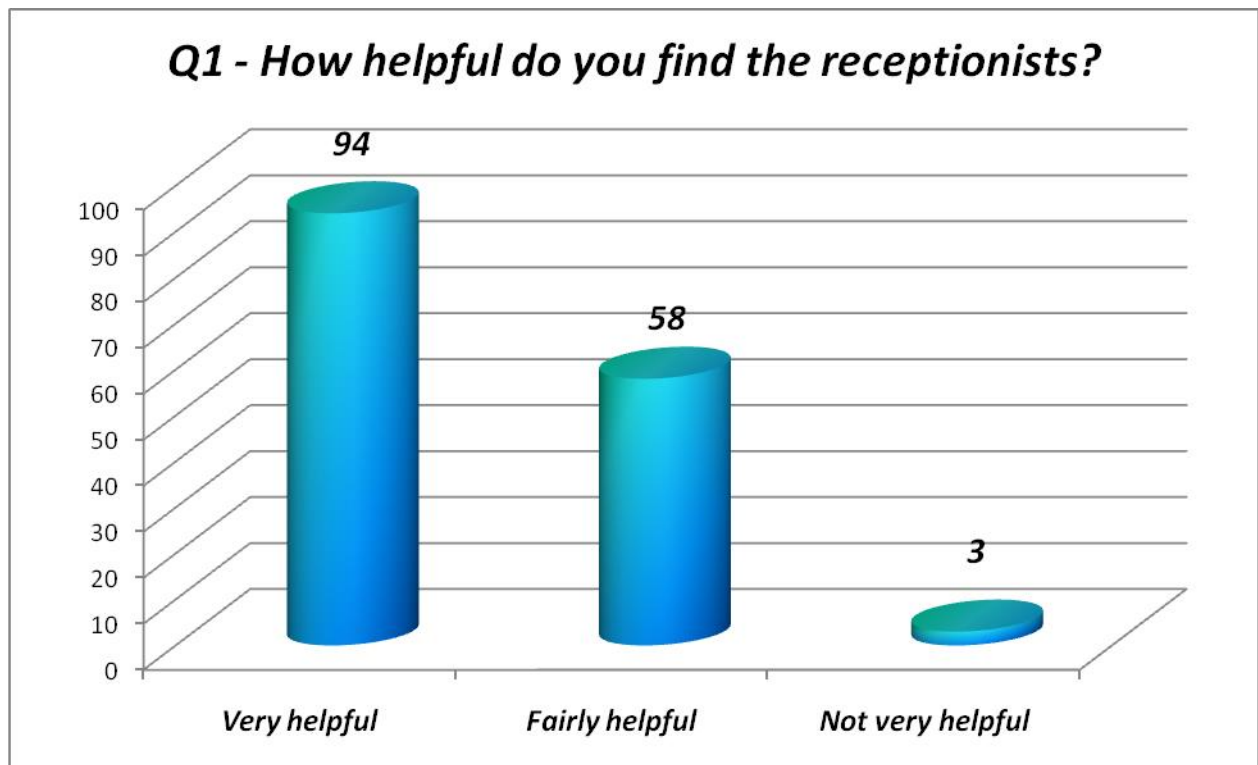


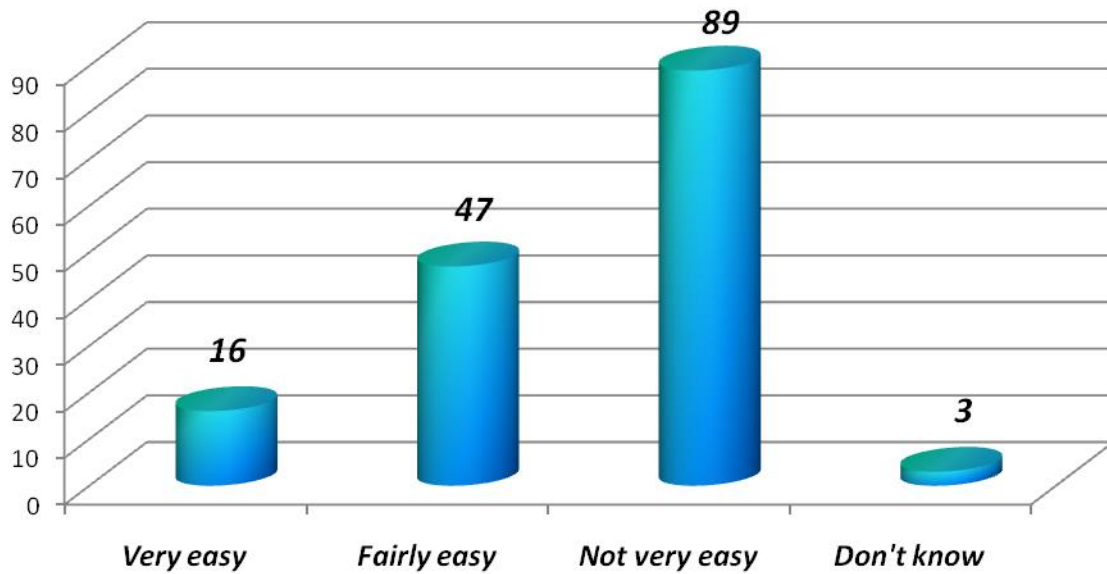
## ***Dorridge Surgery Patient Survey 2011/12***

*Between the 17<sup>th</sup> & 20<sup>th</sup> January 2012 155 patients completed our patient survey, courtesy of Dorridge Patient Participation Group.*

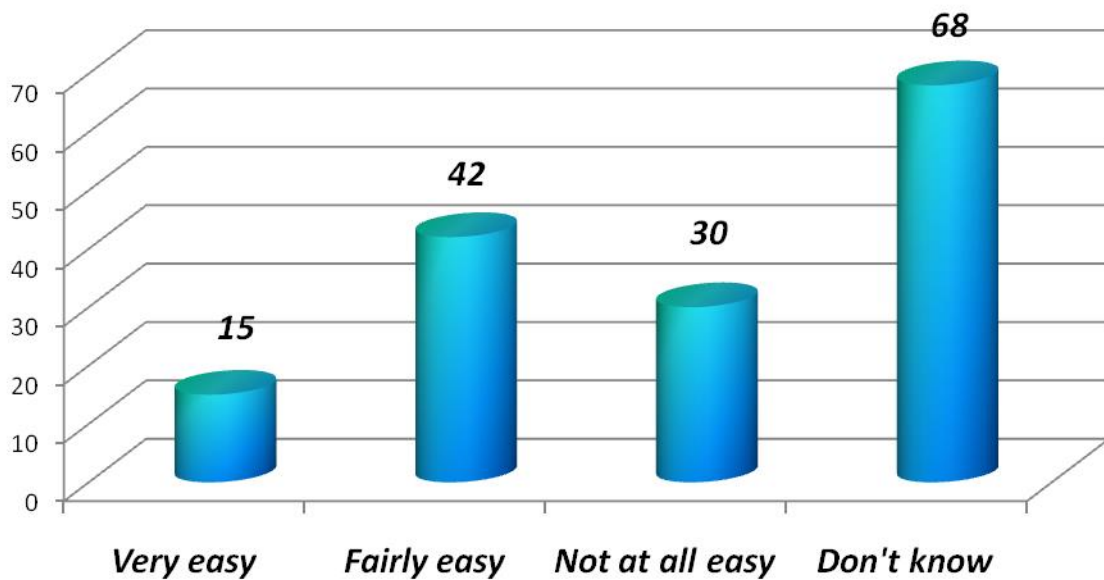
*The results, plus the demographic of the respondents are detailed below:*



