

# TRINITY & BOWTHORPE MEDICAL PRACTICE

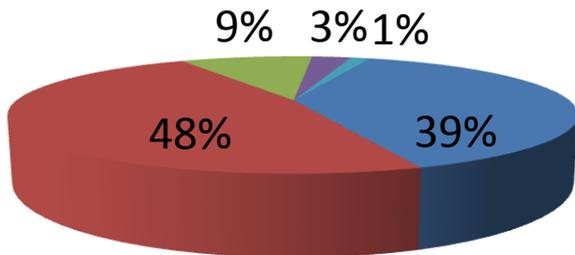
## Results of Patient Experience Survey

### Bowthorpe Health Centre

Results are based on 285 responses between 1st October 2015 - 31st March 2016

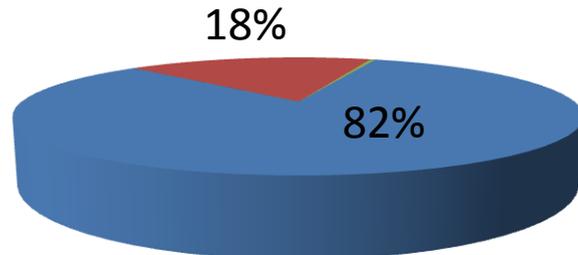
#### Q1 - How satisfied are you with the opening hours at the surgery?

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



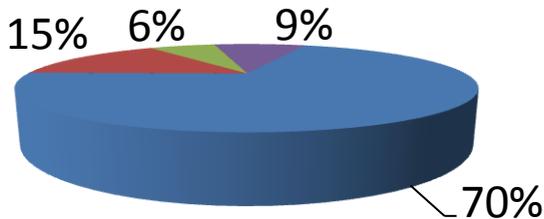
#### Q2 - How clean is the GP Surgery?

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



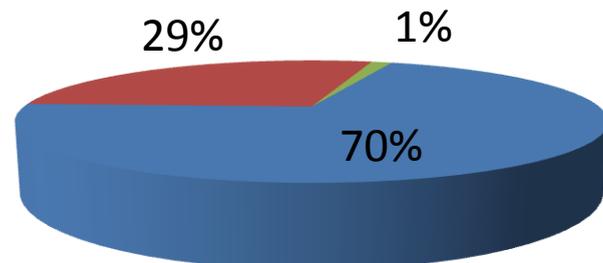
#### Q3 - In the reception area, can other patients overhear what you say to the receptionists?

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



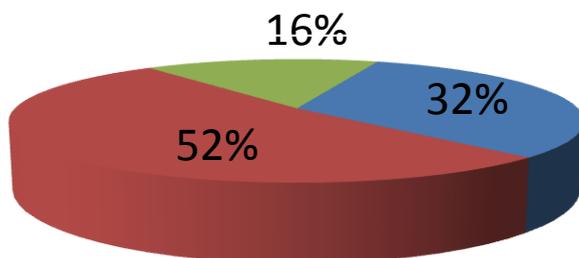
#### Q4 - How helpful do you find the receptionists at the surgery?

- Very
- Fairly
- Not very
- Not at all



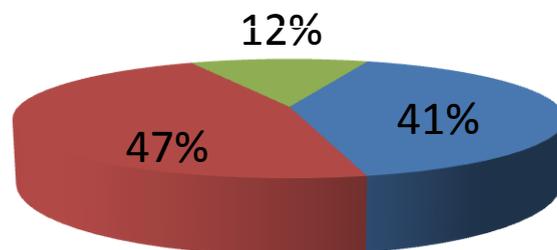
#### Q5 - How easy was it to get an appointment for the time you wanted?

- Not very easy
- Fairly easy
- Very easy



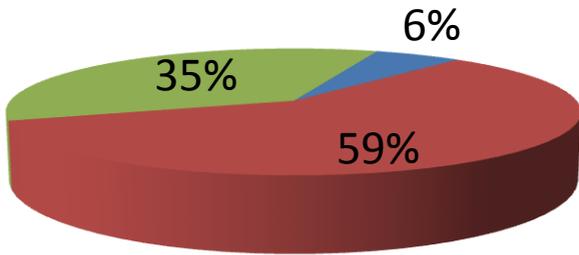
#### Q6 - How easy was it to get an appointment with the GP you wanted to see?

- Not very easy
- Fairly easy
- Very easy



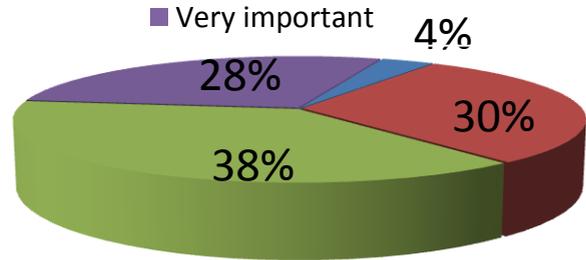
**Q7 - How easy was it to get an appointment with the nurse?**

- Not very easy
- Fairly easy
- Very easy



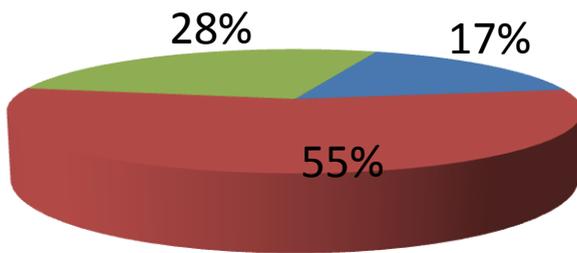
**Q8 - How important is it to you that you see a specific GP when coming to this practice?**

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



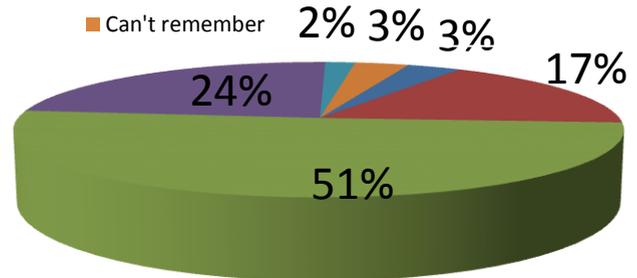
**Q9 - How easy is it to speak to a GP on the telephone?**

- Not very easy
- Fairly easy
- Very easy



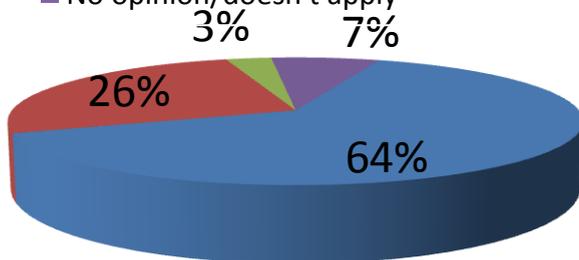
**Q10 - How long after your appointment time do you normally wait to be seen?**

- 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

