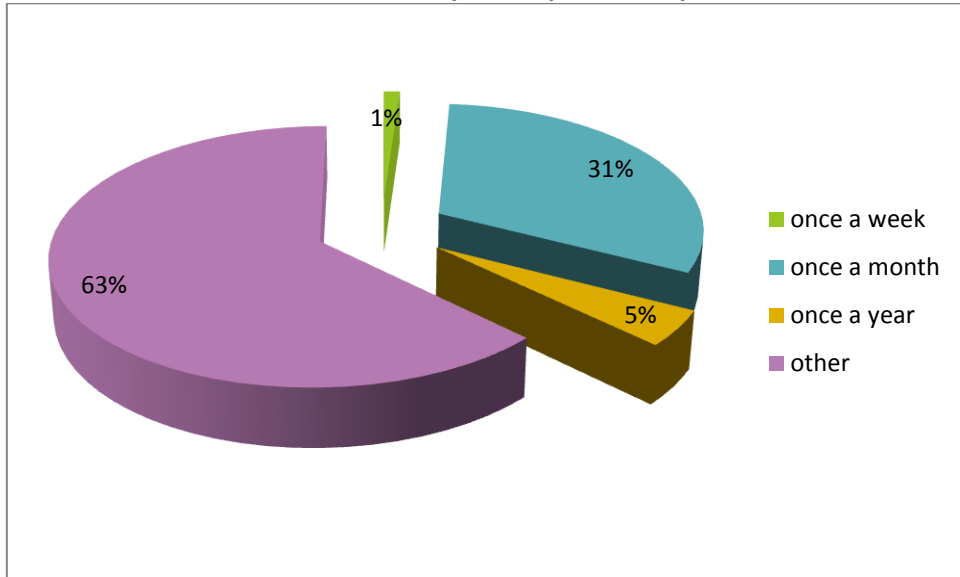
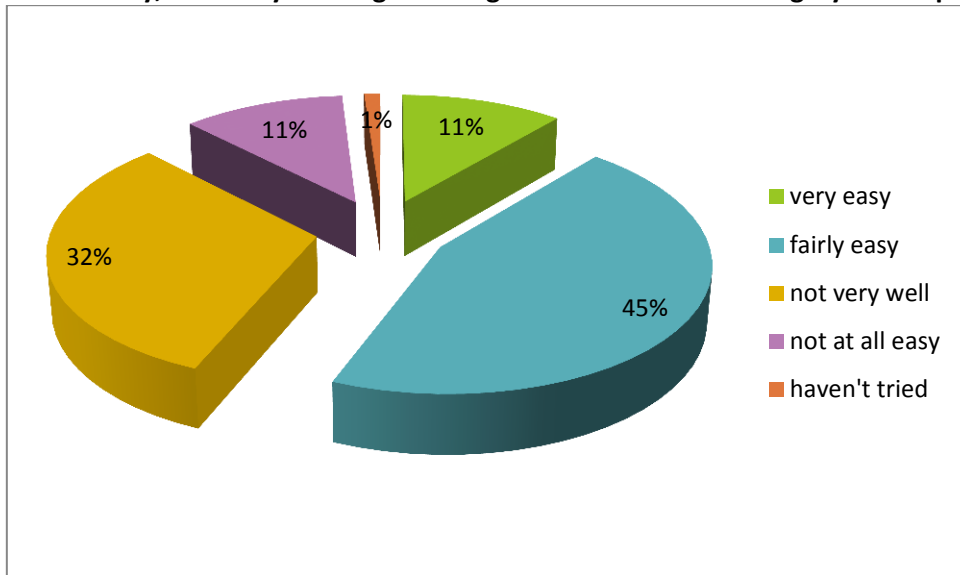