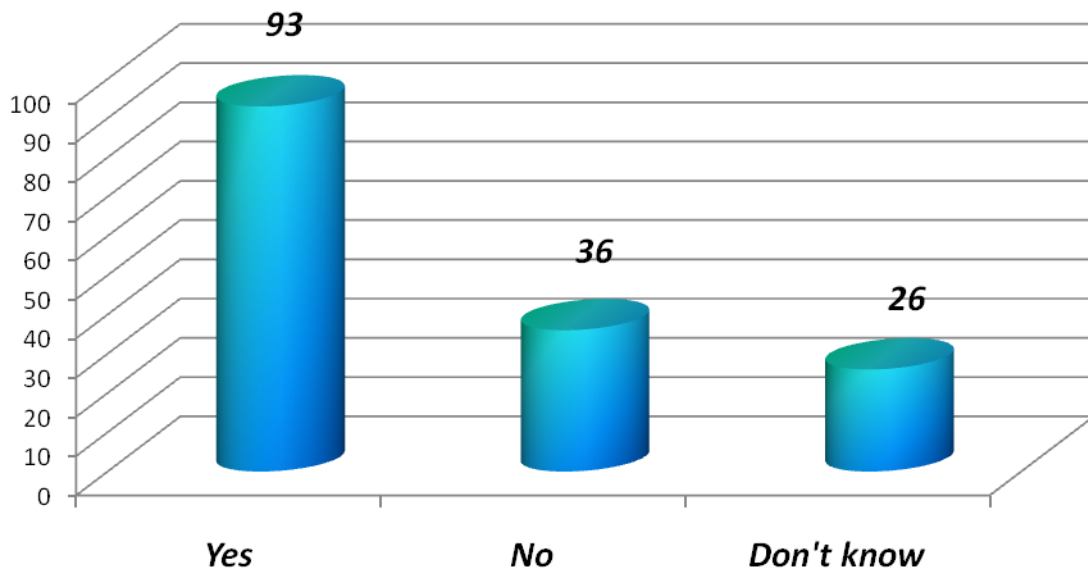
**Q2 - How easy is it to get through to someone on the phone?**



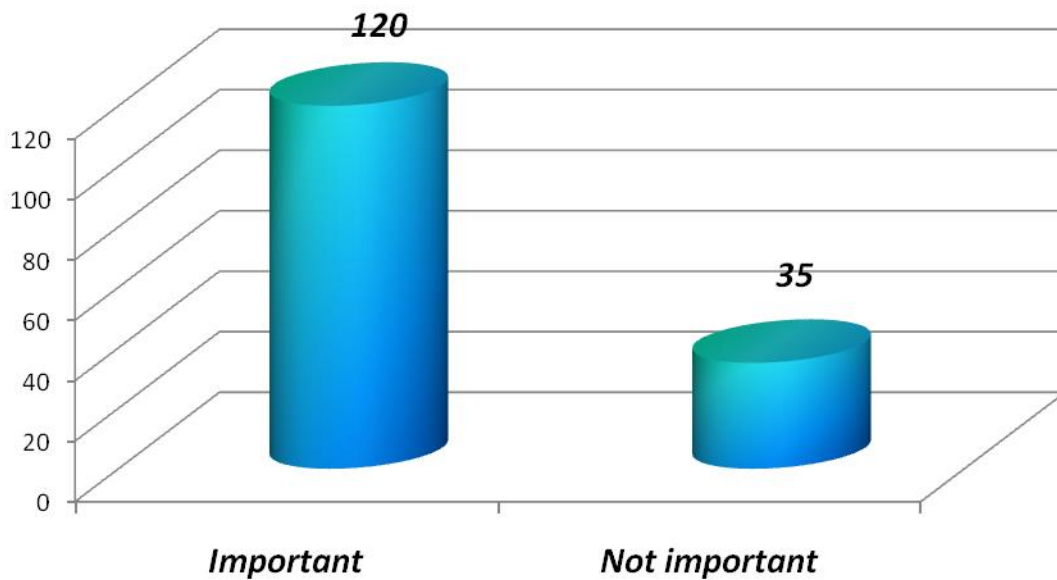
**Q3 - How easy is it to speak to a doctor or nurse on the phone?**



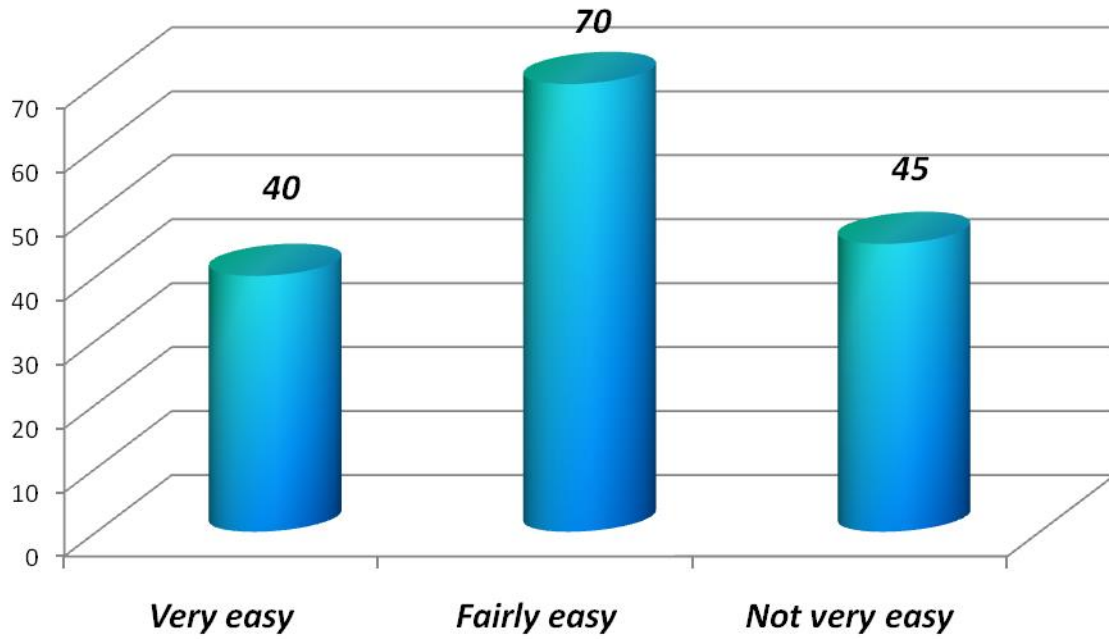
**Q4 - If you need to see a GP urgently, can you normally be seen on the same day?**



