*The questions below are extremely helpful in ensuring we as a practice provide the best possible service to our patients.*

**Under 16** ☐ **16-24**☐ **25-50**☐ **51-75**☐ **75+** ☐ **Not Stated**☐

**How many times have you visited the surgery in the past year?**

**Never**☐ **1-2 times**☐ **3-5 times**☐ **6-10 times**☐ **More than 10** ☐ **Not Stated**☐

**Approximately how many months or years have you been registered as a patient?**

**2 years**☐ **2-5 years**☐ **5-10 years**☐ **More than 10** **years** ☐

**Are you a Carer? Yes**☐  **No**☐ **Not Stated**☐

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Very Likely** | **Likely** | **Neither** | **Unlikely** | **Very unlikely** | **Don't Know** |
| ☐ | ☐ | ☐ | ☐ | ☐ | **?**  ☐ |

**How likely are you to recommend us to your friends and family members?**

|  |  |  |
| --- | --- | --- |
| **YES** | **NO** | **Don't know** |
| ☐ | ☐ | **?**  ☐ |

**You can request appointments via the telephone, online and via eConsult. Are you satisfied with the process of booking an appointment to see a GP or Clinical practitioner?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Seen within 15 mins** | **Seen within 15-30 Mins** | **Seen within 30-45 mins** | **Seen after 45 mins** |
| ☐ | ☐ | ☐ | ☐ |

**Thinking about the last time you saw a GP or Clinical Practitioner, were you seen at the time of your appointment?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Very Satisfied** | **Satisfied** | **Neither** | **Dissatisfied** | **Very Dissatisfied** | **Don't Know** |
| ☐ | ☐ | ☐ | ☐ | ☐ | **?**  ☐ |

**How satisfied are you with the amount of time a GP or Clinical Practitioner spent with you?**

**How satisfied are you with the overall care provided by Acklam Medical Centre?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Very Satisfied** | **Satisfied** | **Neither** | **Dissatisfied** | **Very Dissatisfied** | **Don't Know** |
| ☐ | ☐ | ☐ | ☐ | ☐ | **?**  ☐ |

|  |  |  |
| --- | --- | --- |
| **YES** | **NO** | **Don't know** |
| ☐ | ☐ | **?**  ☐ |

**Were you informed about the side effects and symptoms of any medicines prescribed to you by the practice?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Very Satisfied** | **Satisfied** | **Neither** | **Dissatisfied** | **Very Dissatisfied** | **Don't Know** |
| ☐ | ☐ | ☐ | ☐ | ☐ | **?**  ☐ |

**How satisfied are you with the professionalism of our reception team?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Very Satisfied** | **Satisfied** | **Neither** | **Dissatisfied** | **Very Dissatisfied** | **Don't Know** |
| ☐ | ☐ | ☐ | ☐ | ☐ | **?**  ☐ |

**How satisfied are you with the professionalism of our clinical team?**

|  |  |  |
| --- | --- | --- |
| **YES** | **NO** | **Don't know** |
| ☐ | ☐ | **?**  ☐ |

**Were our staff empathetic to your needs?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Very Satisfied** | **Satisfied** | **Neither** | **Dissatisfied** | **Very Dissatisfied** | **Don't Know** |
| ☐ | ☐ | ☐ | ☐ | ☐ | **?**  ☐ |

**How satisfied are you with the cleanliness and hygiene at our practice?**

**Enhanced Access appointments became available from 1St October 2022, this service is currently provided by ELM on our behalf with appointments available midweek** *between 6pm-8.30pm and 9am-5pm on Saturdays.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Very Satisfied** | **Satisfied** | **Neither** | **Dissatisfied** | **Very Dissatisfied** | **Don't Know** |
| ☐ | ☐ | ☐ | ☐ | ☐ | **?**  ☐ |

**If you have used this service, how satisfied are you with your experience of seeing a clinician in the Enhanced Access service?**

**Do you feel that our work hours are well suited to treat you?**

|  |  |  |
| --- | --- | --- |
| **YES** | **NO** | **Don't know** |
| ☐ | ☐ | **?**  ☐ |

**What do you feel we could improve upon? Do you wish to supply further feedback?**

**

**

**

**

*Thank you very much for taking the time to complete this feedback. Please hand this into a member of staff at reception.*