Belmont Hill Surgery Patient Survey 2014

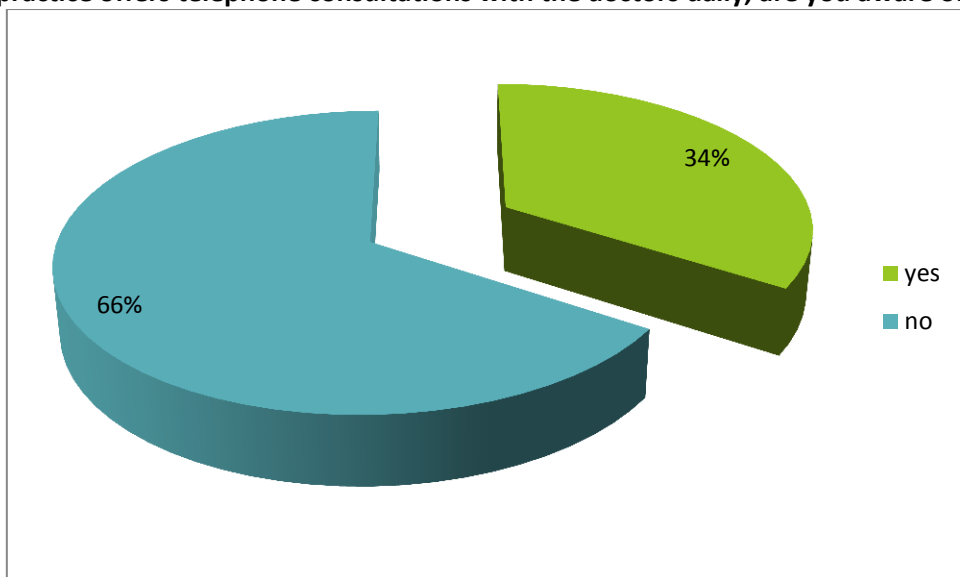
1. How often do you telephone the practice?



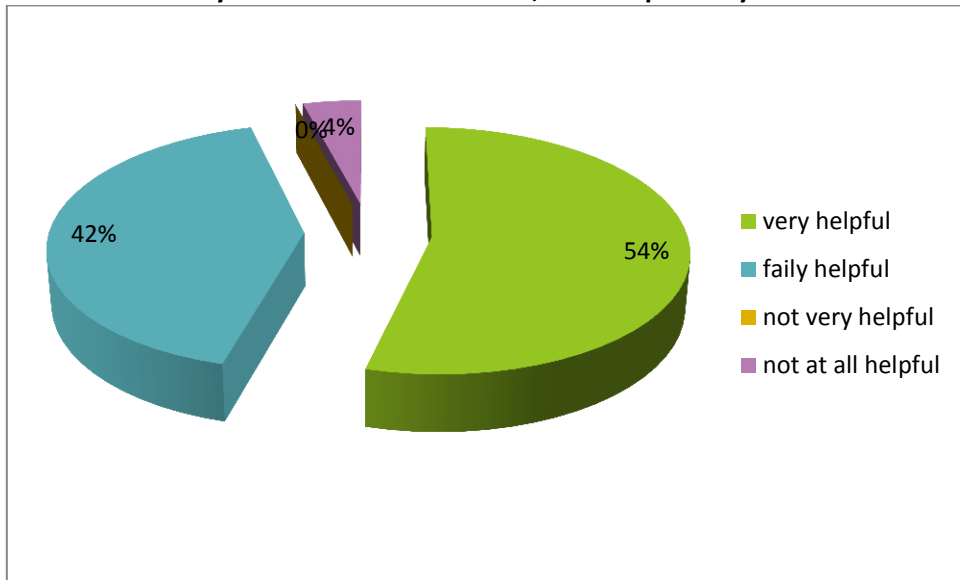
2. Generally, how easy is it to get through to someone at the surgery on the phone?



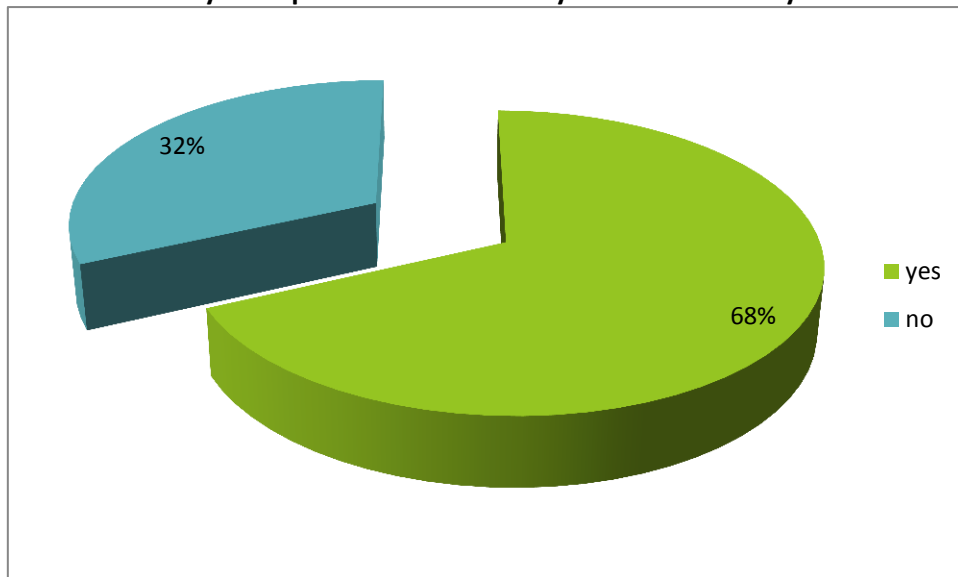
3. The practice offers telephone consultations with the doctors daily, are you aware of this service?