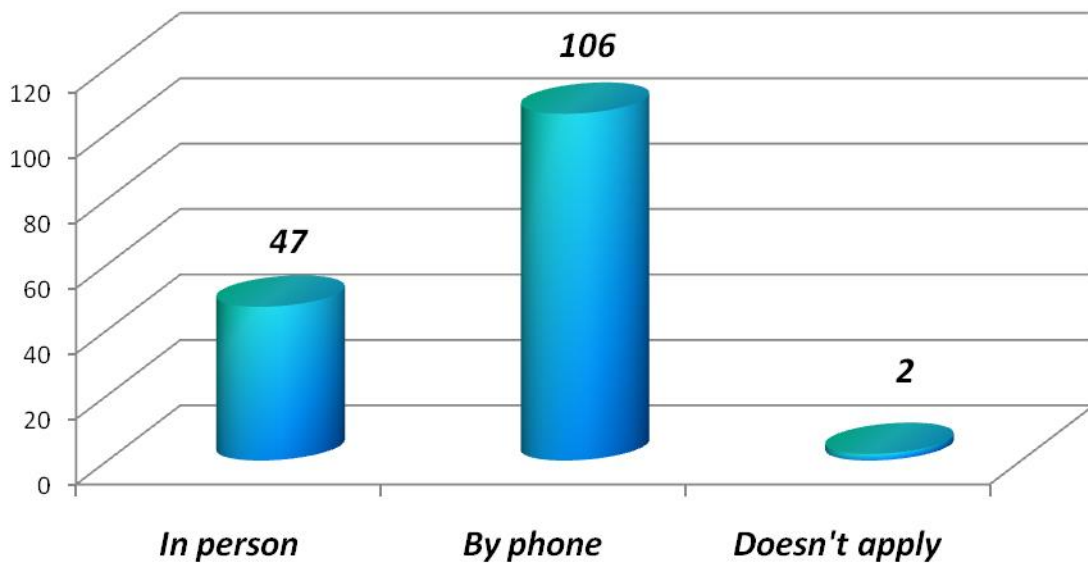
**Q5 - How important is it to you to be able to book appointments ahead of time?**



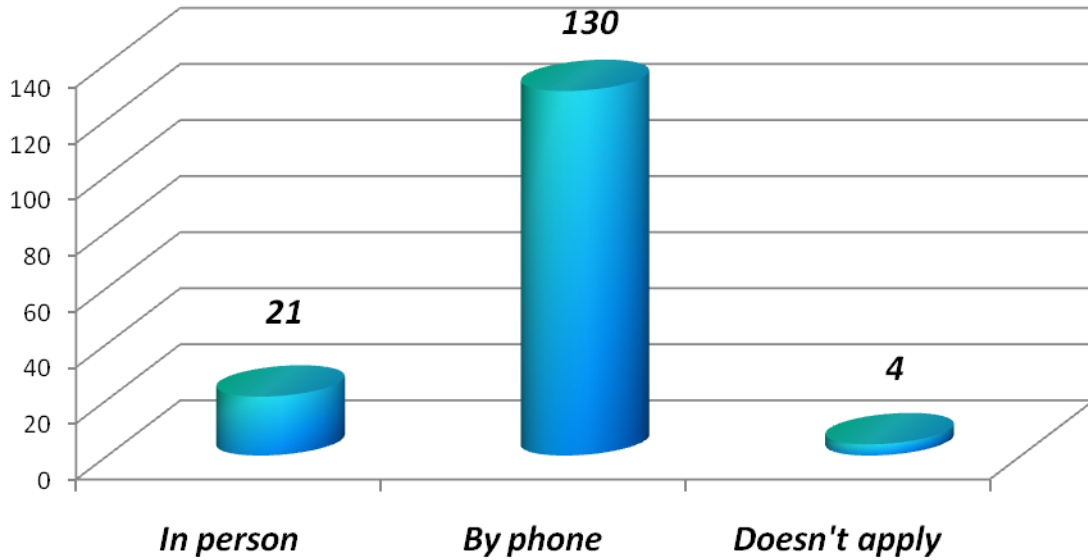
**Q6 - How easy is it to book ahead?**



**Q7 - How do you normally book your appointments?**

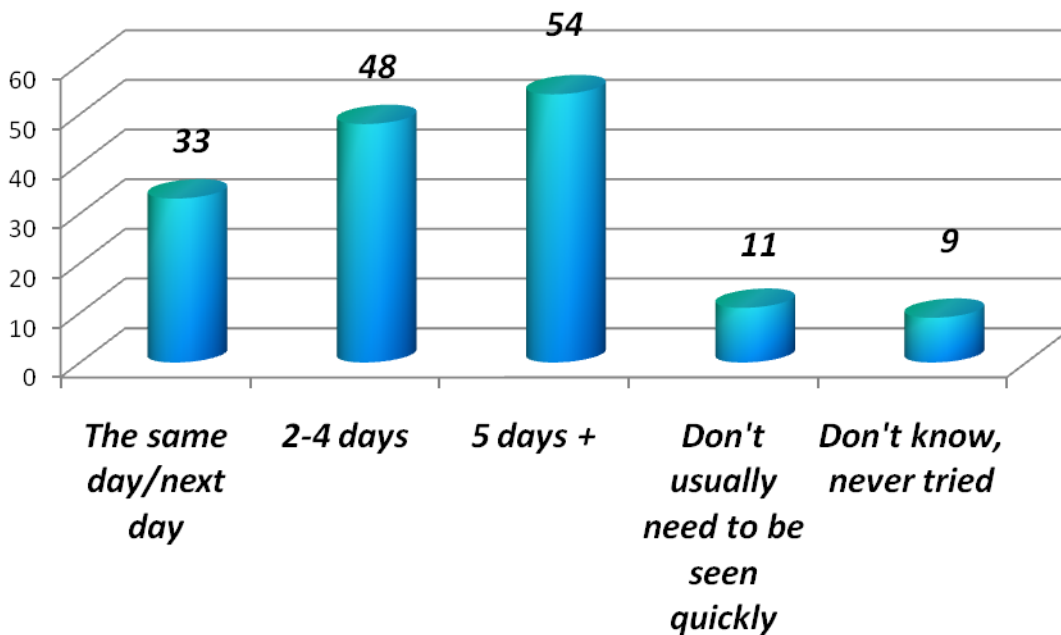


**Q8 - Which if the following methods would you prefer to use to book appointments?**

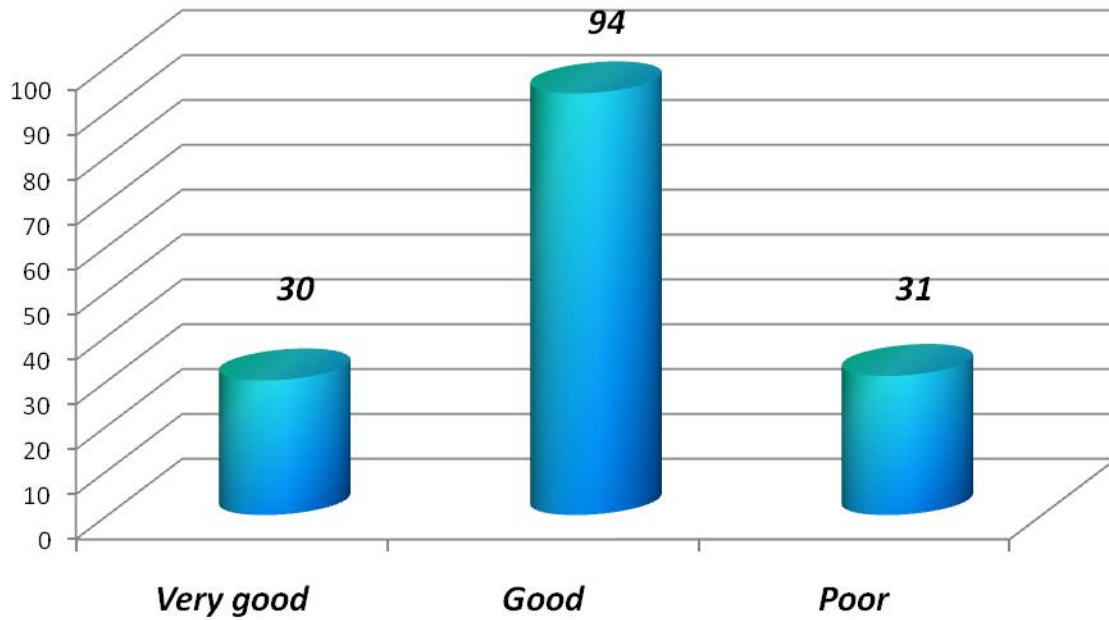


**If you are seeing a particular Doctor:**

**Q9 - How quickly do you usually get seen?**

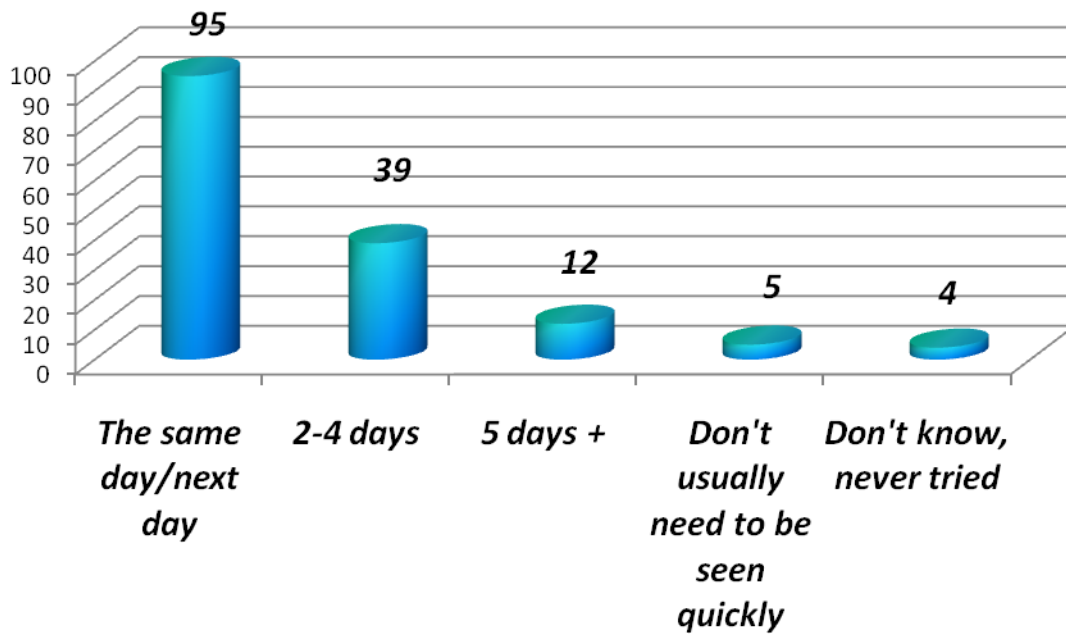


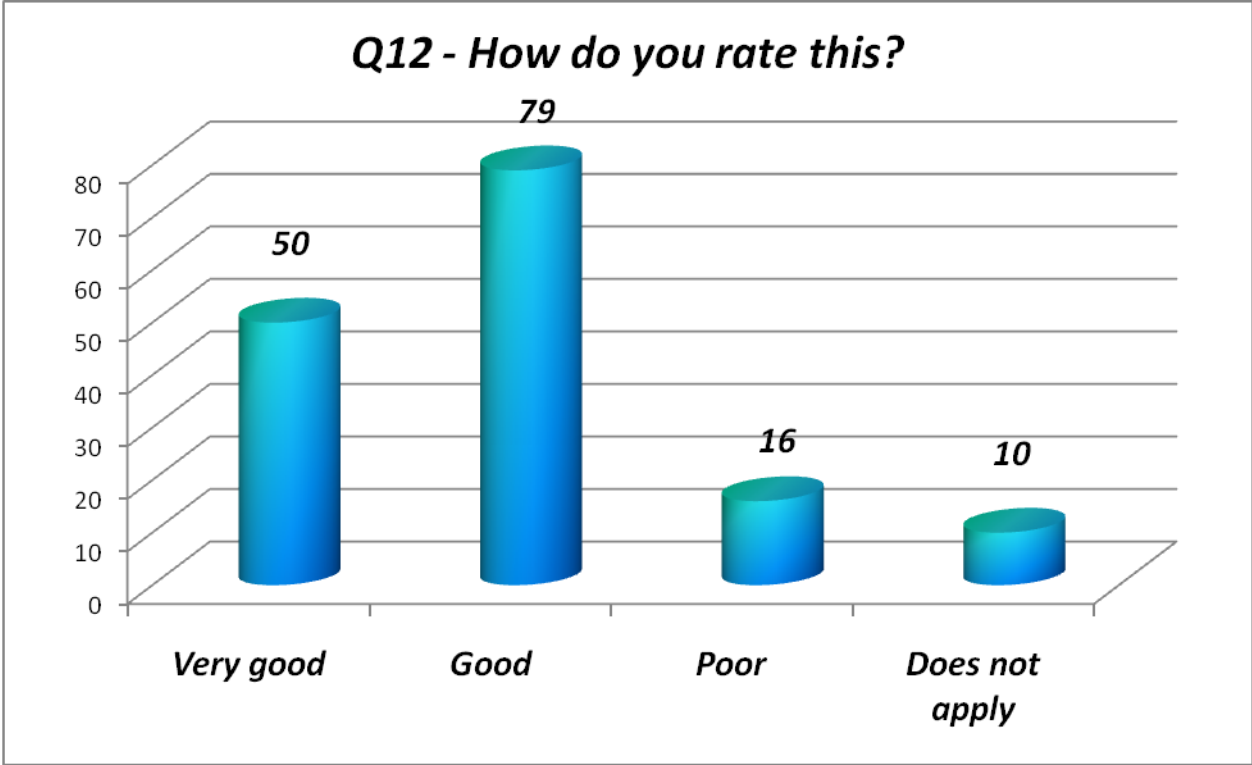
### Q10 - How do you rate this?



