

2013-2014 Nunhead Surgery Patient Survey

This year we are asking Patients about their experience of Reception services

Thank you to everyone who took the time to complete our survey last year. Your comments were extremely useful and continue to help us make improvements to our service to you.

Please tick the relevant boxes

1. When you recently TELEPHONED the surgery:

- **How easy was it to get through to the surgery when you telephoned?**

Very easy Fairly easy Not easy

- **Did you find the receptionists *telephone manner* polite and approachable?**

Good Acceptable Not acceptable

2. When you recently VISITED the surgery:

- **How did you find the level of tidiness and cleanliness in the reception area?**

Good Acceptable Not acceptable

- **How was the level of Patient Confidentiality in the reception area and waiting room?**

Good Acceptable Not acceptable

- **How polite and approachable were the receptionists when you visited the surgery?**

Good Acceptable Not acceptable

- **How satisfied are you with the surgery opening hours?**

Mon – Fri 8am-6 30pm, late opening Tues to 7 30pm

Satisfied Fairly satisfied Not satisfied

TURN OVER