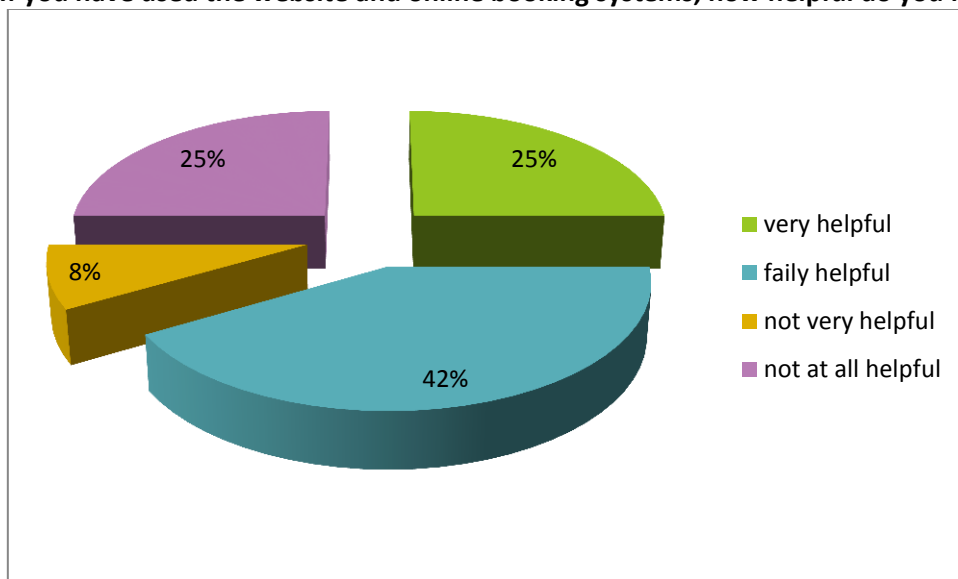
4. If you have used this service, how helpful do you find it?



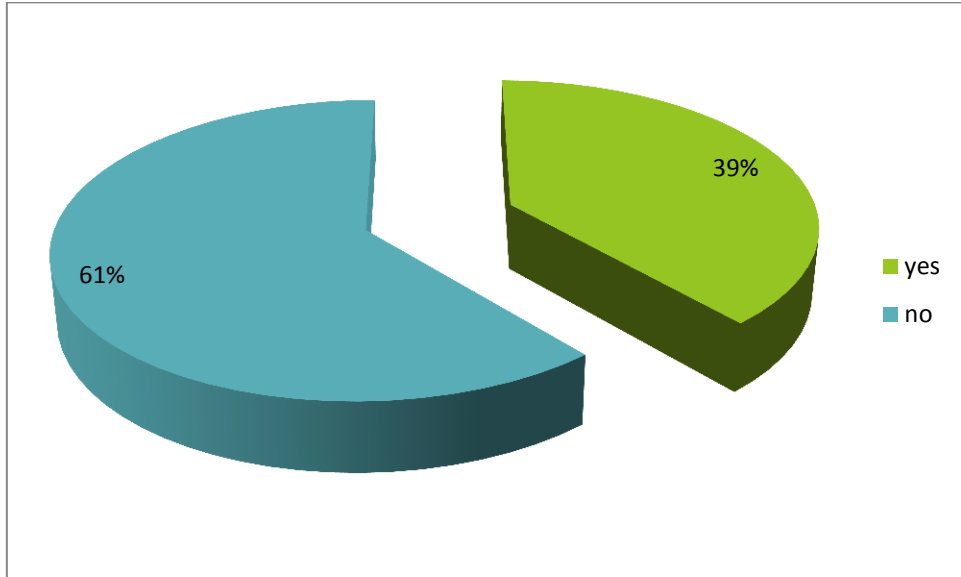
5. The practice has a website which allows you to book or cancel appointments, change your address and request your repeat medication. Are you aware of this system?



