

Doctor

West Heath Surgery

Even though we feel we offer a high level of service the practice always aims to improve the patient experience. We would be grateful if you could answer the questions below and return the completed survey to reception.

Your Doctor:

Have you been able to book an appointment with your chosen GP up to 6 weeks in advance?

Yes No

When you see the GP do you feel that s/he has adequately listened to your medical issue?

Yes No

Do you feel that you were given adequate time for your appointment?

Yes No

Did the GP explain your treatment in a way that you easily understood?

Yes No

Did you feel that you were given the opportunity to ask any relevant questions that you had?

Yes No

Premises

Did you feel you could adequately gain access to the surgery and its services?

Yes No

Did you find adequate parking?

Yes No

Did you find the surgery to be clean?

Yes

No

Communication

What form of communication would you like to be able to use to contact the surgery that we don't already have in place?

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Services

What other services would you like the surgery to provide? (please note it is not always possible to deliver services due to NHS Contract restrictions however we would like to investigate all options that patients suggest)

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Admin Staff

Do you feel the reception team helps you to access the services currently provided in an efficient way?

Yes

No

Do you feel the staff are friendly and courteous?

Yes

No

Would you recommend this surgery to your friends and family?

Yes

No

Thank you for taking the time to complete our patient survey.