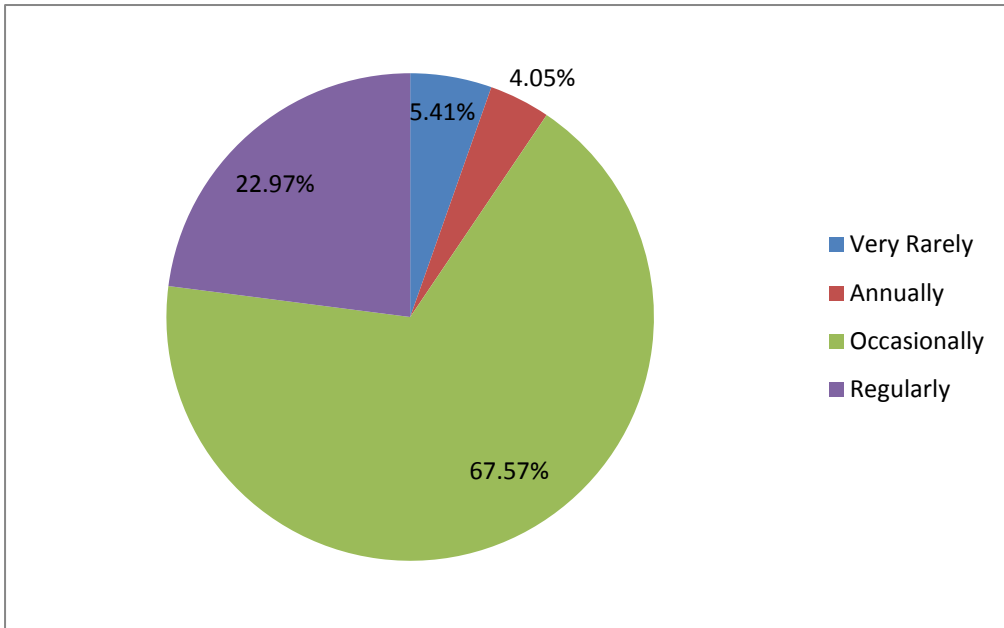
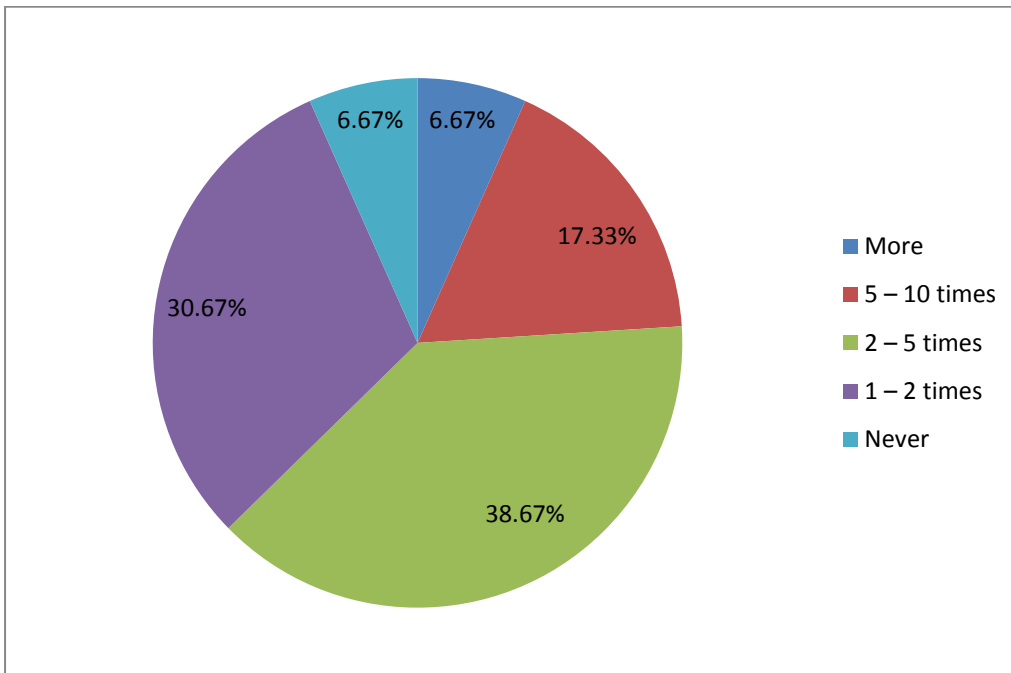


Montpelier Surgery Patient Survey 2013-14

How often do you come to the Practice?

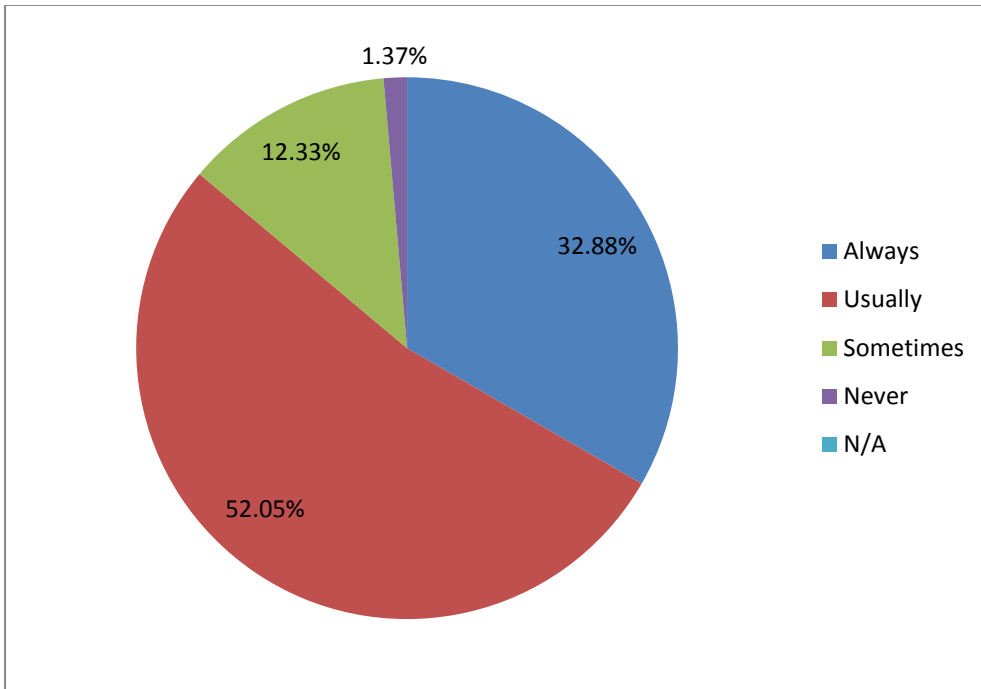


In the past 12 months how many times have you seen a doctor from your practice?

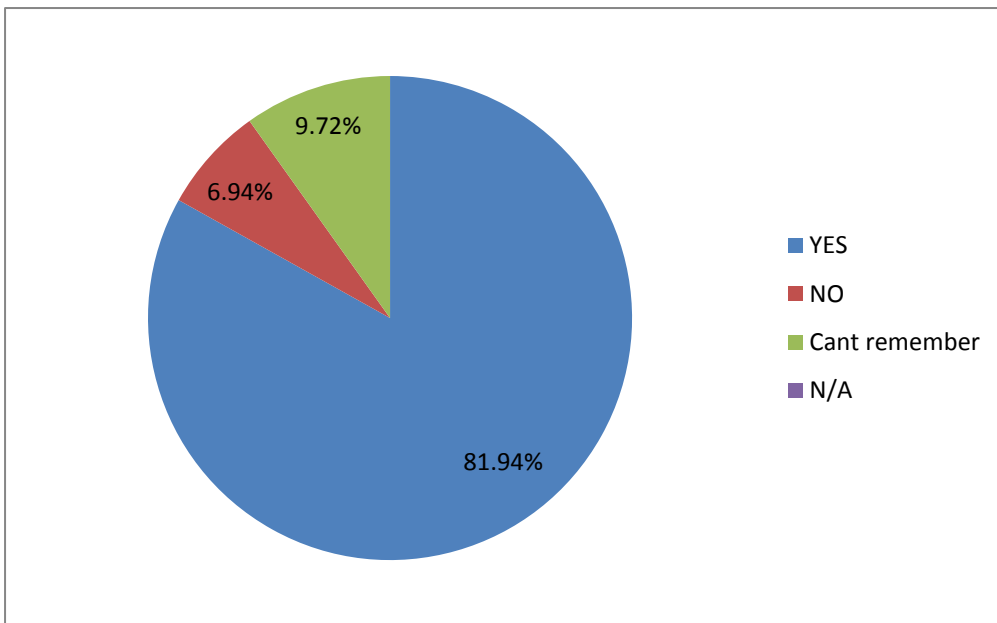


Montpelier Surgery Patient Survey 2013-14

In the last 12 months, when you made an appt. for a check-up or routine care with the Doctor, how often did you get an appt. as soon as you needed?

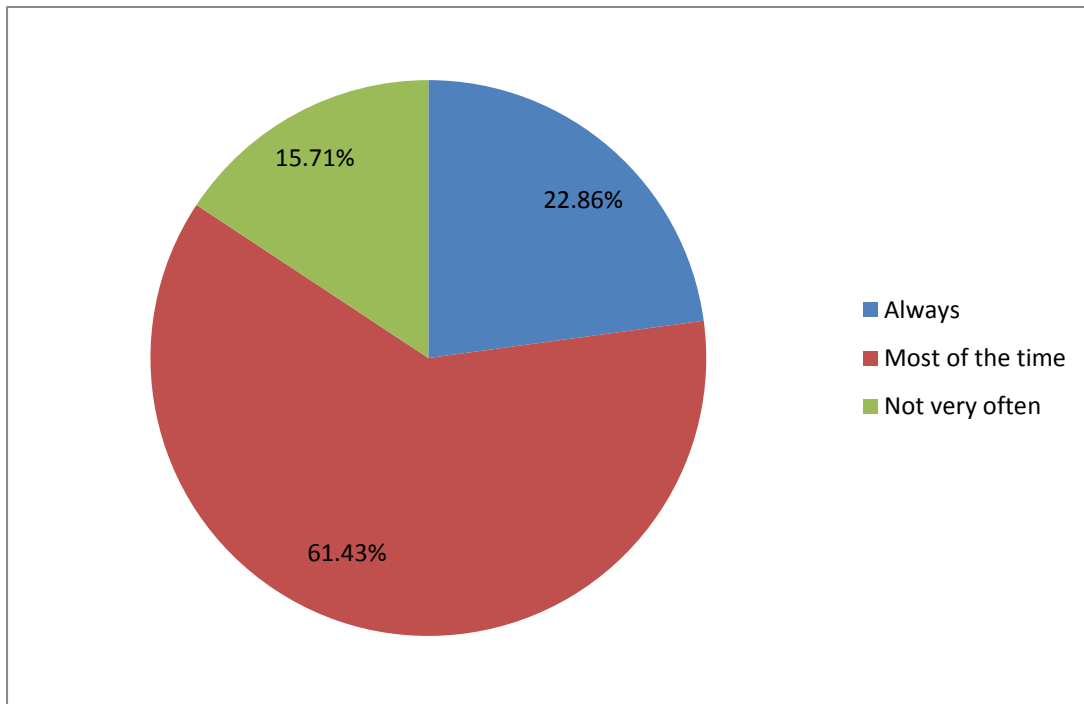


Thinking about the last time you tried to see a doctor quickly, were you able to see a doctor on the same day or in the next two weekdays that the practice was open?