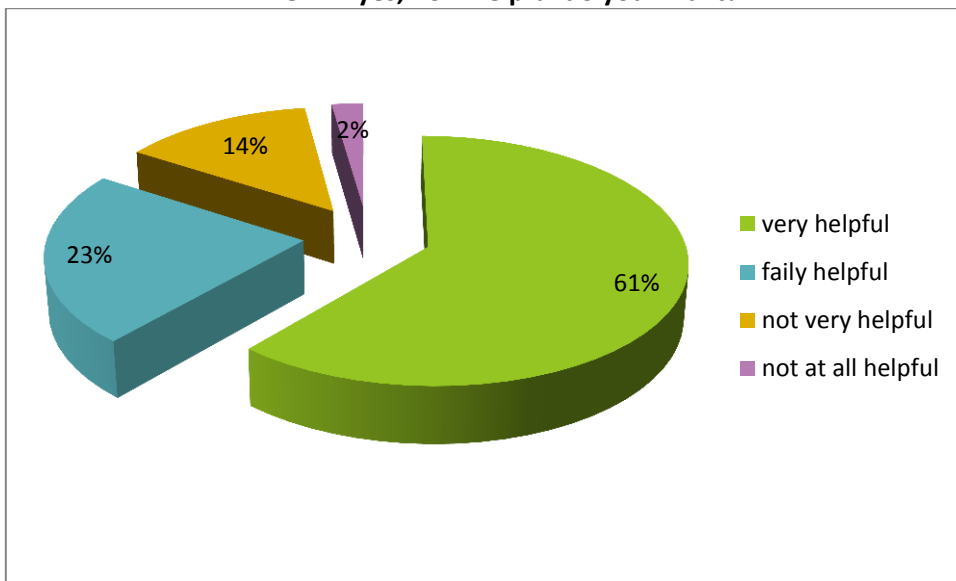
6. If you have used the website and online booking systems, how helpful do you find both?



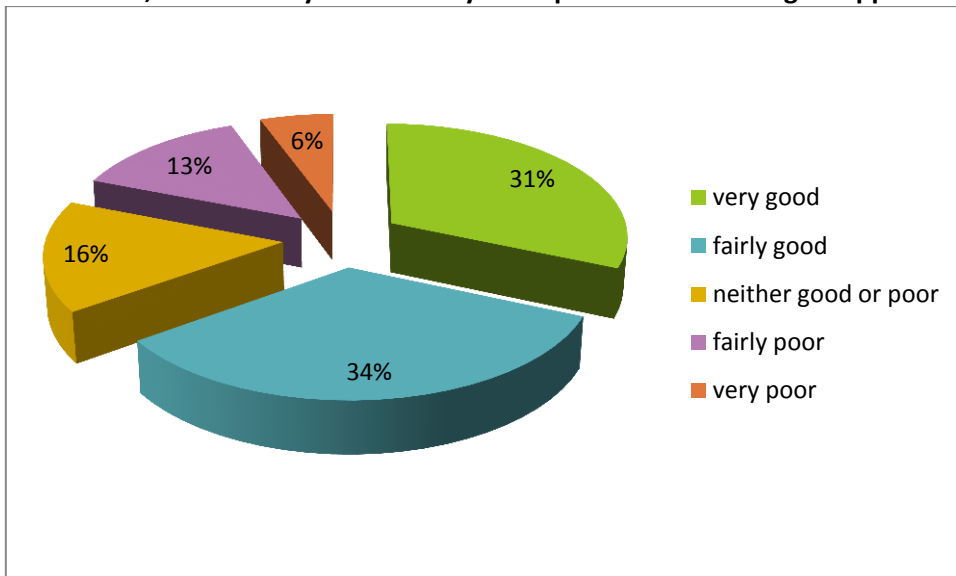
7. The practice of offering appointments up to four weeks ahead, are you aware of this?



