

WELBECK ROAD HEALTH CENTRE

We would be grateful if you would complete this survey about your Surgery. We want to provide the highest standard of care, therefore your opinions are very valuable. Please answer ALL the questions you can by putting on X in one box. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers. Thank you.

1. How easy is it to get through to the surgery on the phone?

- Easy
- Moderately Easy
- Difficult
- Very difficult

2. When you last needed to, were you able to make an appointment or speak to someone?

- Yes
- No

3. When you last booked an appointment , was the appointment time convenient for you?

- Yes
- No

4. How would you rate your overall experience of booking appointments?

- Very good
- Good
- Poor
- Very poor

5. Are you happy with the opening times?

- Yes
- No

6. How easily are you able to order a repeat medication (if on repeats)?

- Very easily
- Moderately easily
- With some difficulty
- Very difficult

7. Which method do you usually use to order medication?

- Prescription counterfoil
- SystemOnline
- Via local pharmacy

8. How helpful are our Receptionists?

- Very helpful
- Reasonably helpful
- Unhelpful
- Very unhelpful

9. How happy are you with the care you receive from your GP?

- Very happy
- Reasonably happy
- Unhappy
- Very unhappy

10. How happy are you with the care you receive from your Nurse?

- Very happy
- Reasonably happy
- Unhappy
- Very unhappy

11. How would you rate your overall experience with the Surgery?

- Excellent
- Good
- Poor
- Very poor

12. How likely are you to recommend our GP practice to friends and family if they needed similar treatment?

- Extremely likely
- Likely
- Neither likely or unlikely
- Unlikely
- Extremely unlikely
- Don't know

Please add any additional comments you wish to make:

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