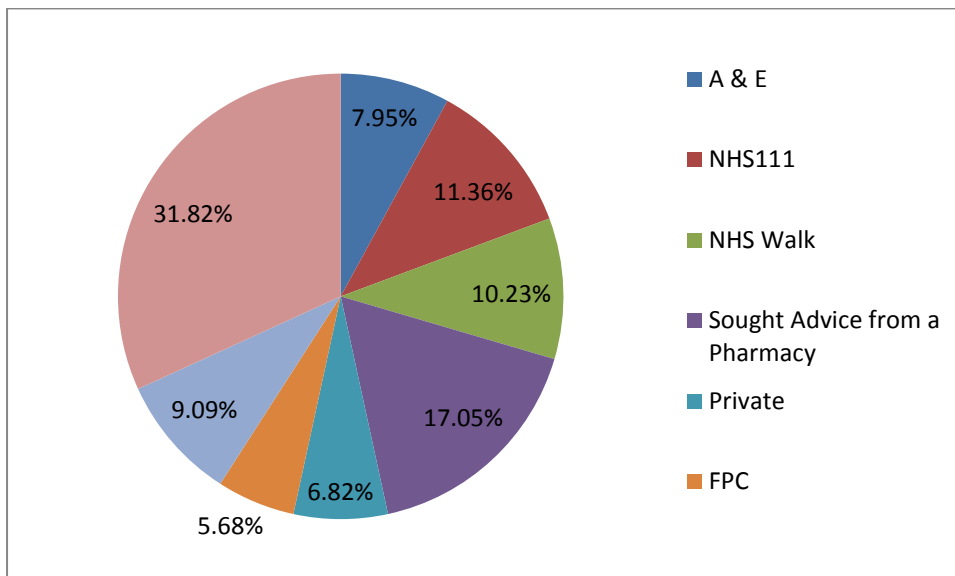


Montpelier Surgery Patient Survey 2013-14

How often do you manage to see your preferred GP?



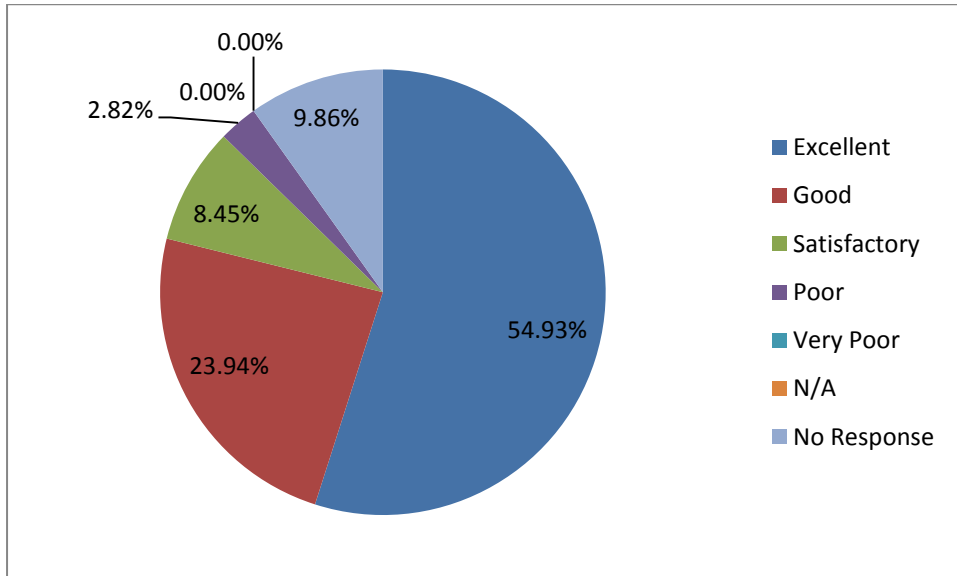
In the last 12 months have you used any of the following?



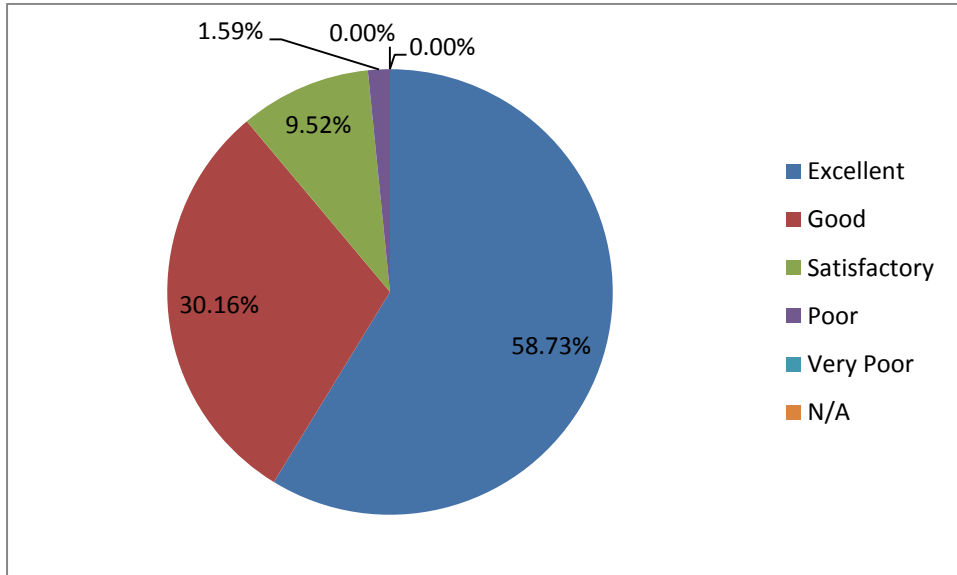
Montpelier Surgery Patient Survey 2013-14

The last time you saw a Doctor at the practice, how good were they at each of the following:

Doctors - Giving you enough time

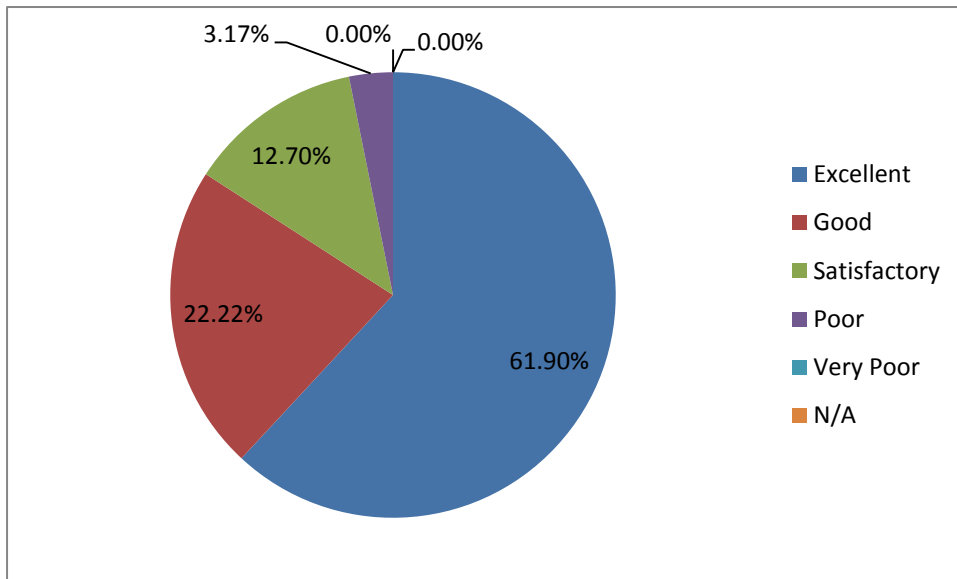


Doctors - Asking you about your symptoms

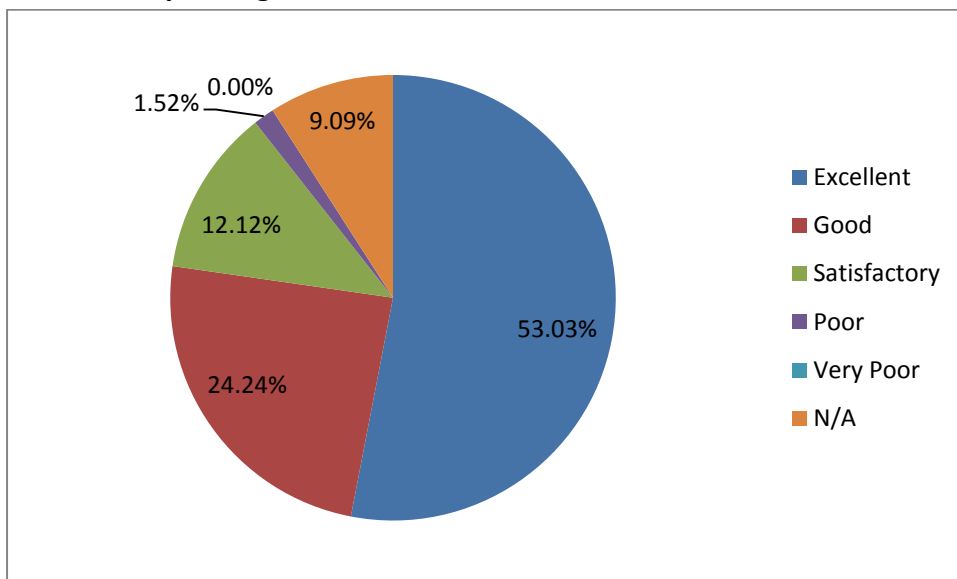


Montpelier Surgery Patient Survey 2013-14

Doctors - Listening

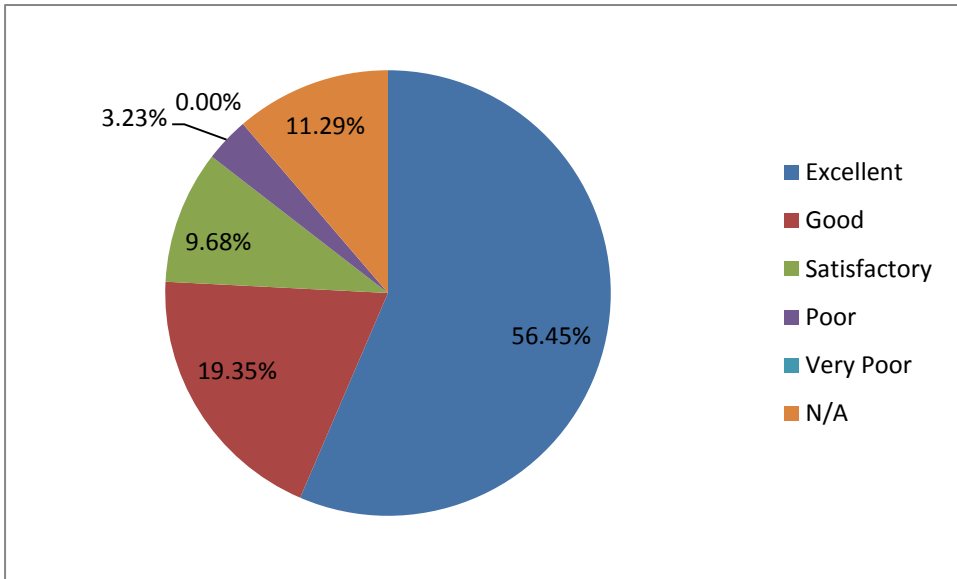


Doctors - Explaining test and treatments

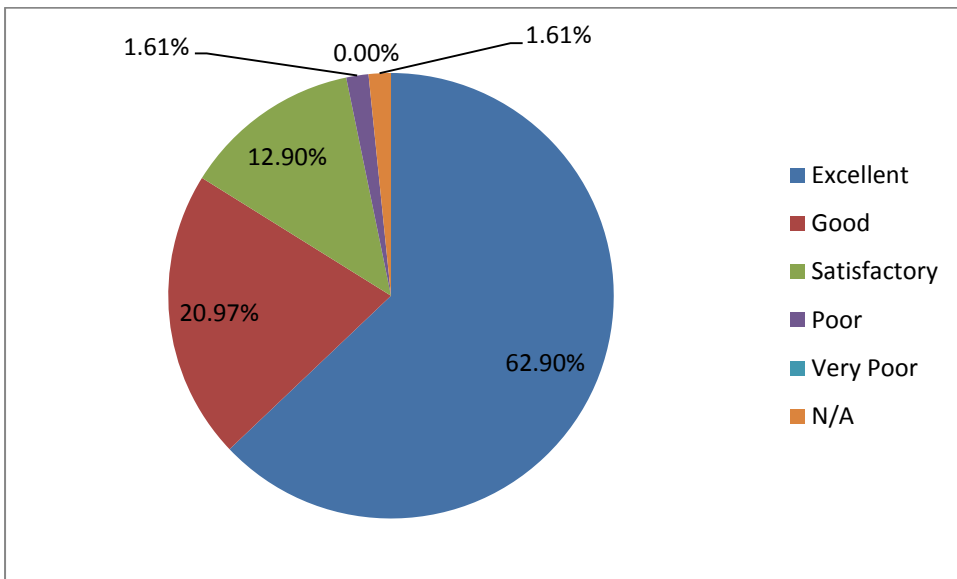


Montpelier Surgery Patient Survey 2013-14

Doctors - Involving you in decisions?

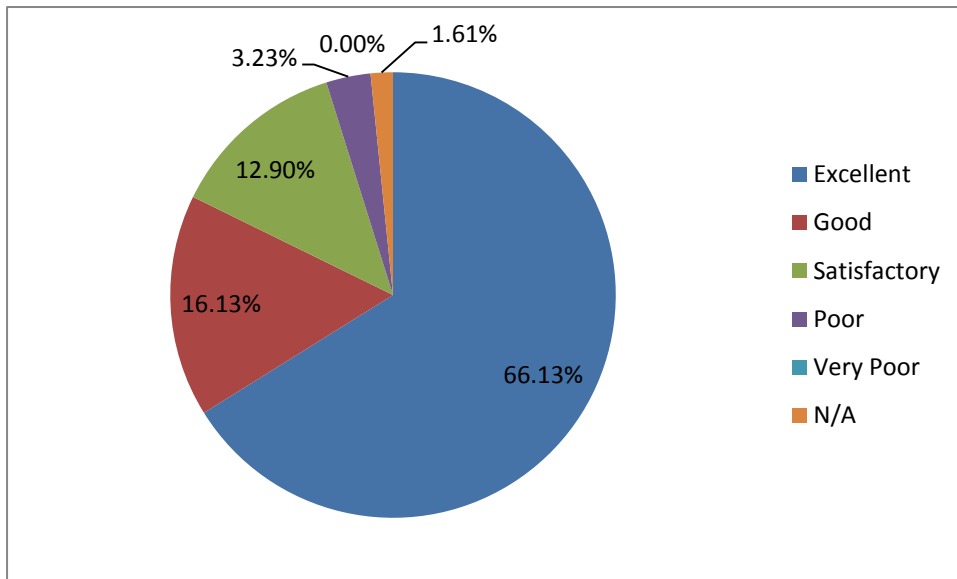


Doctors - Treating you with dignity and respect



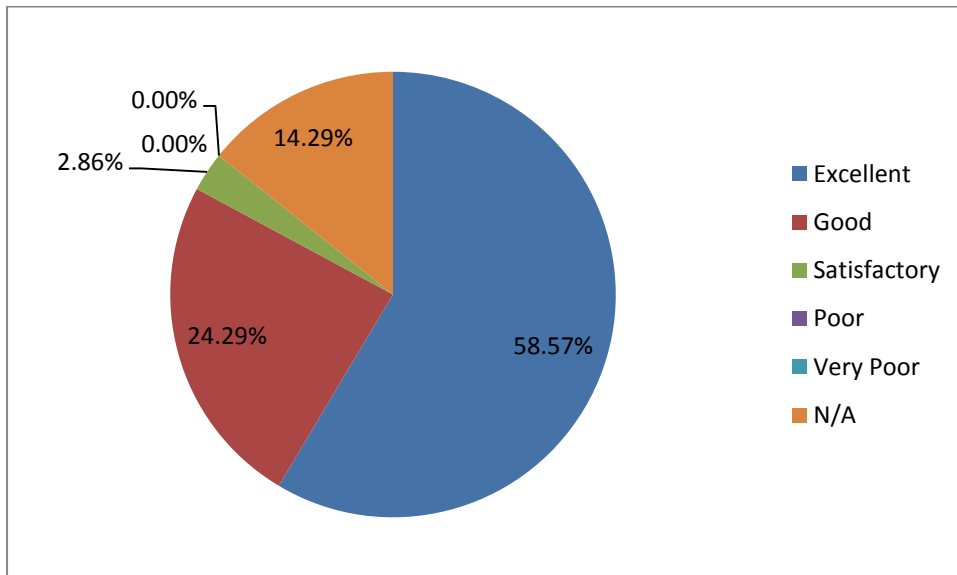
Montpelier Surgery Patient Survey 2013-14

Doctors - Taking your problems seriously



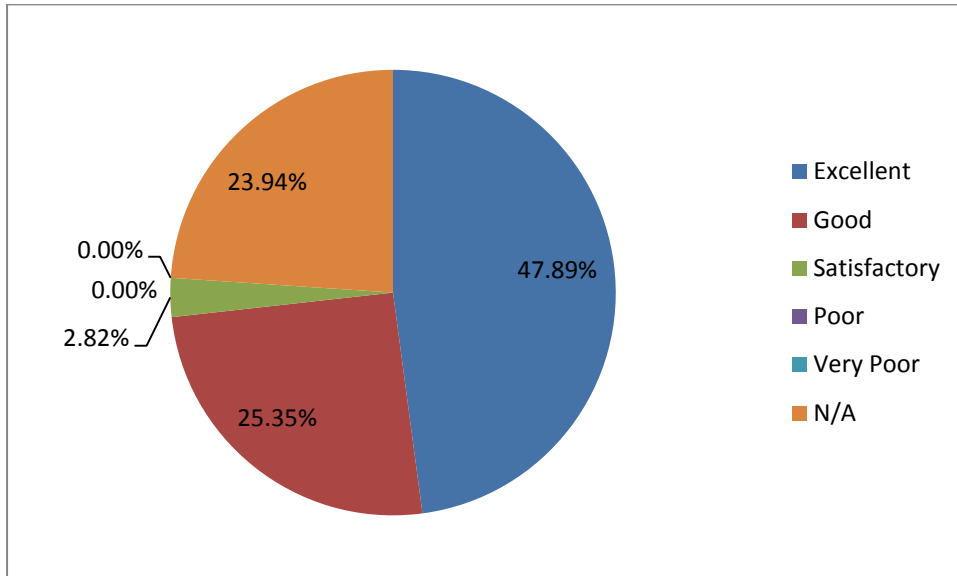
The last time you saw a Nurse at the practice, how good were they at each of the following:

Nurse - Giving you enough time

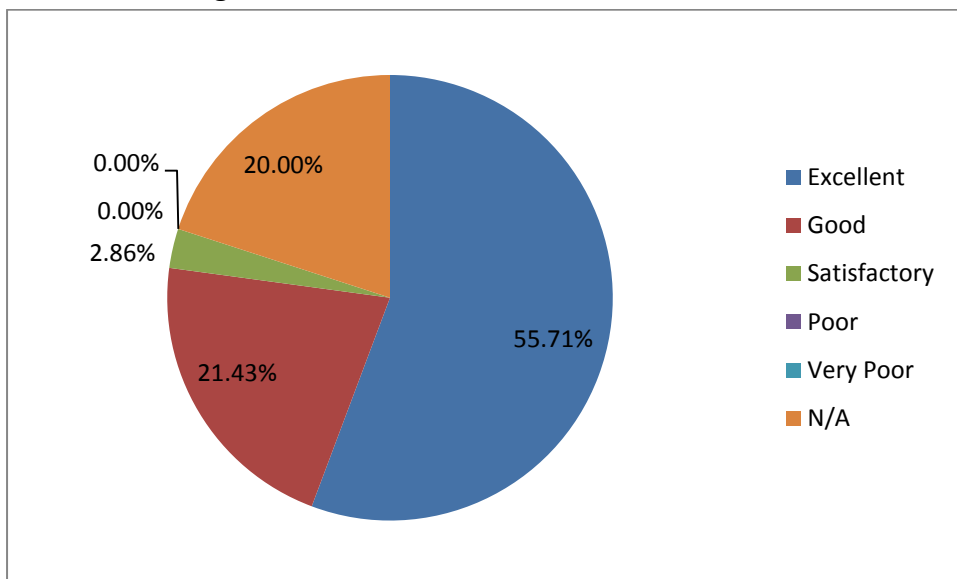


Montpelier Surgery Patient Survey 2013-14

Nurse - Asking you about your symptoms

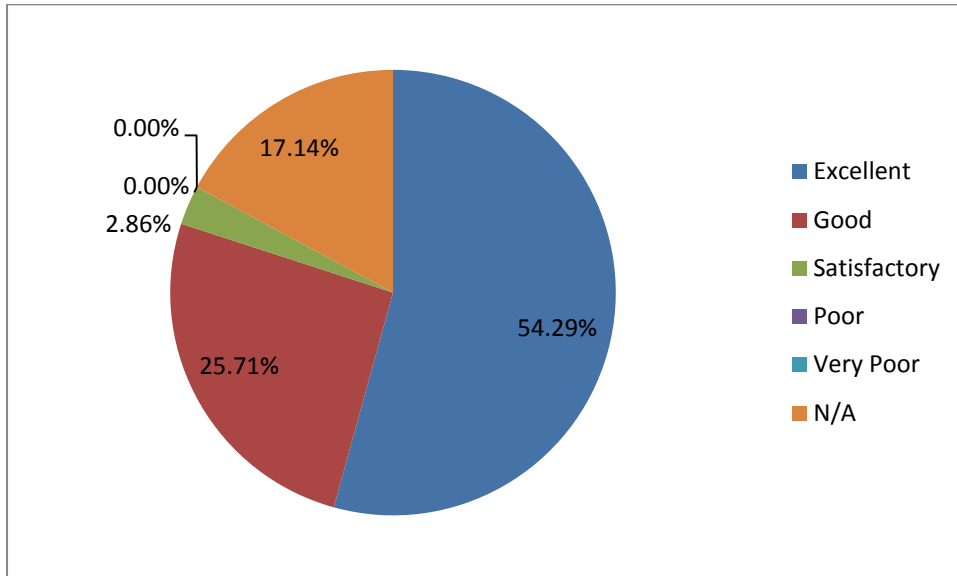


Nurse - Listening

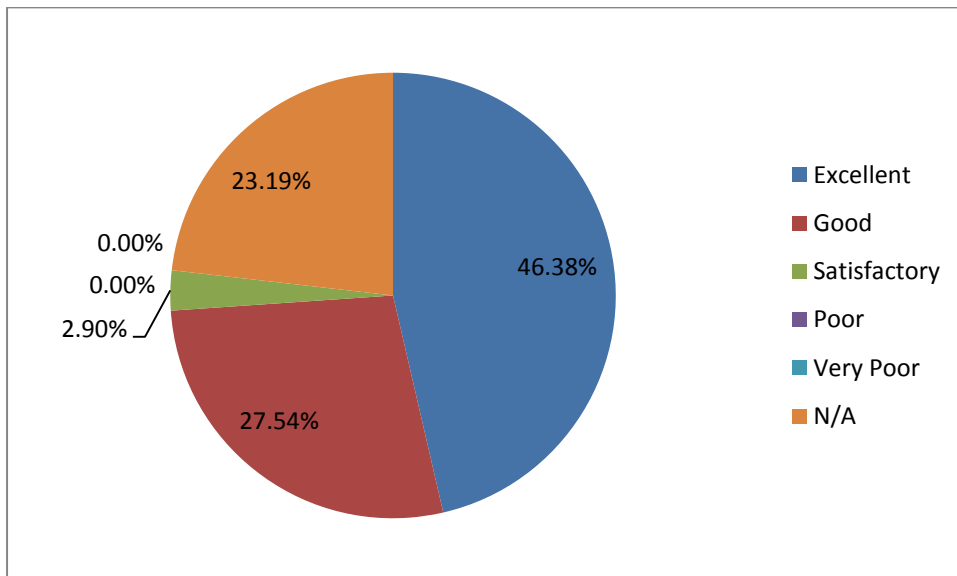


Montpelier Surgery Patient Survey 2013-14

Nurse - Explaining test and treatments

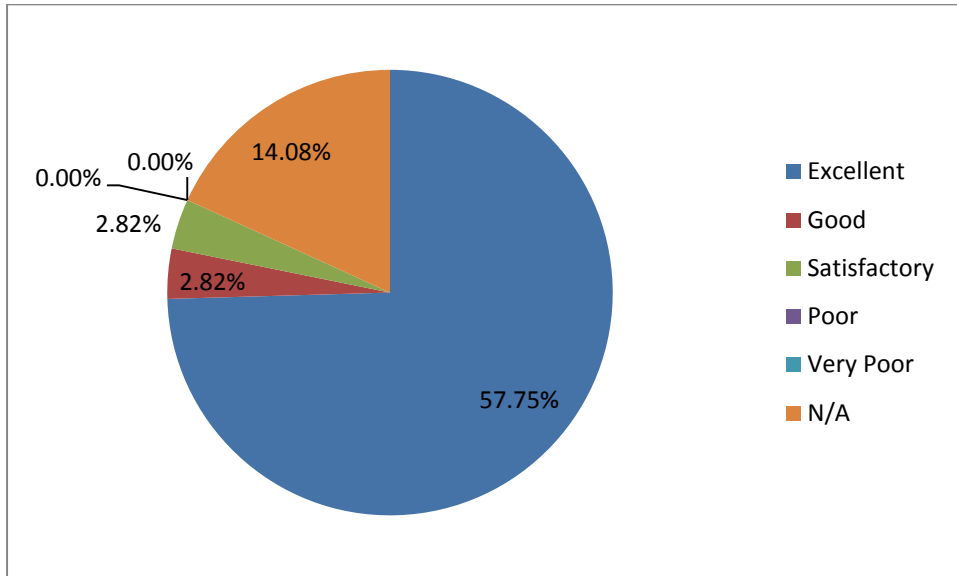


Nurse - Involving you in decisions

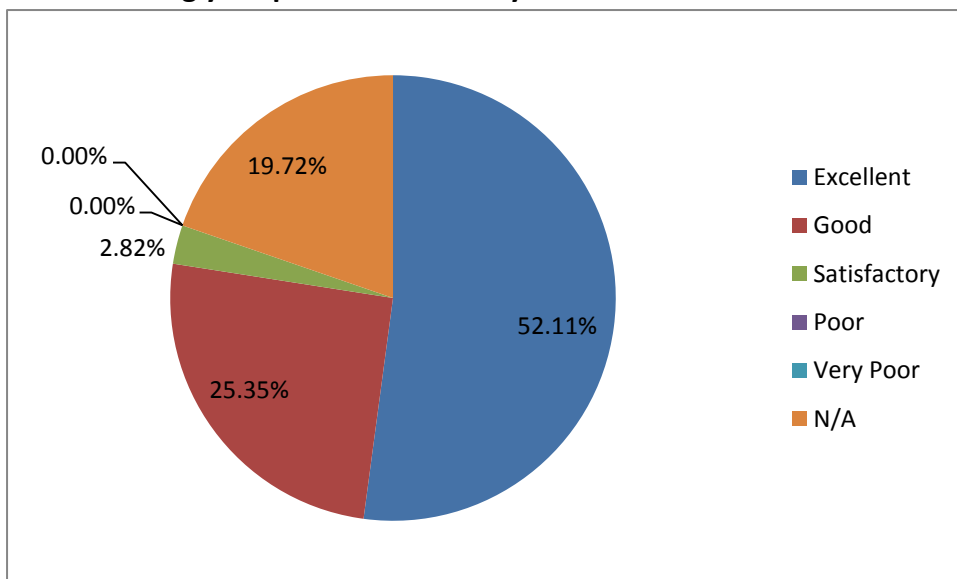


Montpelier Surgery Patient Survey 2013-14

Nurse - Treating you with dignity and respect

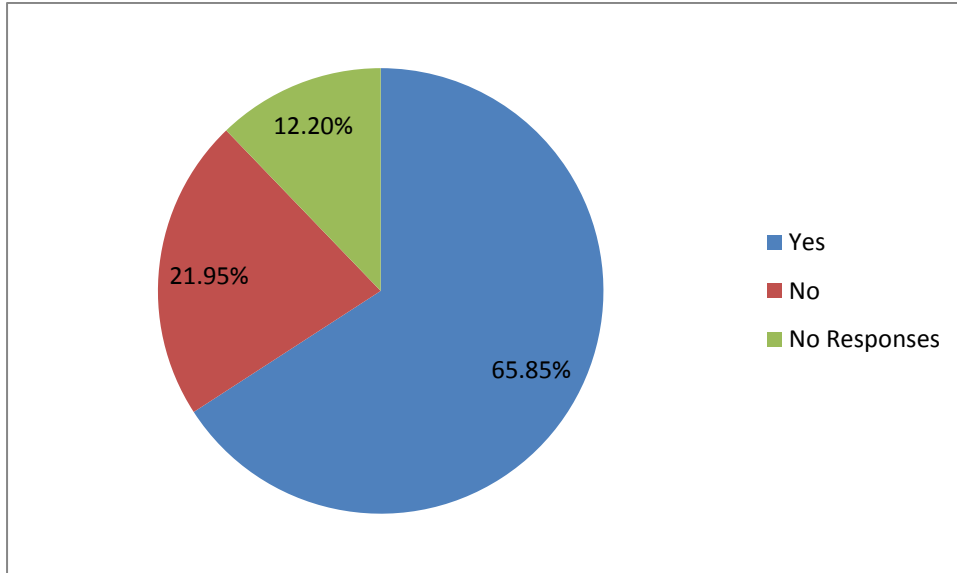


Nurse - Taking your problems seriously

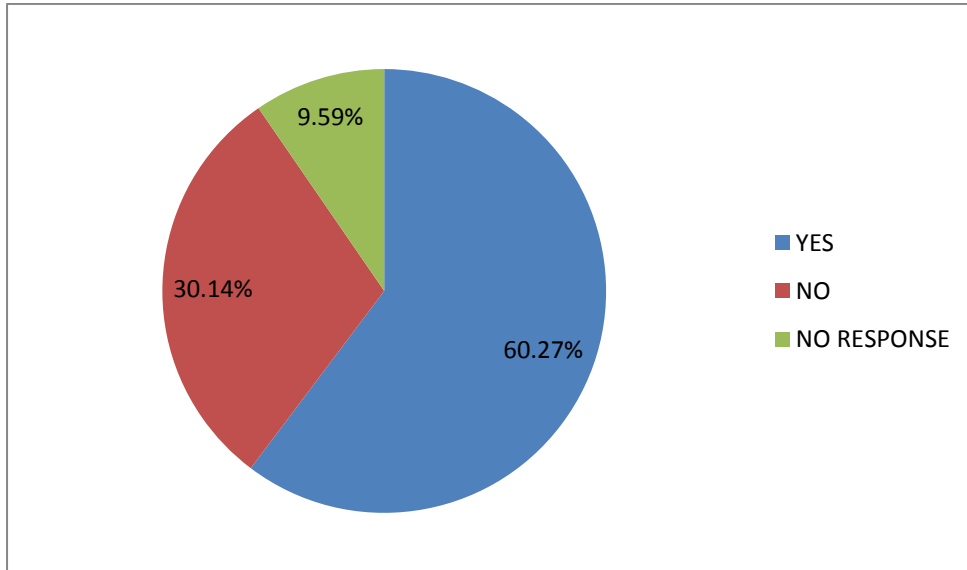


Montpelier Surgery Patient Survey 2013-14

Do you know you can register to use our online services to book GP appointments and cancel GP and Nurse appointments that you no longer require?

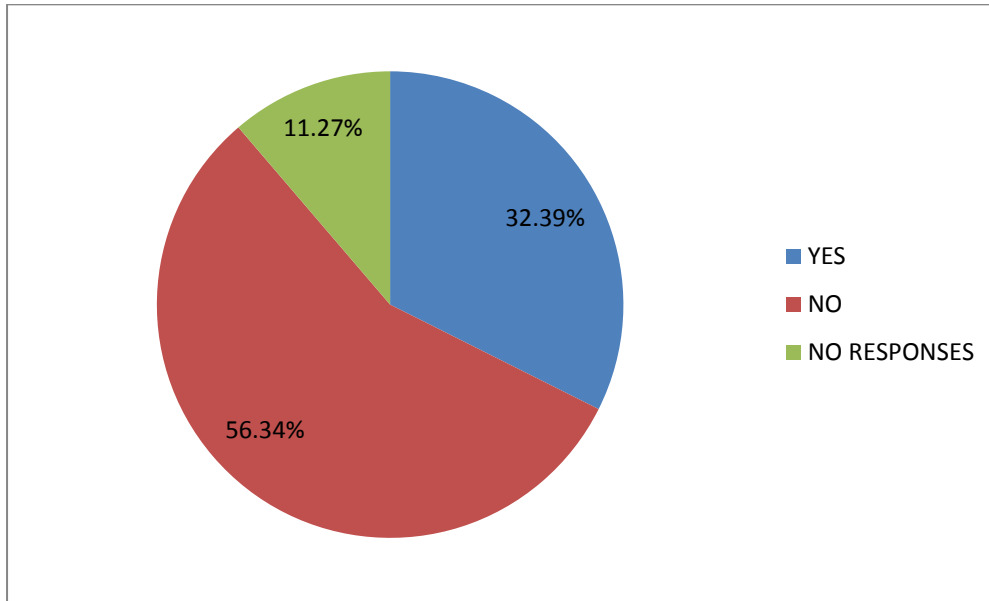


Once registered for the online service, are you aware you can also order repeat medication?

