

Ashburton Park Medical Patient Survey 1

Q1. Were you able to see a doctor (not necessarily the GP of your choice) on the same day or the next 2 days , Please tick as appropriate.

Yes No Not Sure

Q.2. Thinking of the times when you want to see a particular doctor, how quickly do you usually get to see her:

Same Day Next working day 2-5 Days
More than 5 working days Not Sure

Q.3. How do you rate the way you are treated by receptionists at our practice?

Excellent Good Average Poor

Q.4. Ease of getting through to the surgery on the phone:

Haven't Tried Very Easy Fairly Easy
Not very Easy Not at all Easy Came in and booked

Q.5. How long do you usually have to wait at the practice for your consultation to begin?

5 minutes or less 6 – 10 minutes 11-20 minutes 21-30 minutes more than 30 minutes

Q.6. Do you have access to the internet at all?

Yes No

Q.7. Given the choice please mark which services you would like to be able to do online.

Appointment Booking Repeat Prescription Change of details
Emailing the practice For medical issues Medical record viewer None of the above

Q.8. What additional hours would you like the practice to be open?

Early Morning Evenings Weekends None, I'm satisfied

Q.9. How do you rate the service that is provided by our Nurses?

Excellent Good Average Poor

Q.10. Overall, when you contact the surgery for help or medical advice how would you rate our ability to help you with any urgent problems or ongoing conditions?

Excellent Good Average Poor

Any Additional Comments: