

TRINITY & BOWTHORPE MEDICAL PRACTICE

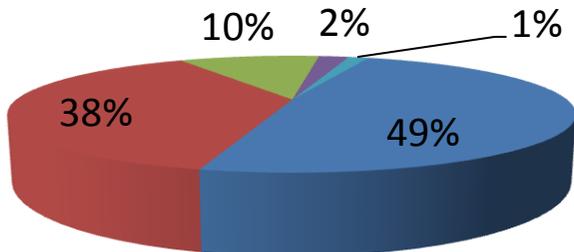
Results of Patient Experience Survey

Bowthorpe Health Centre

Results are based on 140 responses between 1st August - 30th September 2015

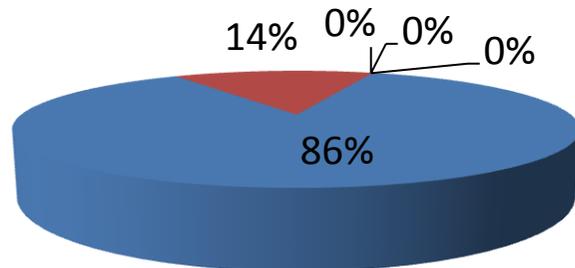
Q1 - How satisfied are you with the opening hours at the surgery?

- Very
- Fairly
- Neither satisfied nor dissatisfied
- Not satisfied
- Don't know opening hours



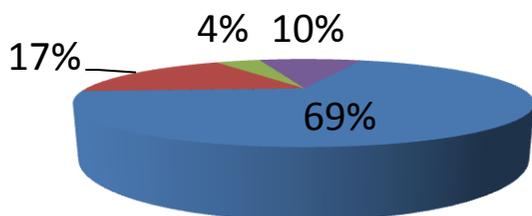
Q2 - How clean is the GP Surgery?

- Very clean
- Fairly clean
- Not very clean
- Not at all clean
- Don't know



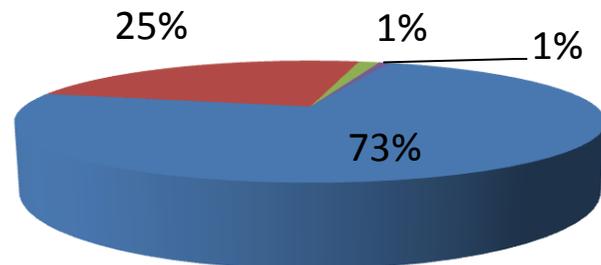
Q3 - In the reception area, can other patients overhear what you say to the receptionists?

- Yes, but don't mind
- Yes and am not happy about it
- No, other patients can't overhear
- Don't know



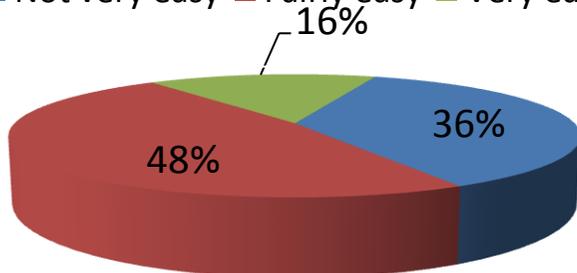
Q4 - How helpful do you find the receptionists at the surgery?

- Very
- Fairly
- Not very
- Not at all



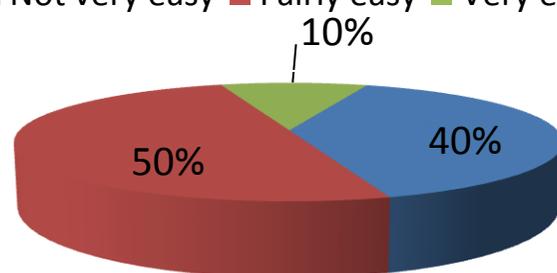
Q5 - How easy was it to get an appointment for the time you wanted?

- Not very easy
- Fairly easy
- Very easy



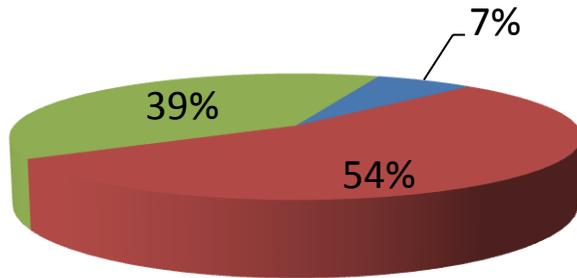
Q6 - How easy was it to get an appointment with the GP you wanted to see?

- Not very easy
- Fairly easy
- Very easy



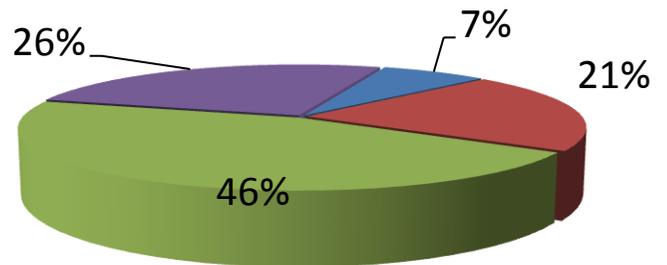
Q7 - How easy was it to get an appointment with the nurse?

- Not very easy
- Fairly easy
- Very easy



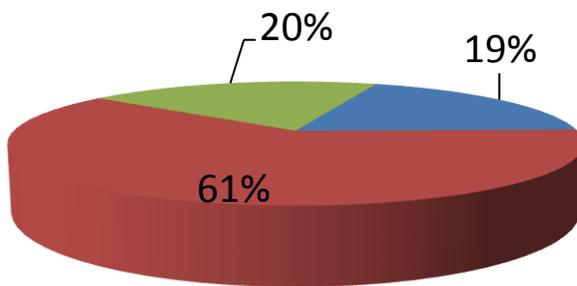
Q8 - How important is it to you that you see a specific GP when coming to this practice?

- Prefer not to say
- Fairly important
- Not at all important
- Very important



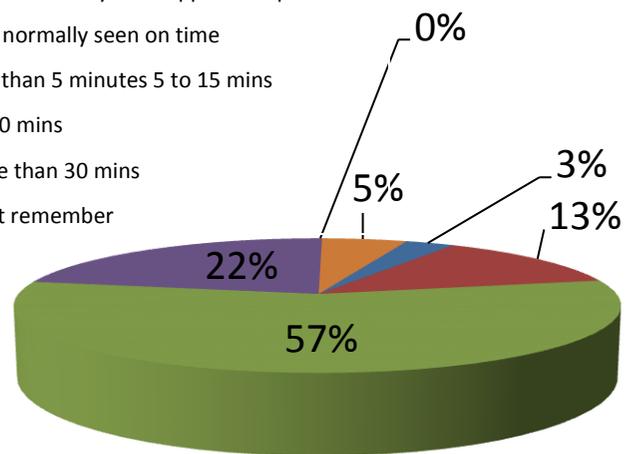
Q9 - How easy is it to speak to a GP on the telephone?

- Not very easy
- Fairly easy
- Very easy



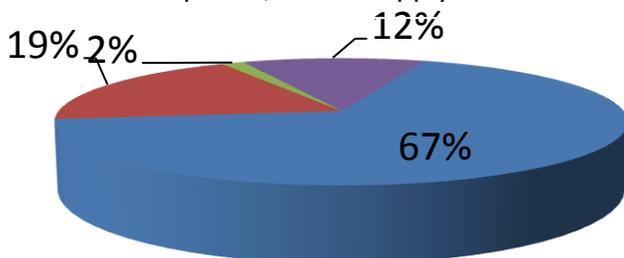
Q10 - How long after your appointment time do you normally wait to be seen?

- I don't normally have appts at a specific time
- I am normally seen on time
- Less than 5 minutes
- 5 to 15 mins
- 15-30 mins
- More than 30 mins
- Can't remember



Q11 - How do you feel about how long you normally have to wait?

- I don't normally have to wait long
- I have to wait a bit too long
- I have to wait far too long
- No opinion/doesn't apply



Q12 - Are you happy with the services provided at the surgery?

- Yes
- No