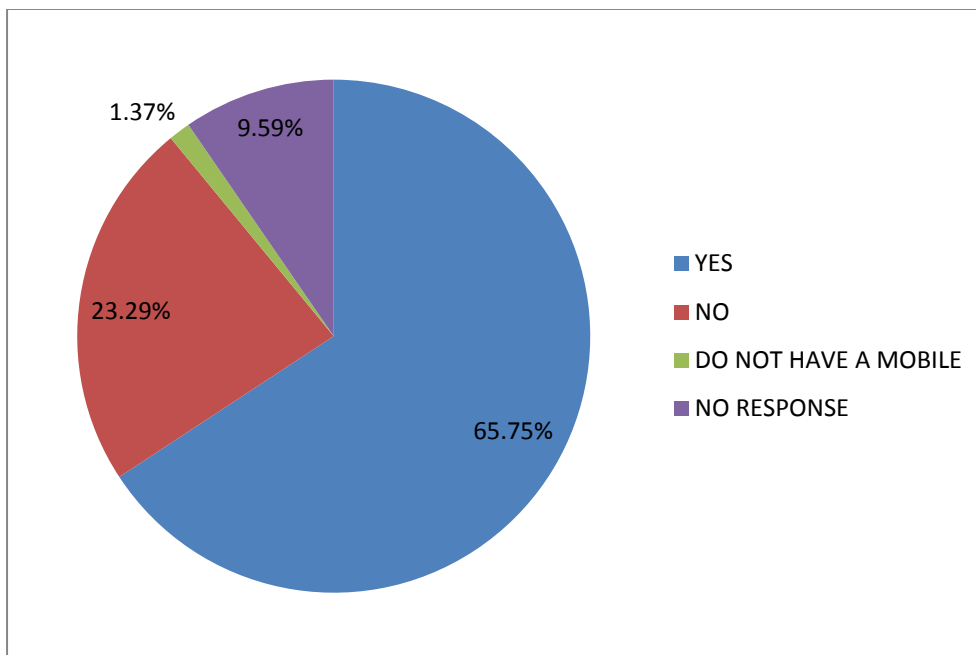


Montpelier Surgery Patient Survey 2013-14

Are you already registered for the online service and using it?



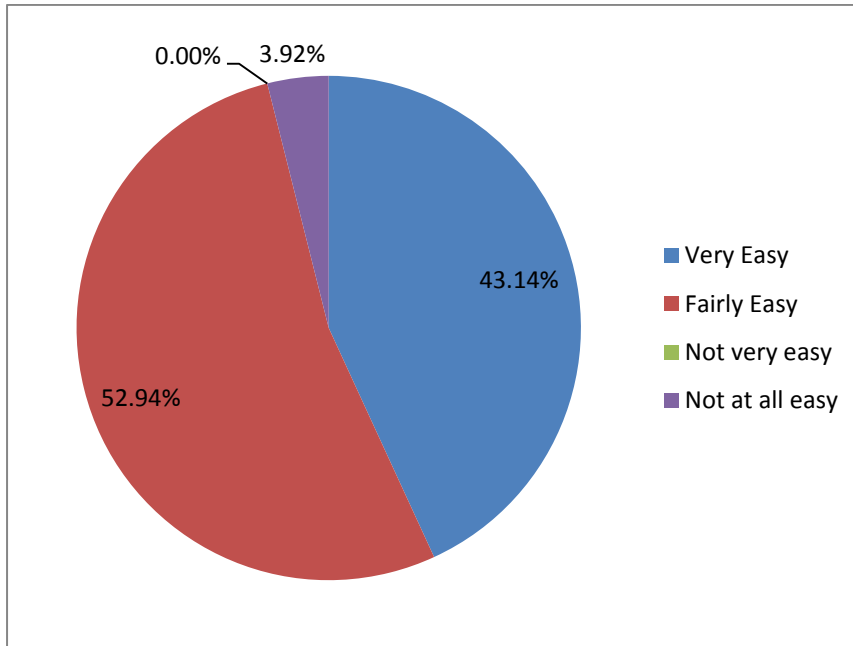
Have you registered and authorised us to use your mobile number so we can text appointment reminders and relevant health information?



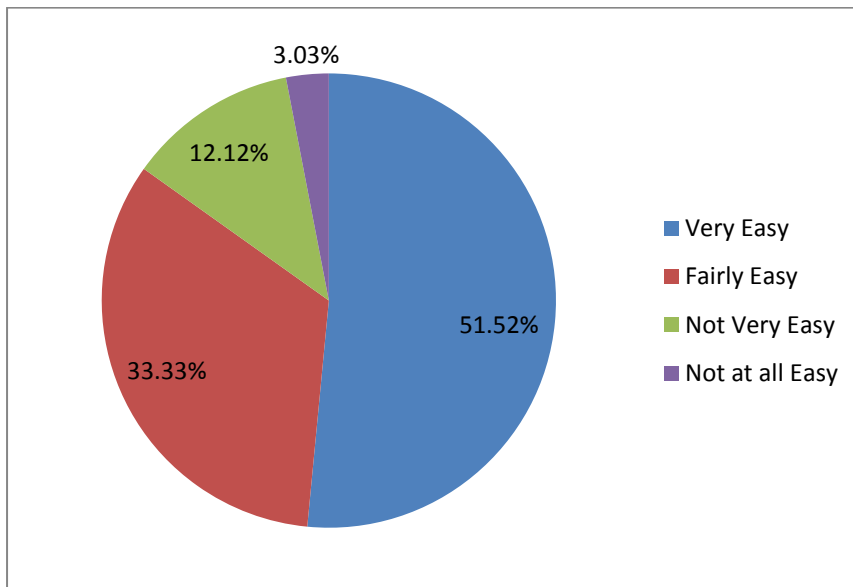
Montpelier Surgery Patient Survey 2013-14

In the past 12 months how have you found the following?

