

**7 Please rate the following statement –**

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

- Strongly Agree 67   
  Agree 30   
  Slightly Agree 3  
 Strongly Disagree –   
  Disagree –   
  Slightly Disagree –

**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	68	28	2	1.5	0.5	–	–
The attitude of the doctor	81	18	1	–	–	–	–
The attitude of the nurse	83	17	–	–	–	–	–
The outcome from contacting reception	67	29	35	–	0.5	–	–
The outcome from seeing the doctor	73	23	4	–	–	–	–
The outcome from seeing the nurse	78	22	–	–	–	–	–
The waiting time to see the doctor once inside the surgery	24	49	19	5	2	1	–
The waiting time to see the nurse once inside the surgery	33	47	14	4	1	1	–
The outcome from attending a clinic	51	41	6	1	1	–	–
Using the surgery website	51	35	9	1.5	3.5	–	–

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

- Yes 93   
  No 7   
  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 27   
  No 73

**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