTINGTON SURGERY – PATIENT SATISFACTION SURVEY – 2014

- Q1** - Ease of contacting the practice on the telephone
- Q2** - Chances of seeing a doctor/nurse of your choice
- Q3** - Your level of satisfaction with the day and time arranged for your appointment
- Q4** - Your level of satisfaction with the practice's opening hours
- Q5** - Opportunity of speaking to a doctor/nurse on the telephone
- Q6** - Length of time waiting in the practice
- Q7** - Overall satisfaction with this visit to the doctor/nurse
- Q8** - The doctor/nurse's explanation of things to me were
- Q9** - The opportunity the doctor/nurse gave me to express my concerns or fears was
- Q10** – The respect/concern shown to me by this doctor/nurse was
- Q11** – The amount of time given to me for this visit
- Q12** – The manner in which you were treated by the reception staff
- Q13** – Respect shown for privacy and confidentiality
- Q14** – Information provided by the practice about its services(i.e. Website, Practice Leaflets)
- Q15** – The information provided by this practice about how to prevent illness and stay healthy
- Q16** – The recommendation I would give to my family and friends about this practice

Patient Questionnaire Results - 2014