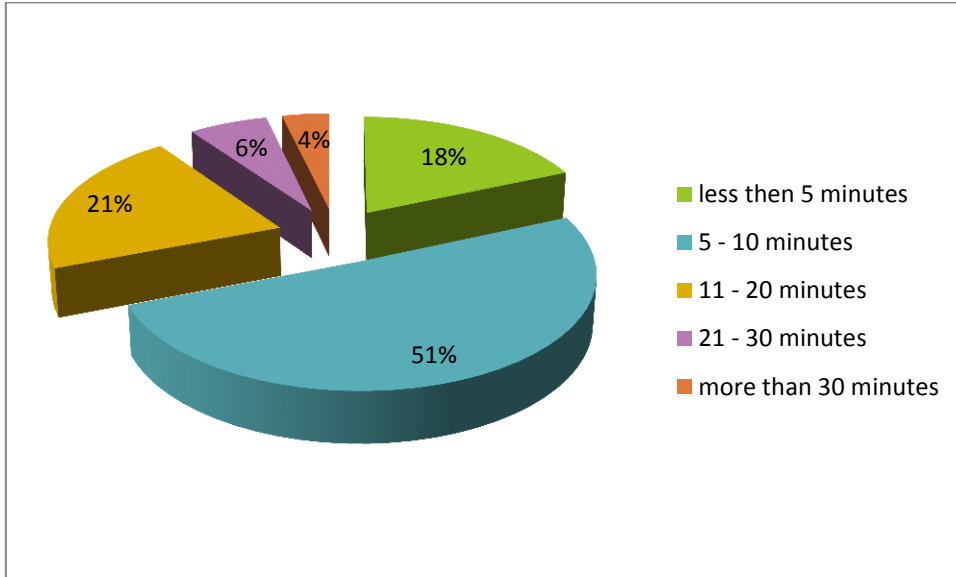
8. If yes, how helpful do you find it?



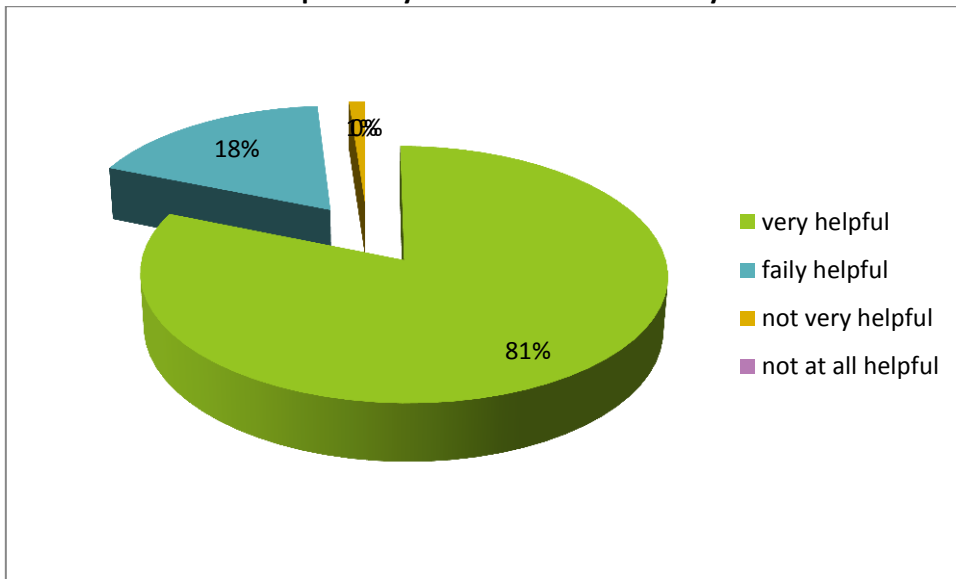
9. Overall, how would you describe your experience of marking an appointment?