Getting through on the phone

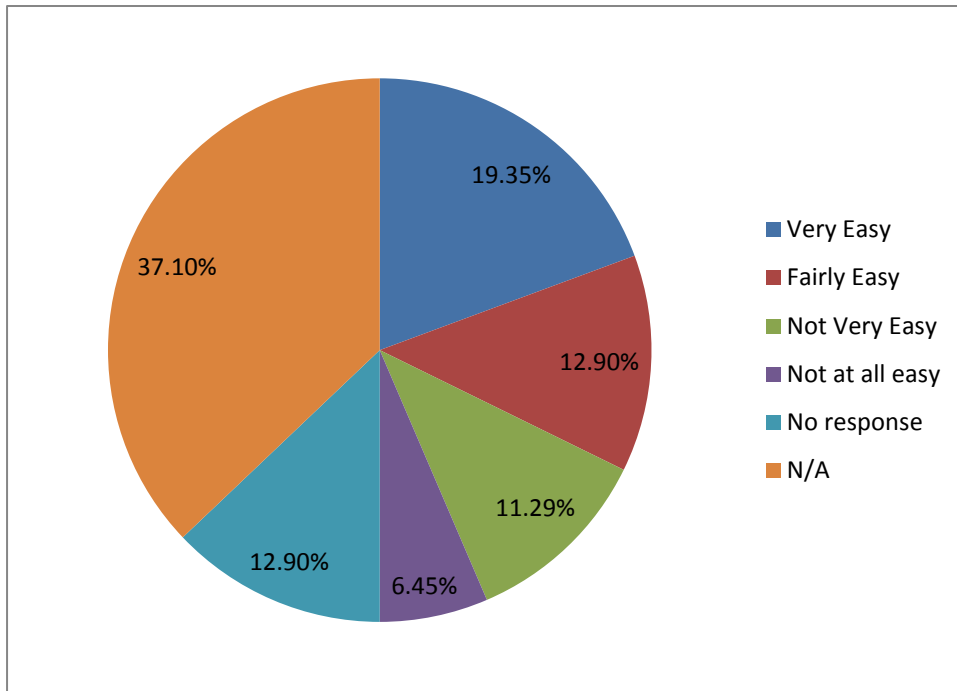


Making an appointment over the internet

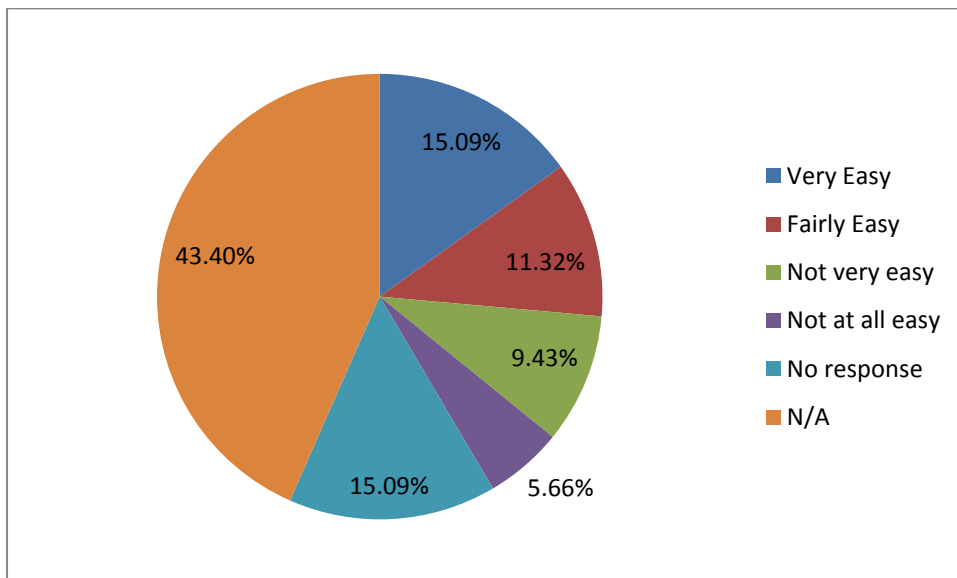


Montpelier Surgery Patient Survey 2013-14

Speaking to a doctor on the phone

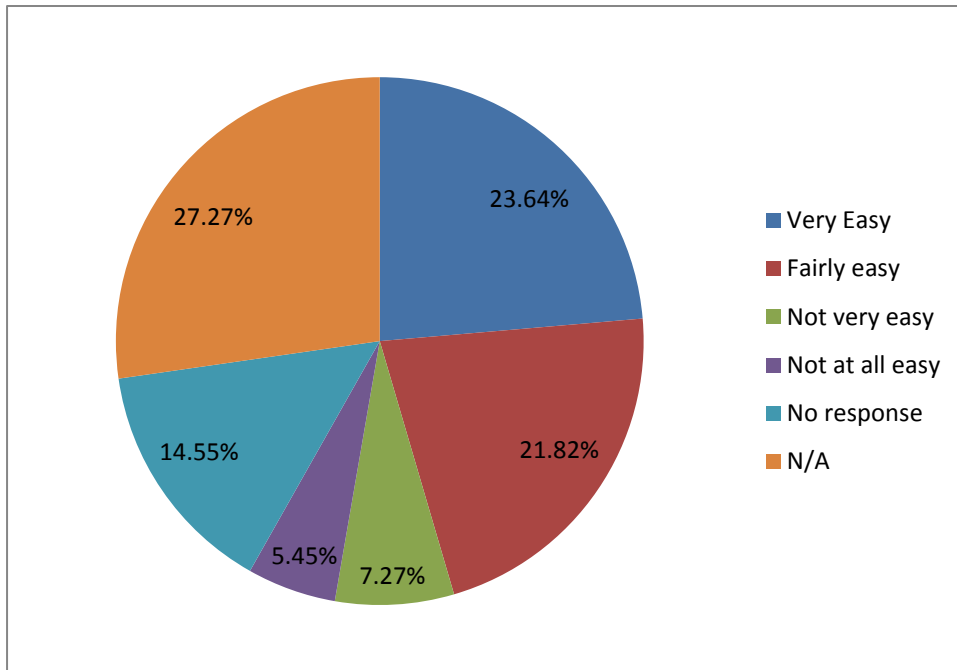


Speaking to a Nurse on the phone

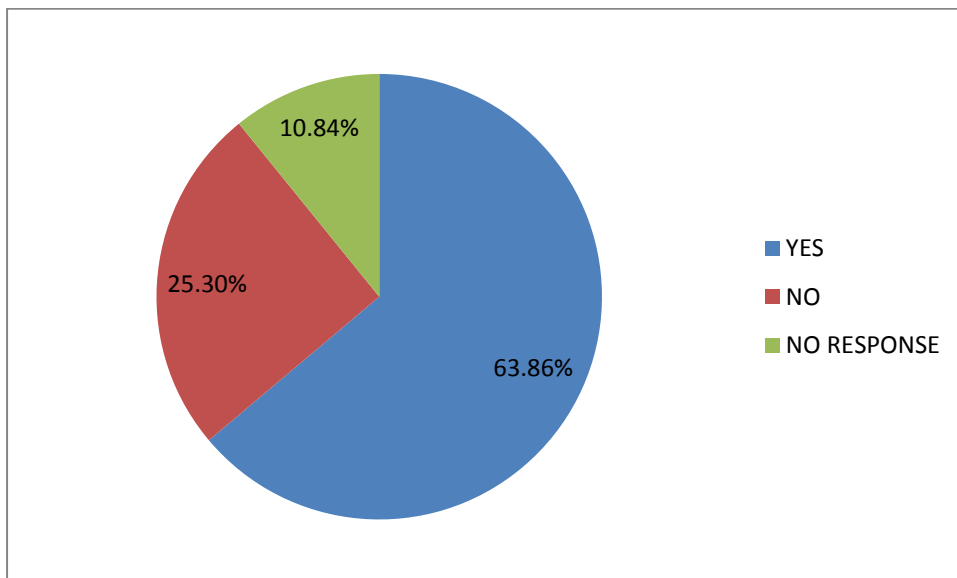


Montpelier Surgery Patient Survey 2013-14

Obtaining test results by phone

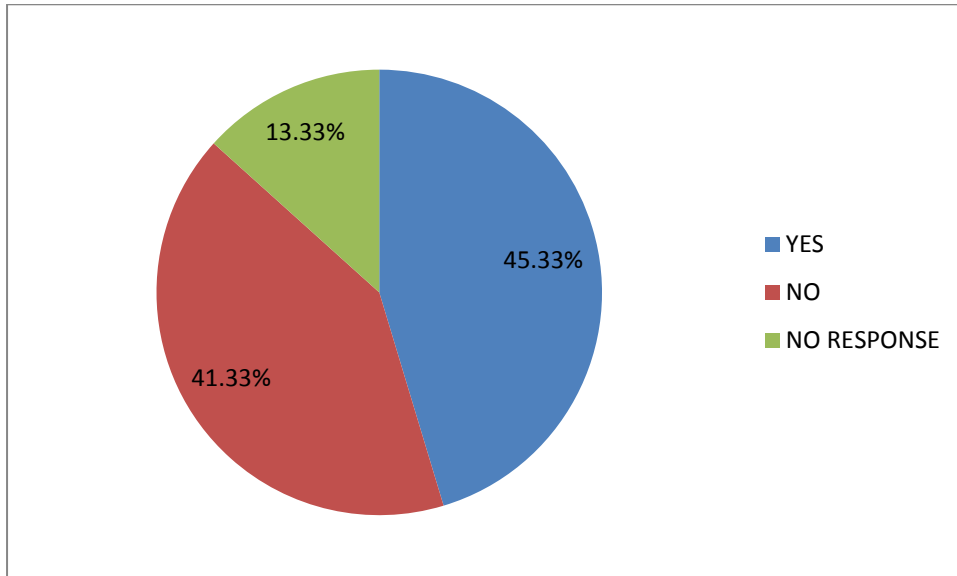


Are you aware of reception opening hours?

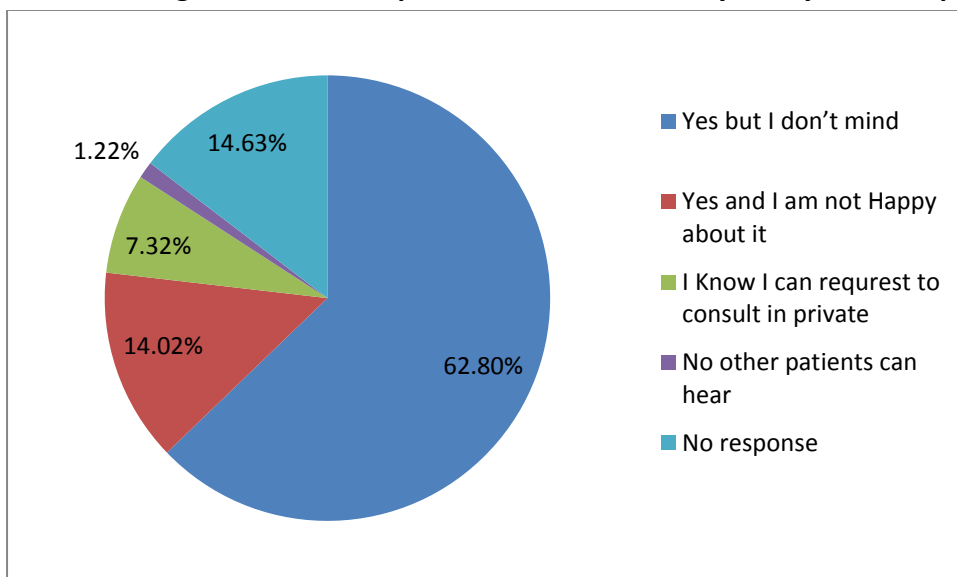


Montpelier Surgery Patient Survey 2013-14

Are you aware of our extended surgery offering for patients who cannot attend appointments during standard hours due to work commitments?

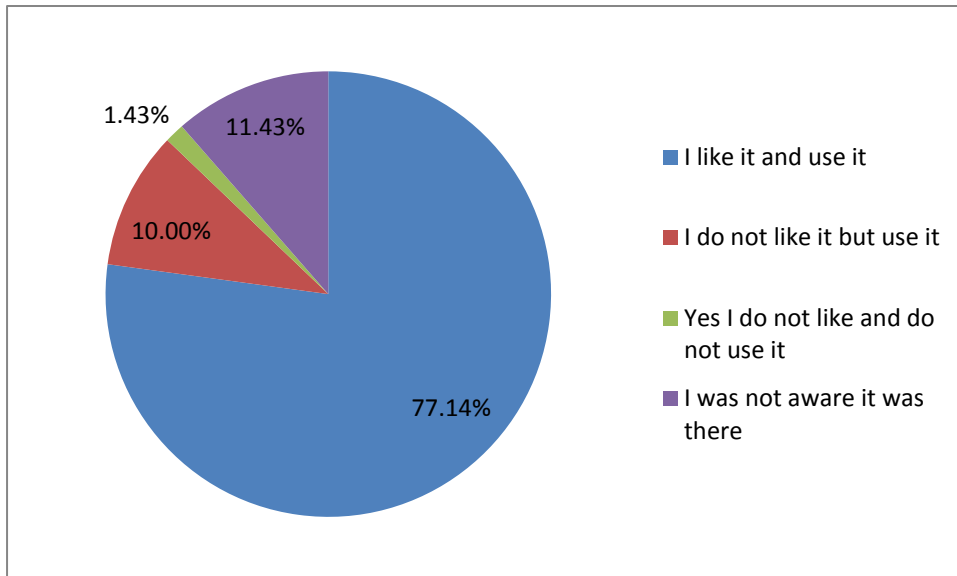


In the waiting area can other patients overhear what you say to a receptionist?

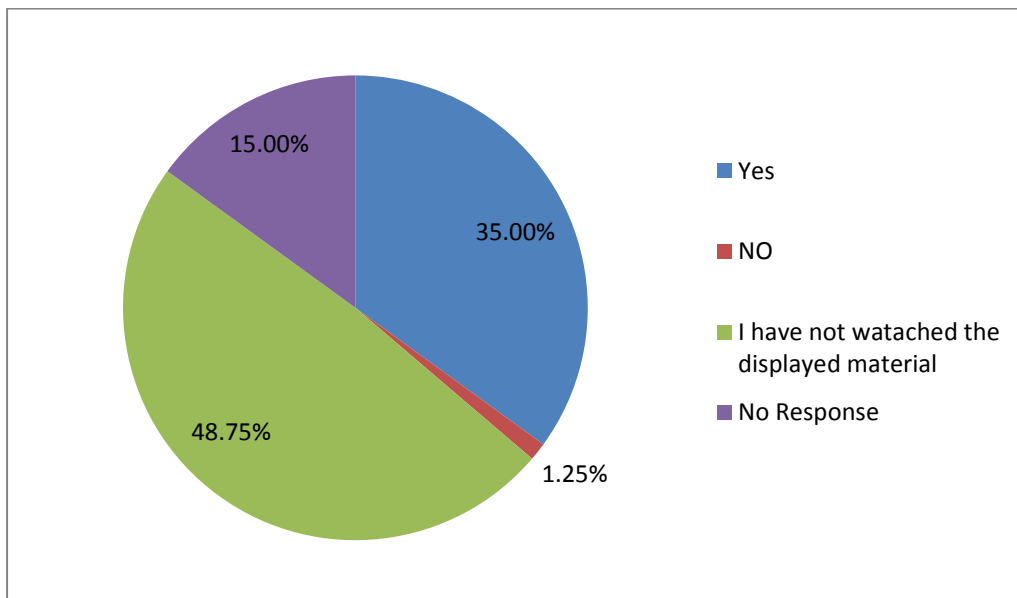


Montpelier Surgery Patient Survey 2013-14

Are you aware of self-arrival check in screen?

