

2018

PLEASE CONTINUE OVERLEAF



**7 Please rate the following statement –**

*I am satisfied with the service I get from the surgery overall*

☐ Strongly Agree 54    ☐ Agree 43.3    ☐ Slightly Agree 2  
☐ Strongly Disagree —    ☐ Disagree 35 (1 PERSON)    ☐ Slightly Disagree 35 (1 PERSON)

**8 Please tell us how satisfied you are with each of the following for the last time used that service**

	Very satisfied	Satisfied	Slightly satisfied	Slightly Dissatisfied	Dissatisfied	Very dissatisfied	N/A
The attitude of the receptionist	69	28	2	.5	.5	—	
The attitude of the doctor	80	18	1	.5	.5	—	
The attitude of the nurse	84	16	—	—	—	—	
The outcome from contacting reception	68	28	4	—	—	—	
The outcome from seeing the doctor	74	22	1	2	.5	.5	
The outcome from seeing the nurse	78	21	.5	—	.5	—	
The waiting time to see the doctor once inside the surgery	30	50	12	6	1.5	.5	
The waiting time to see the nurse once inside the surgery	40	40	19	.5	.5	—	
The outcome from attending a clinic	54	45	—	—	1	—	
Using the surgery website	68	24	7	.5	—	.5	

**9 The surgery offers extended opening hours. Do you find the opening times convenient to you?**

☐ Yes 97    ☐ No 3    ☐ Don't know

If no, please suggest times that would make it easier for you to see someone

**10 Did you know we have a Patient Participation Group?**

☐ Yes 26    ☐ No 74

We would like to keep you informed of our activities by email.  
Please ask for a slip at the counter and give us your details to join our email mailing list.

If you would like further information or have any suggestions you can email us at  
selsdonppg@gmail.com

You can also review our surgery at [www.iwantgreatcare.org.uk](http://www.iwantgreatcare.org.uk)

Thank you