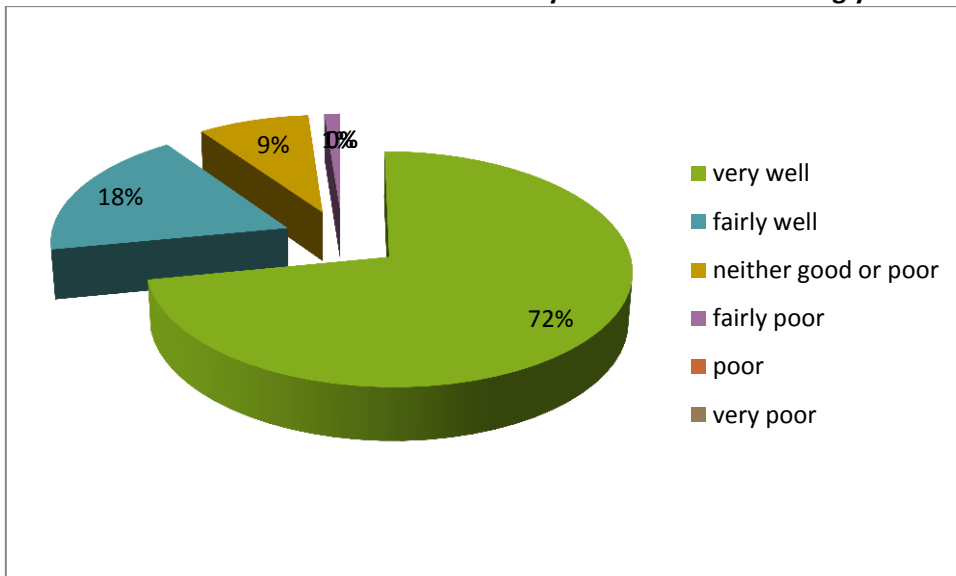
10. Thinking about the GP or Nurse you last saw, how long did you have to wait for your consultation to begin?



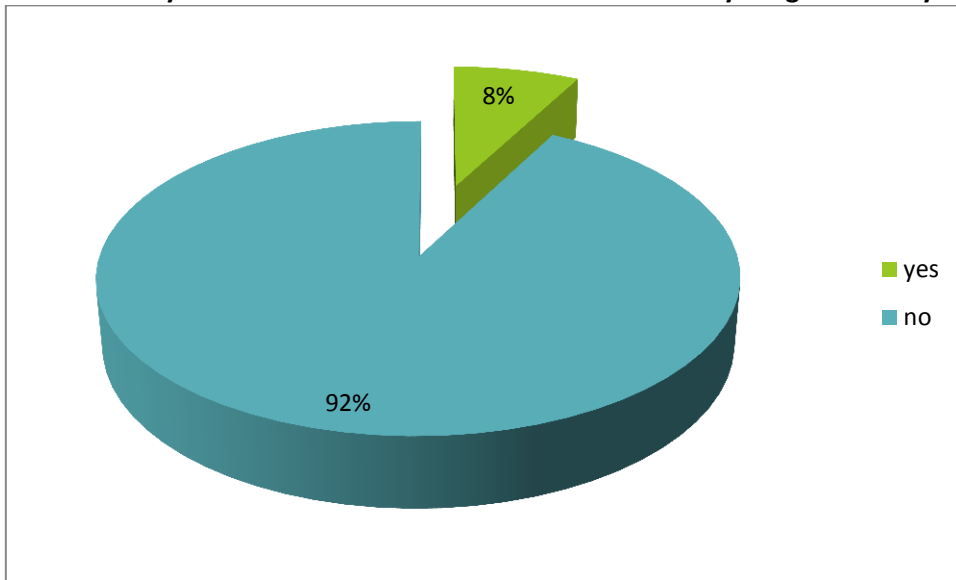
11. How helpful did you find the GP or Nurse you last saw?



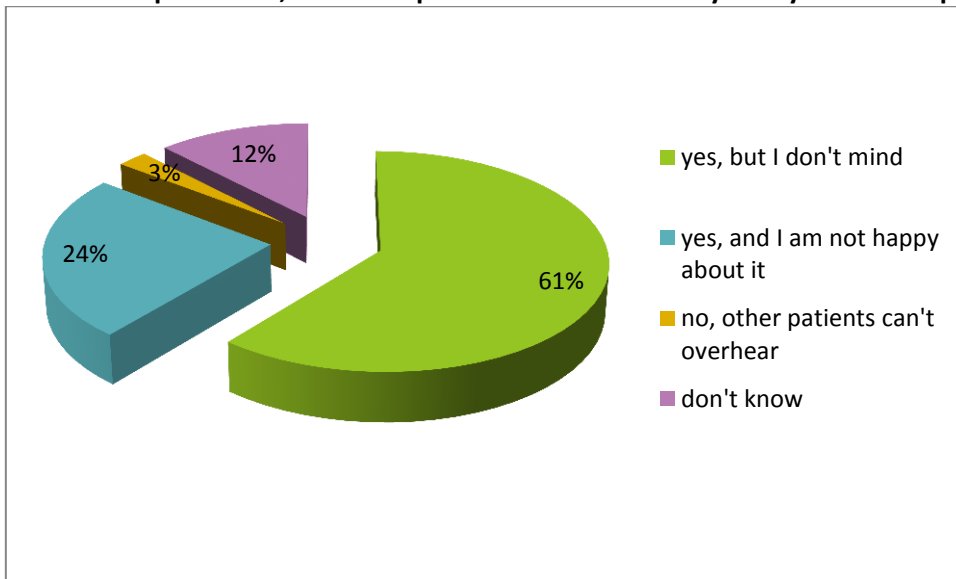
12. How well did the nurse or GP involve you in decision involving your care?