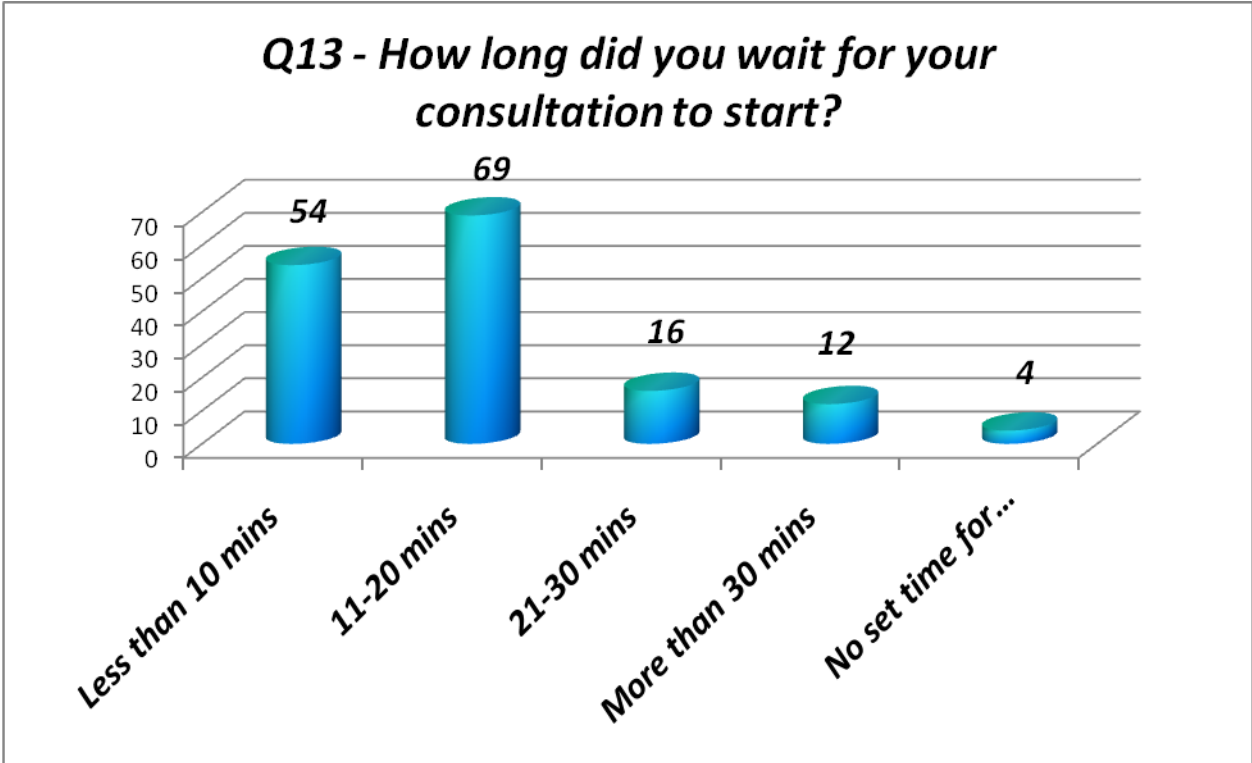
If you are willing to see any Doctor:

### Q11 - How quickly do you usually get seen?

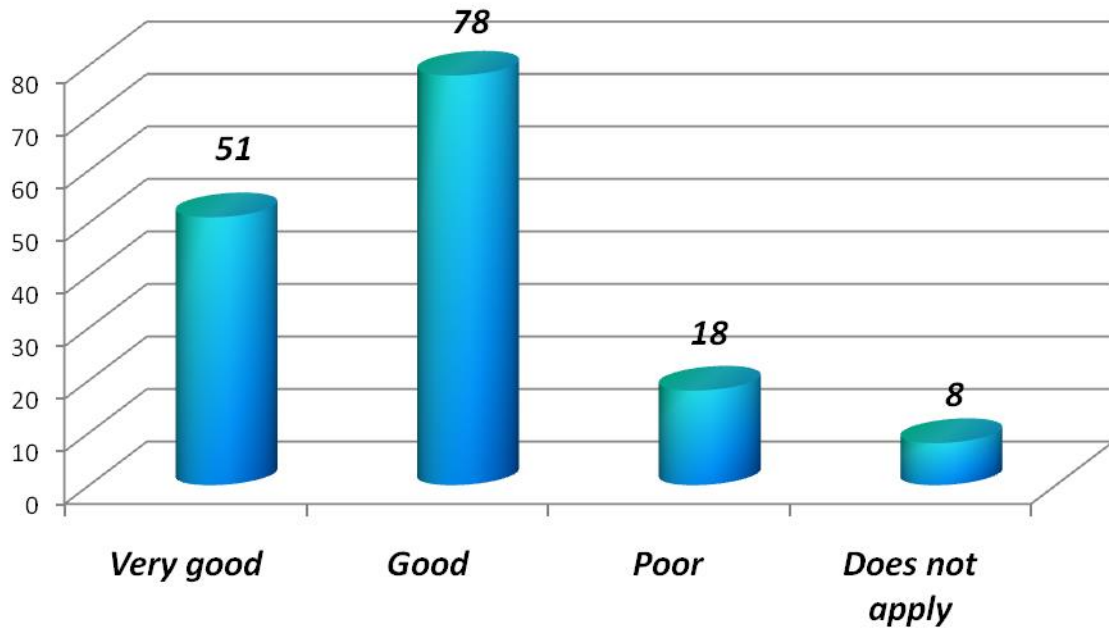




Thinking of your most recent consultation:

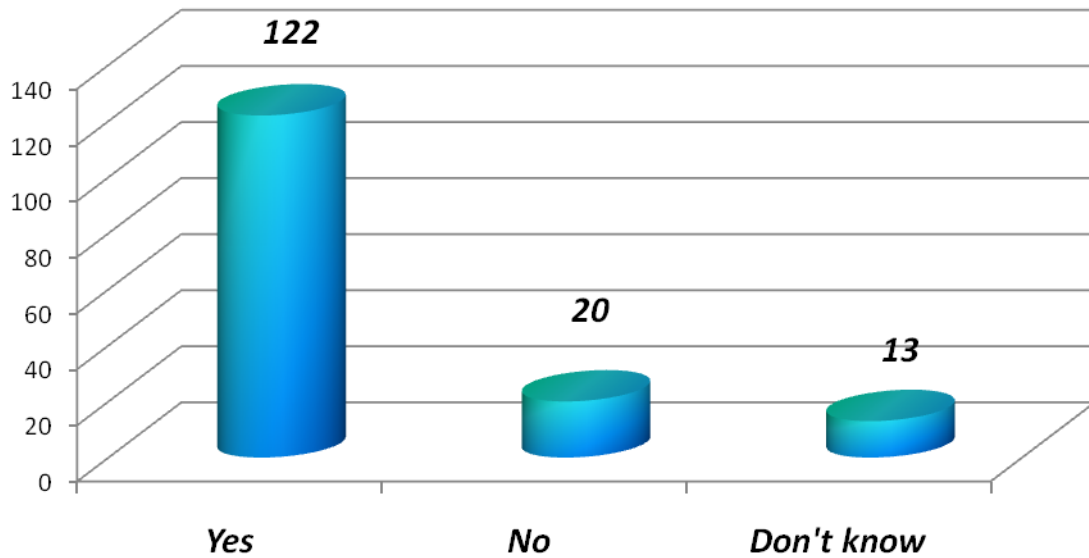


**Q14 - How do you rate this?**

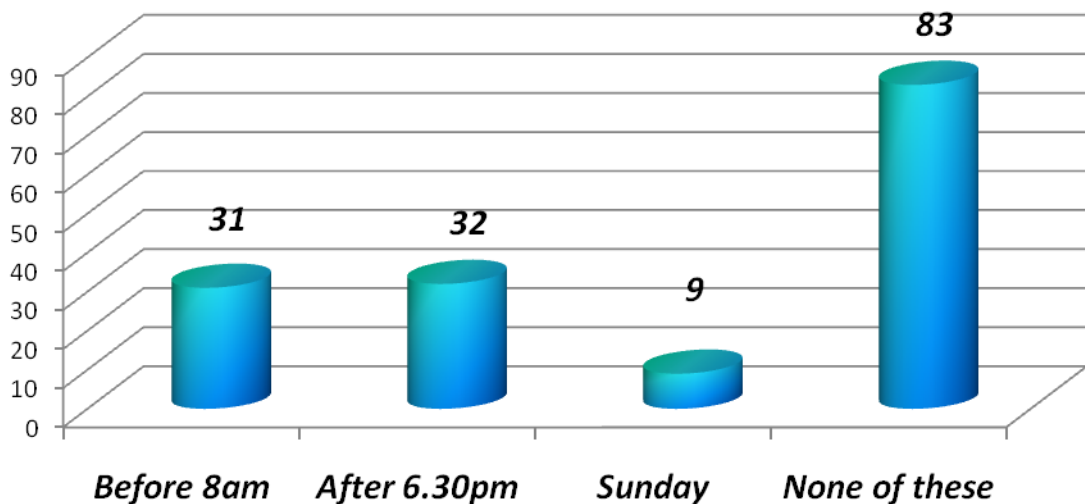




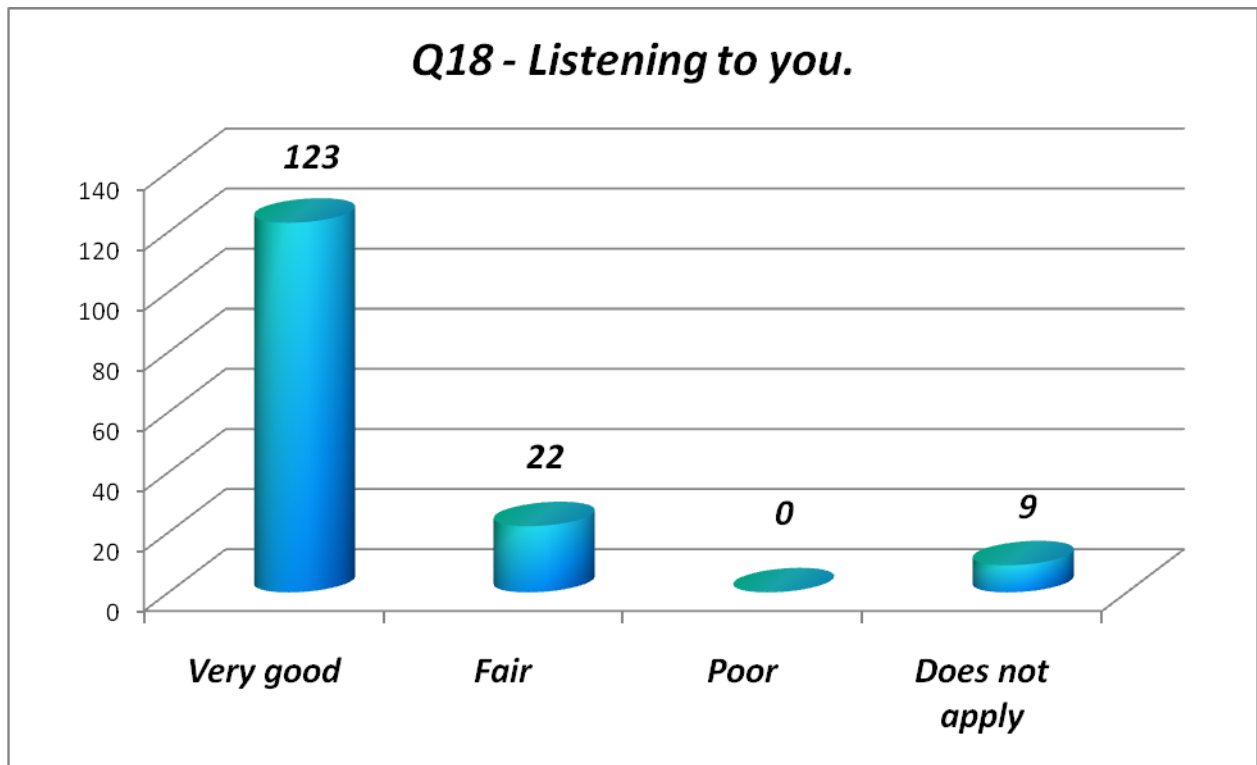
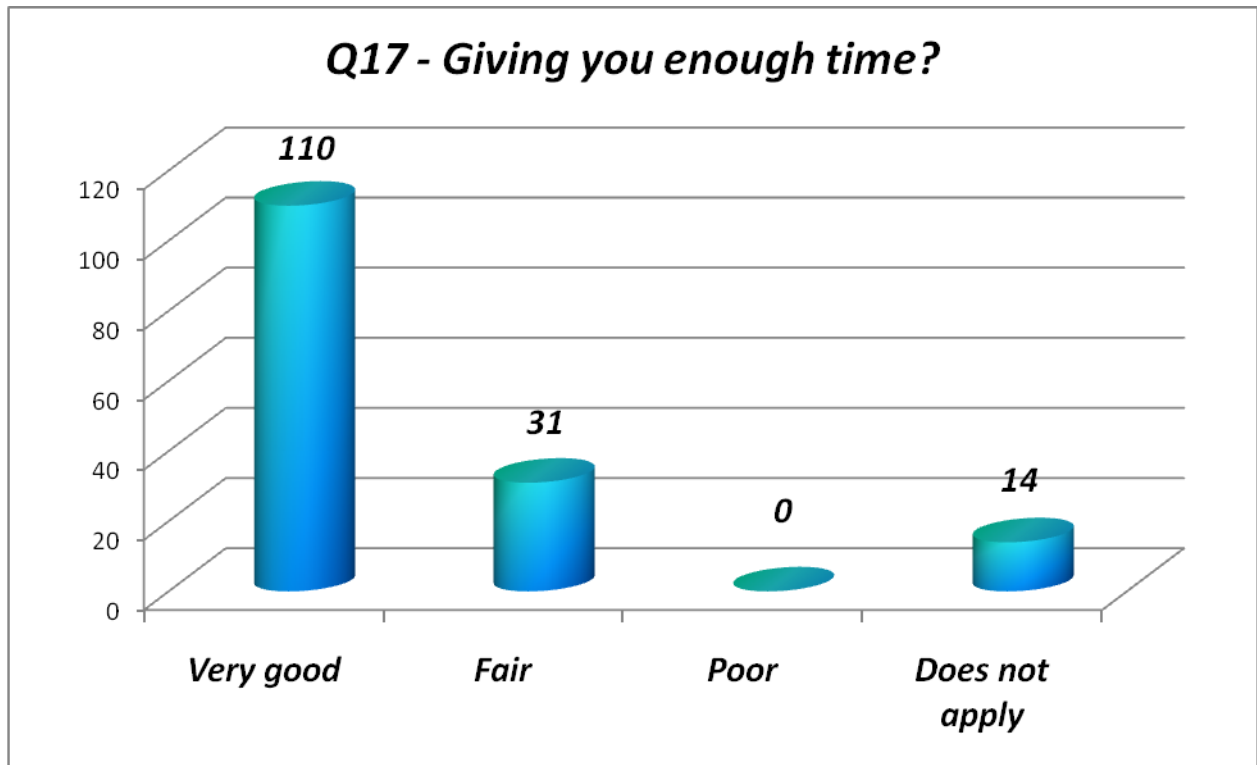
**Q15 - Is you GP practice currently open at times that are convenient to you?**