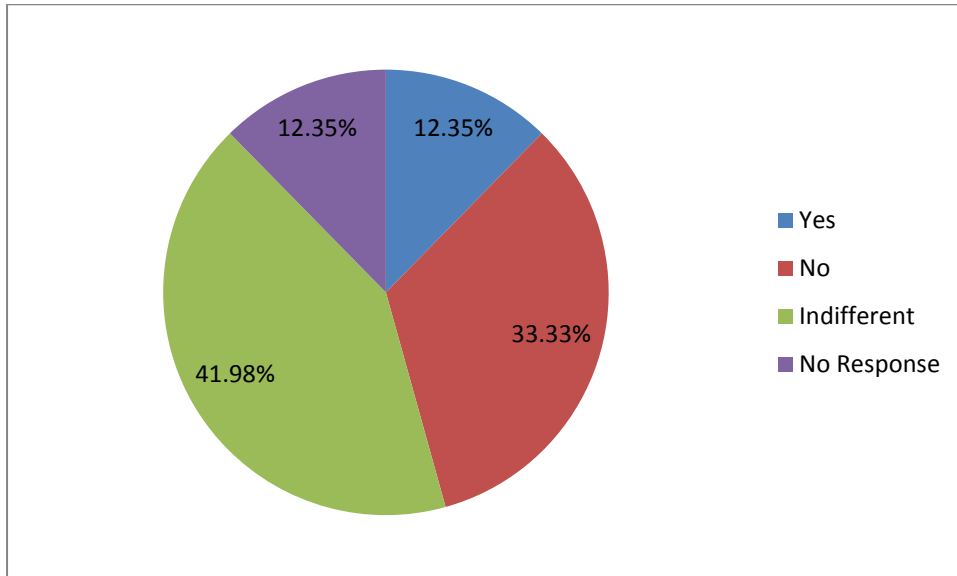


With reference to our patient information screen, have you found the information on “where to seek help when we are closed” and relevant health campaign information useful?

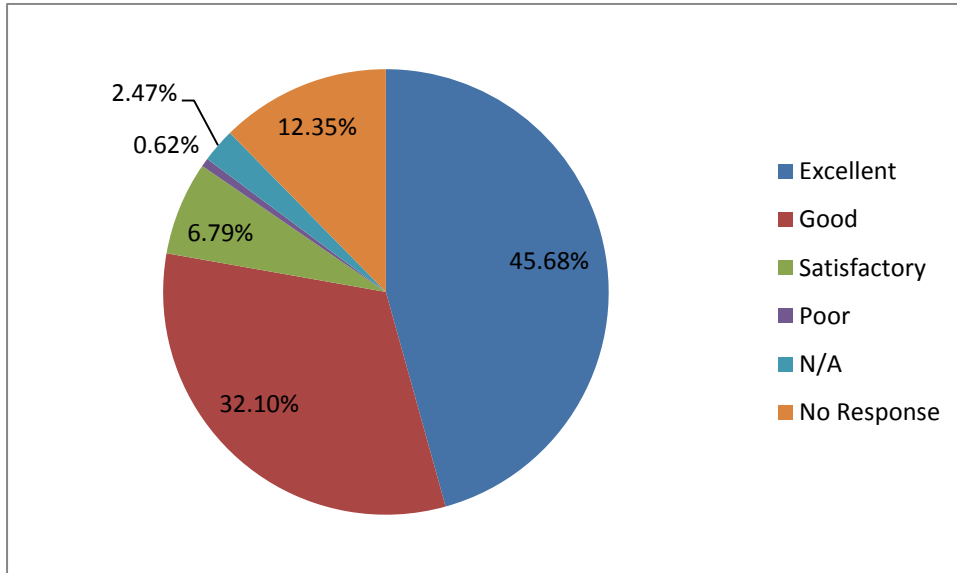


Montpelier Surgery Patient Survey 2013-14

Would like to see relevant and carefully selected advertising material on non-NHS health related products or services, or small local business displayed on the screen?

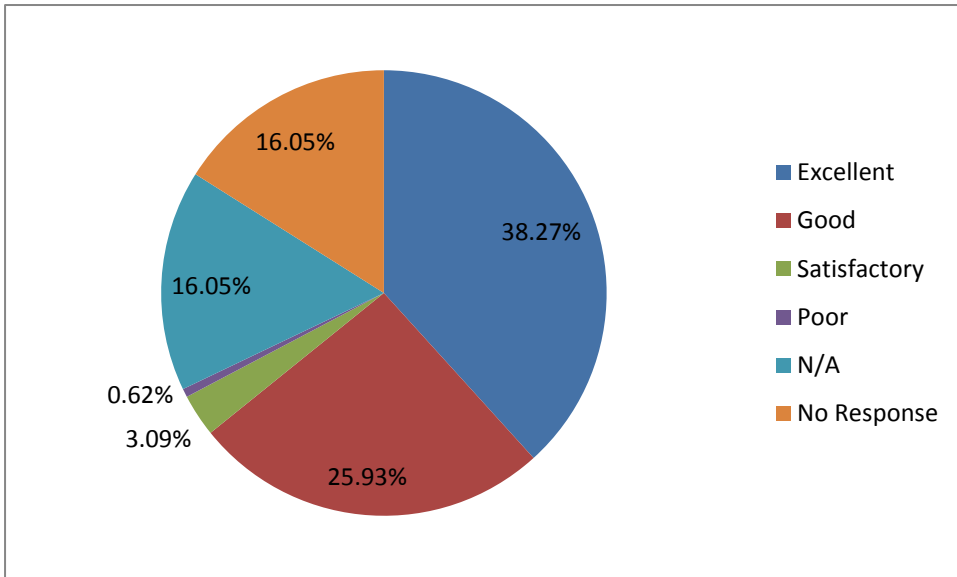


Our administrative and clinical teams are here to help you when you need them. Please rate the service you have received from our receptionists.

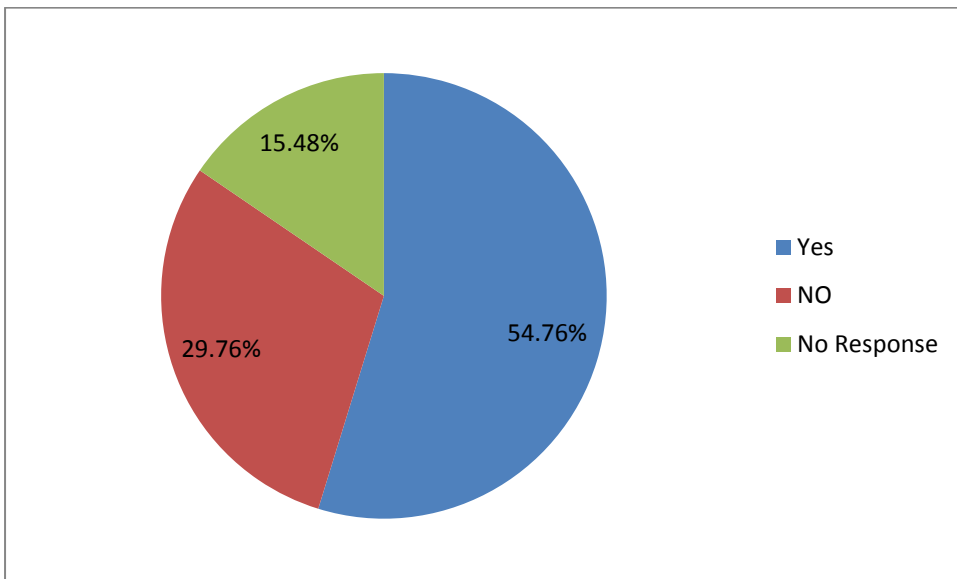


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Please rate the service you have received from our secretaries.

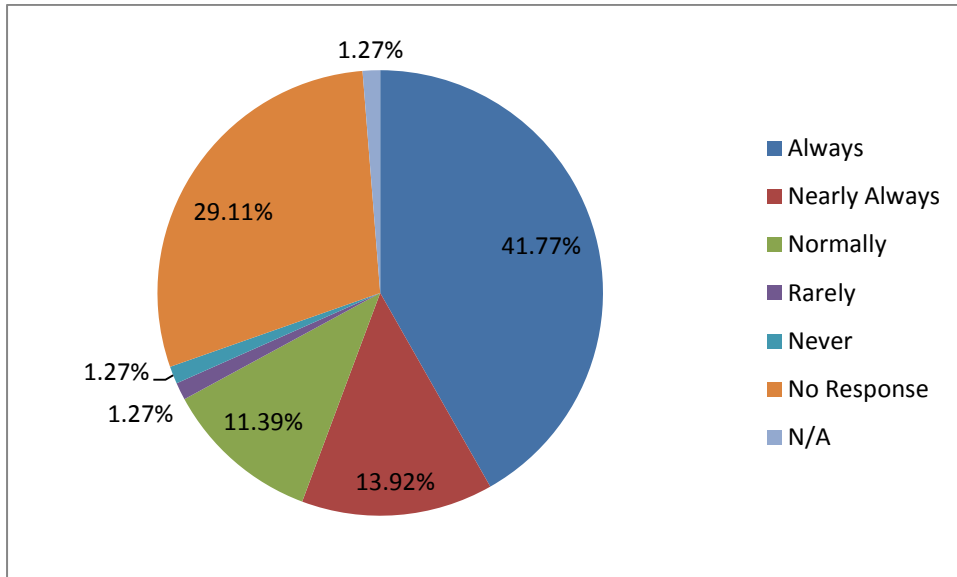


Did you know our phone lines are now manned 8 am – 6.30 pm Monday to Friday (Excluding Bank Holidays) for general enquires/appointments?



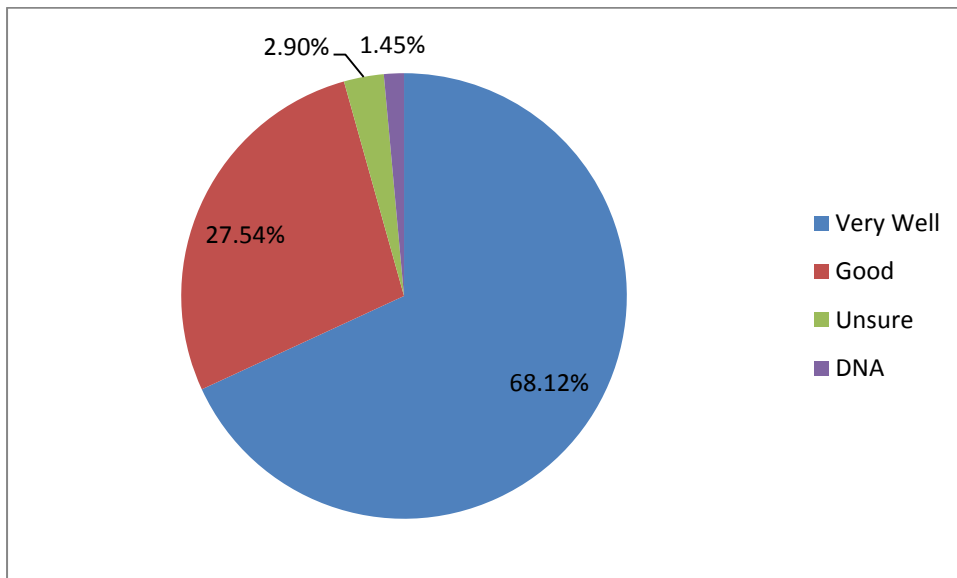
Montpelier Surgery Patient Survey 2013-14

NHS guidelines state that repeat prescriptions should be ready for collection within two working days after they have been received at the surgery. In your experience how often is this the case?