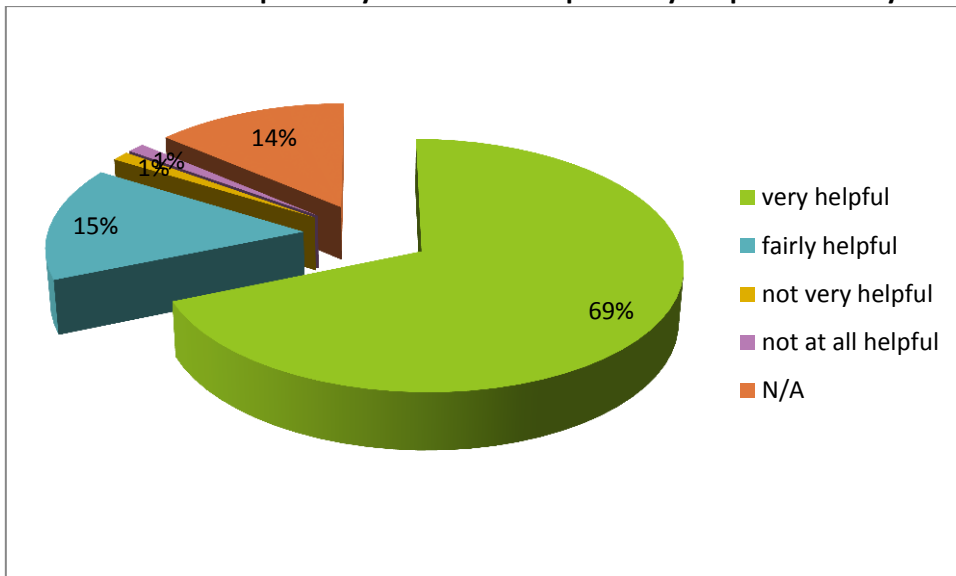
13. Do you think the GP or Nurse could have done anything differently?



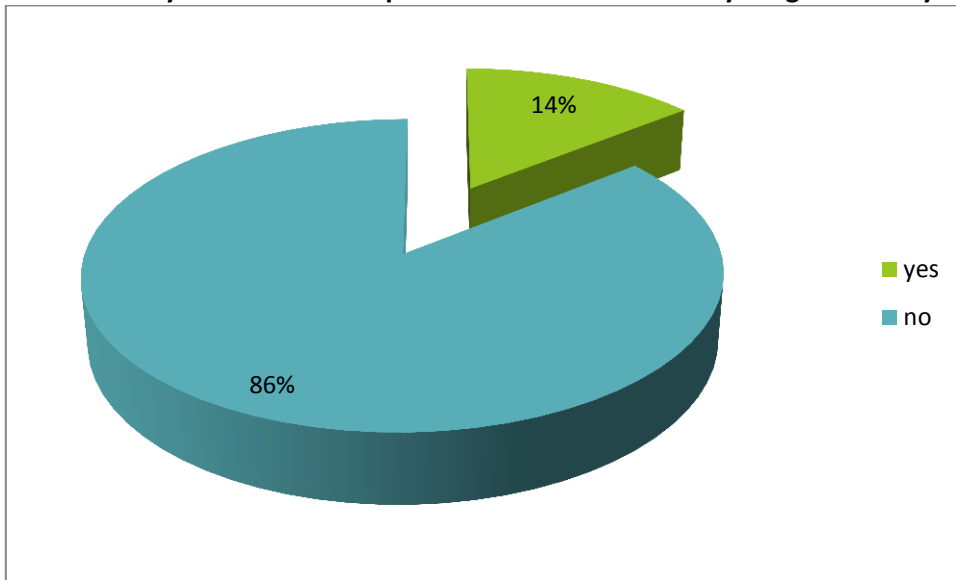
14. In the reception area, can other patients overhear what you say to the receptionist?



