



# Patient Survey

West Heath Surgery

West Heath Medical Centre  
194-196 West Heath Road  
West Heath  
Birmingham  
B31 3HB

## Health Care Assistant

T 0121 476 1135  
F 0121 476 1138

[www.westheathsurgery.co.uk](http://www.westheathsurgery.co.uk)

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 Nurse:

**Have you been able to book an appointment with the HCA up to 6 weeks in advance?**

Yes                      No  
                     

**When you see the HCA do you feel that she 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 nurse 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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.....  
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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

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