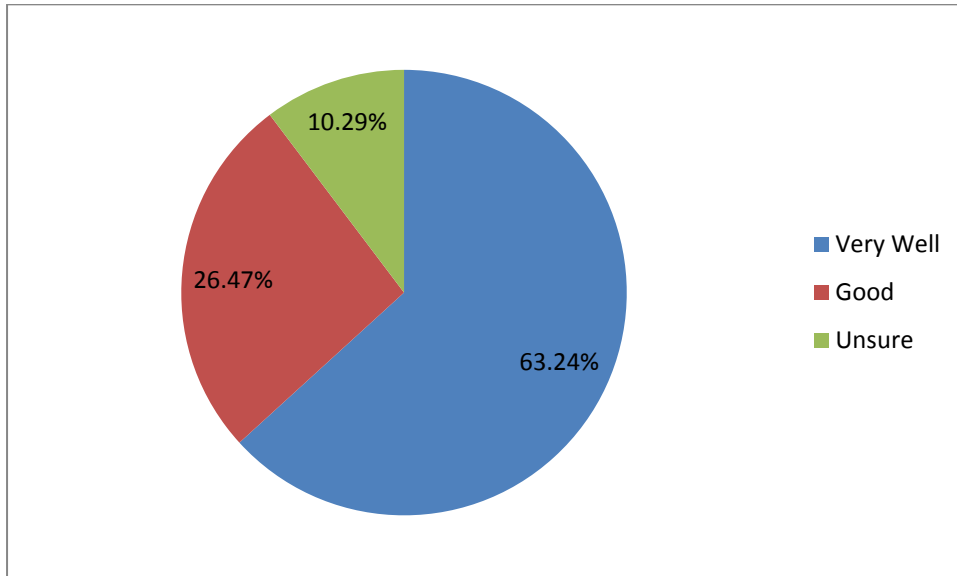
Thinking about the care you get from your doctors and nurses how well does the practice help you to:

Understand your health problems?

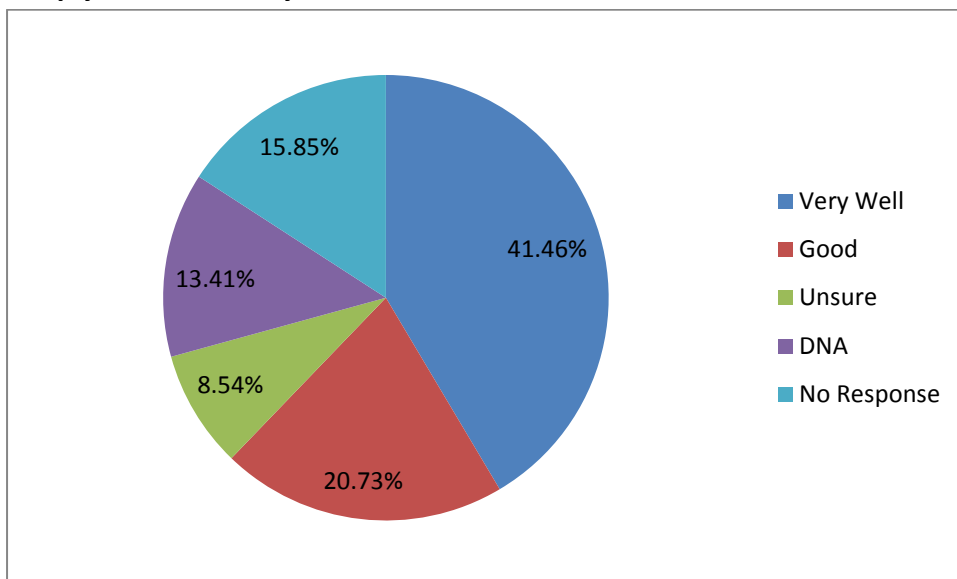


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Manage your health problems?

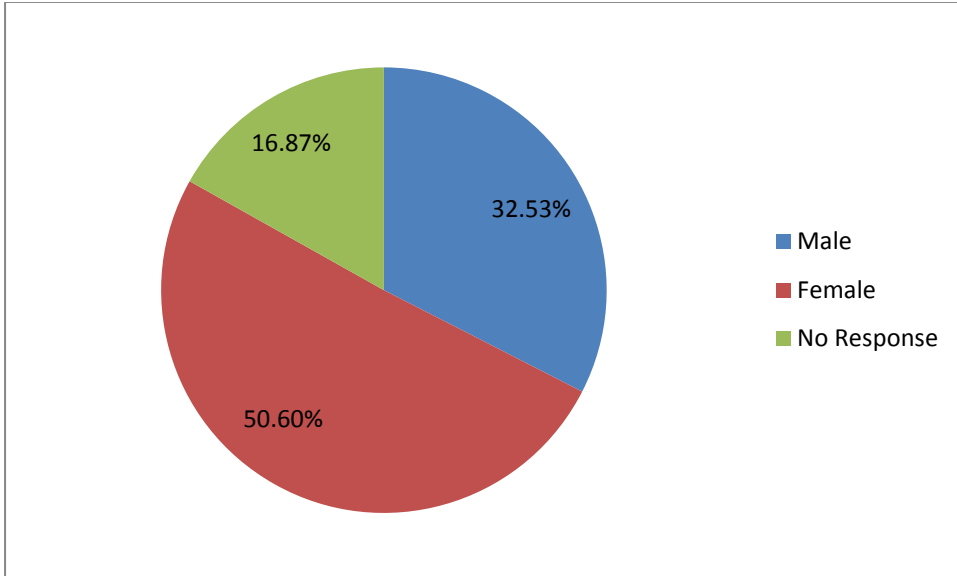


Keep yourself healthy?

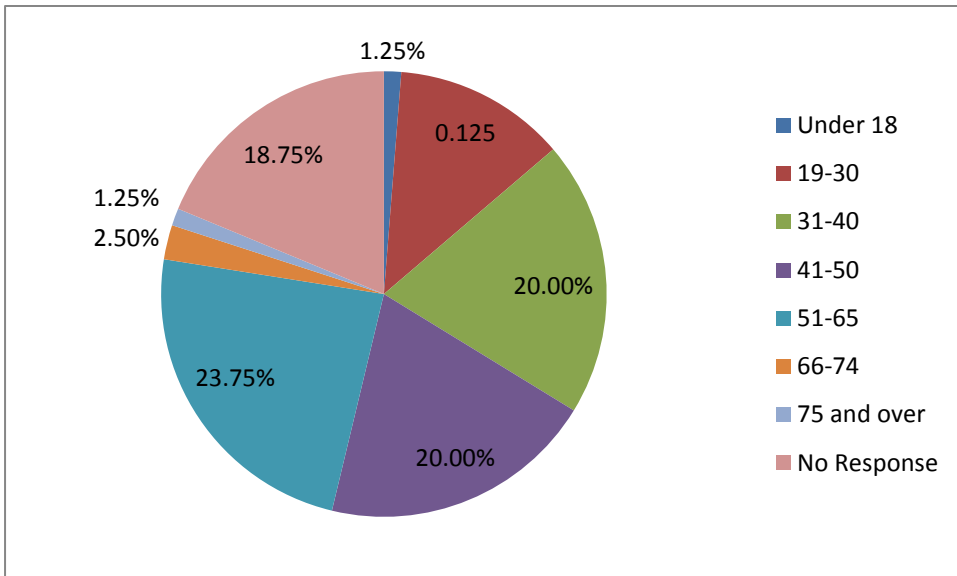


Montpelier Surgery Patient Survey 2013-14

We like to know we are asking a wide range of patients about their opinions so please select your gender.

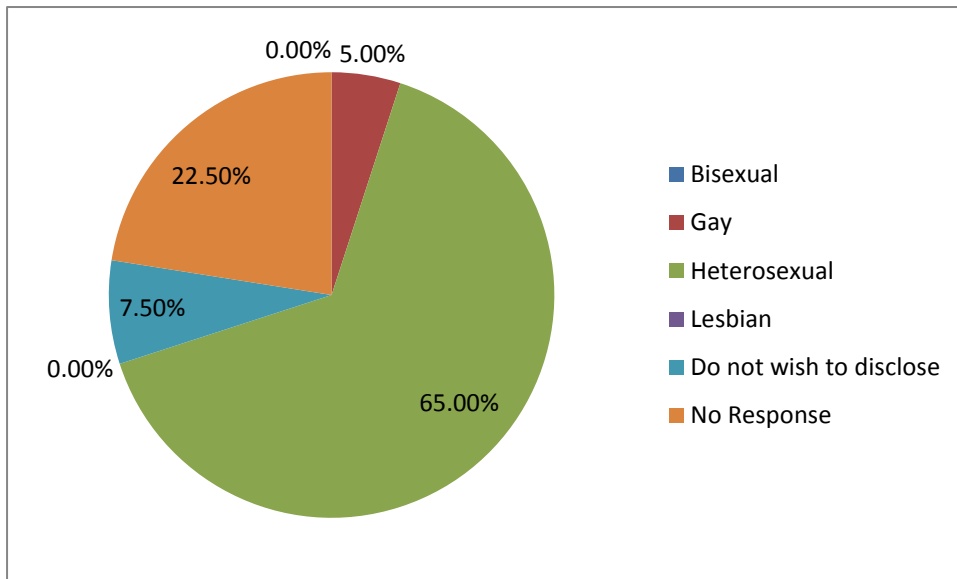


And your age group?

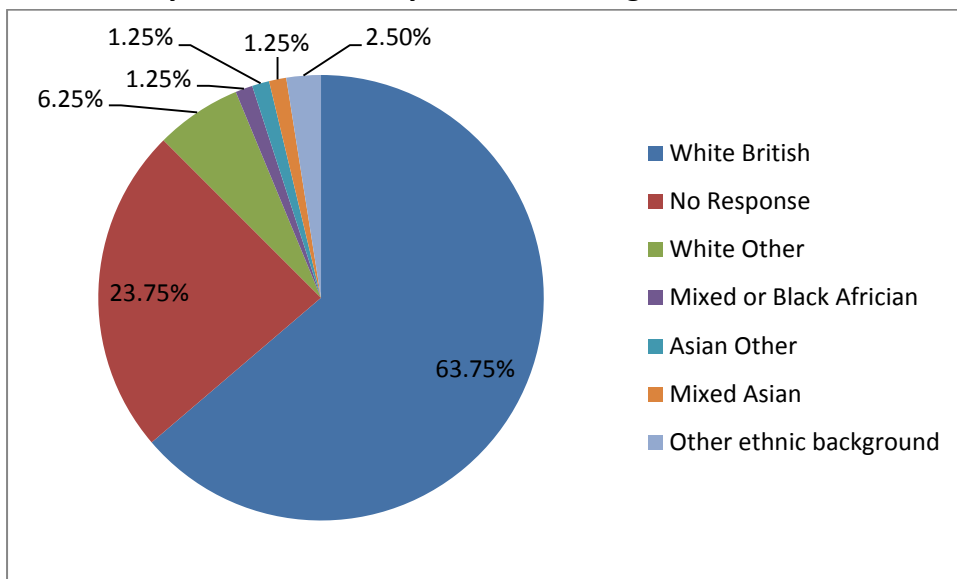


Montpelier Surgery Patient Survey 2013-14

What is your sexual orientation?



How would you best describe your ethnic background?



Montpelier Surgery Patient Survey 2013-14

Based on your experience, how likely are you to recommend our GP Practice to friends and family, if they needed similar care or treatment?