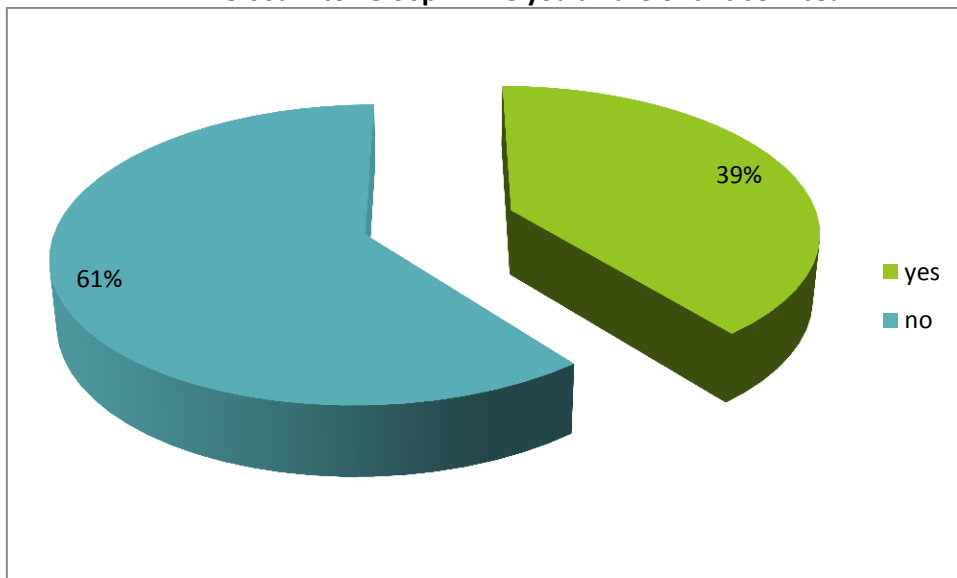
15. How helpful did you find the receptionist you spoke to today?



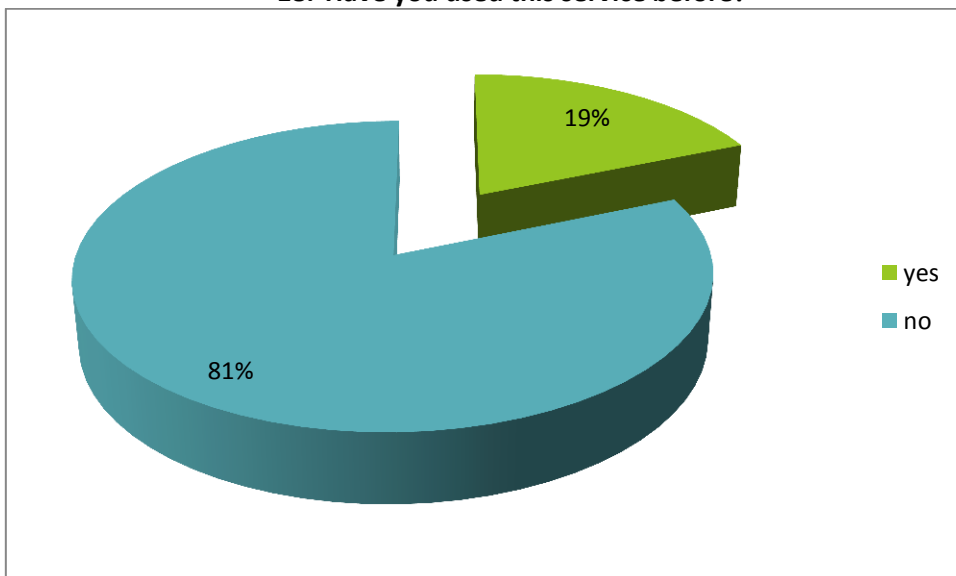
16. Do you think the receptionist could have done anything differently?



17. The surgery is currently offering extended hour surgeries on Monday evening form 1.30pm to 19.30pm and Thursday early morning from 7am to 8am for those who are not able to attend during the core opening hours 8.00am to 18.30pm. Are you aware of this service?



18. Have you used this service before?



19. How helpful do you find this service?