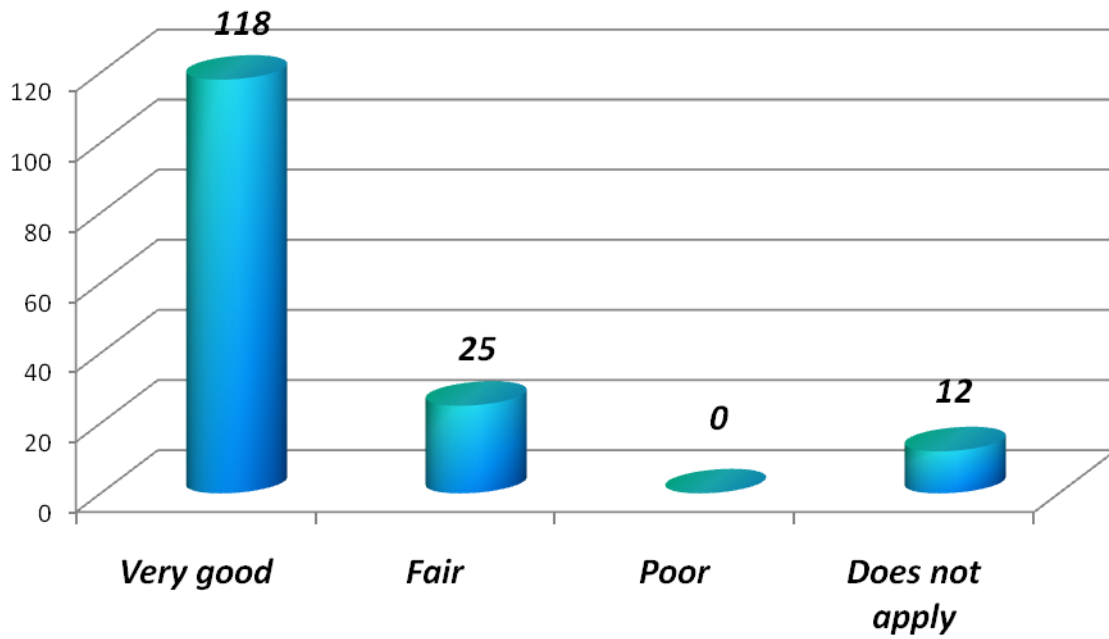
**Q16 - which of the following additional opening hours would make it easier for you to see or speak to someone?**



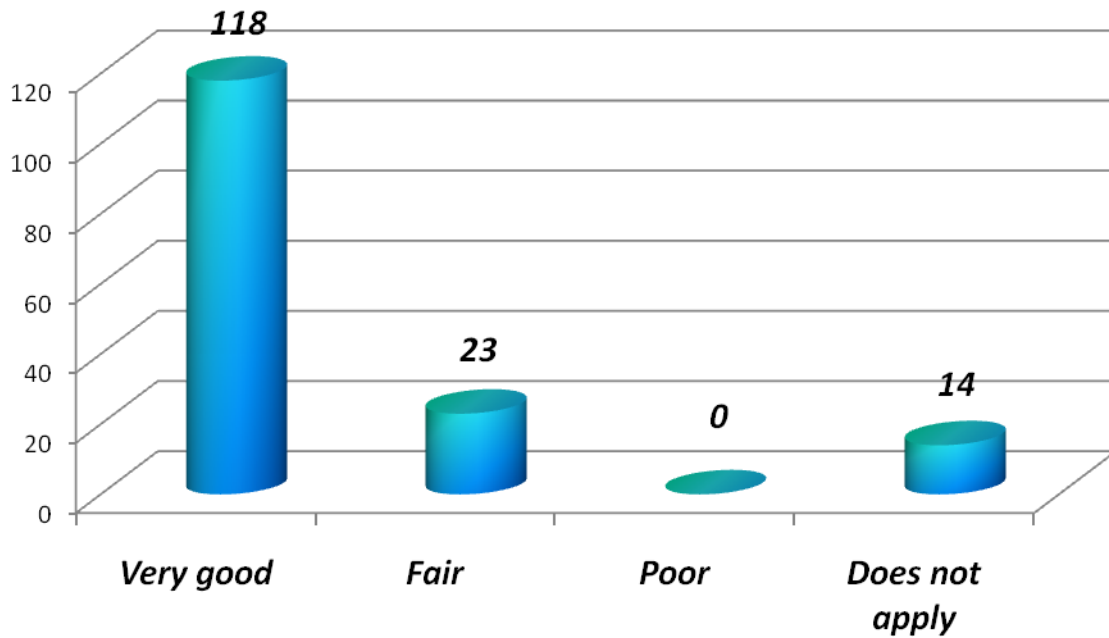
How good was the last GP or nurse you saw at each of the following:



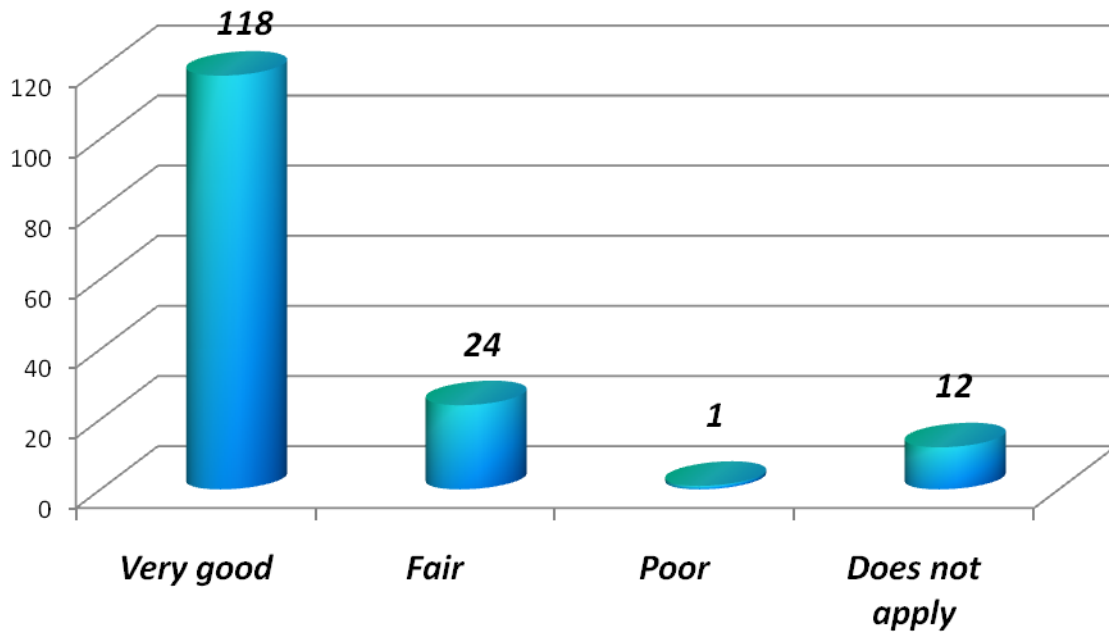
### Q19 - Explaining tests & treatments



### Q20 - Involving you in decisions about your care

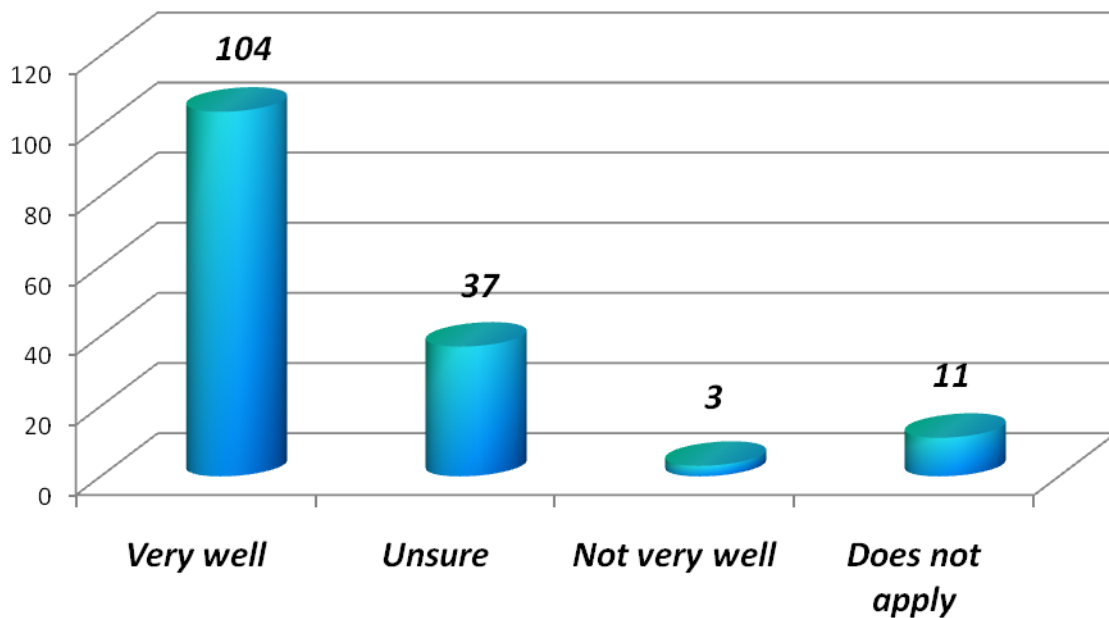


### Q21 - Treating you with care & concern

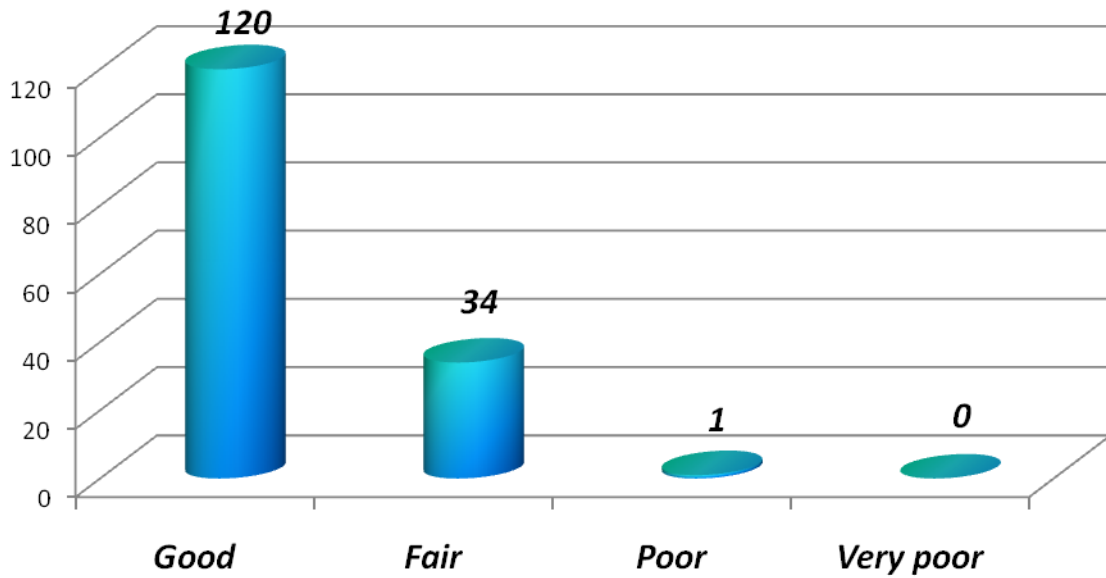


Thinking about the care you get from your Dr's & nurses overall, how well does the practice help you to:

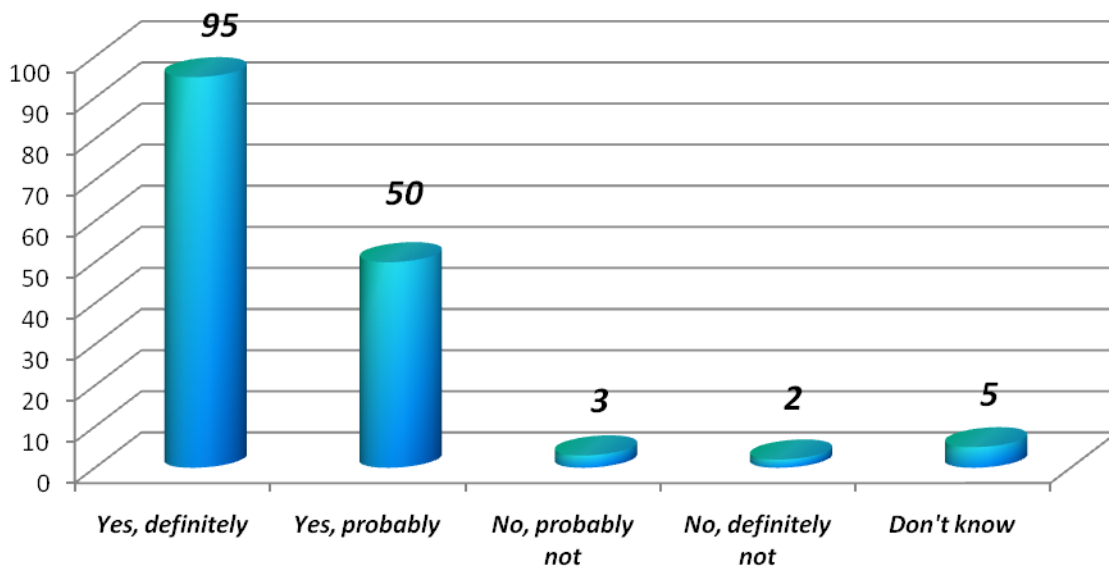
### Q22 - Keep yourself healthy?



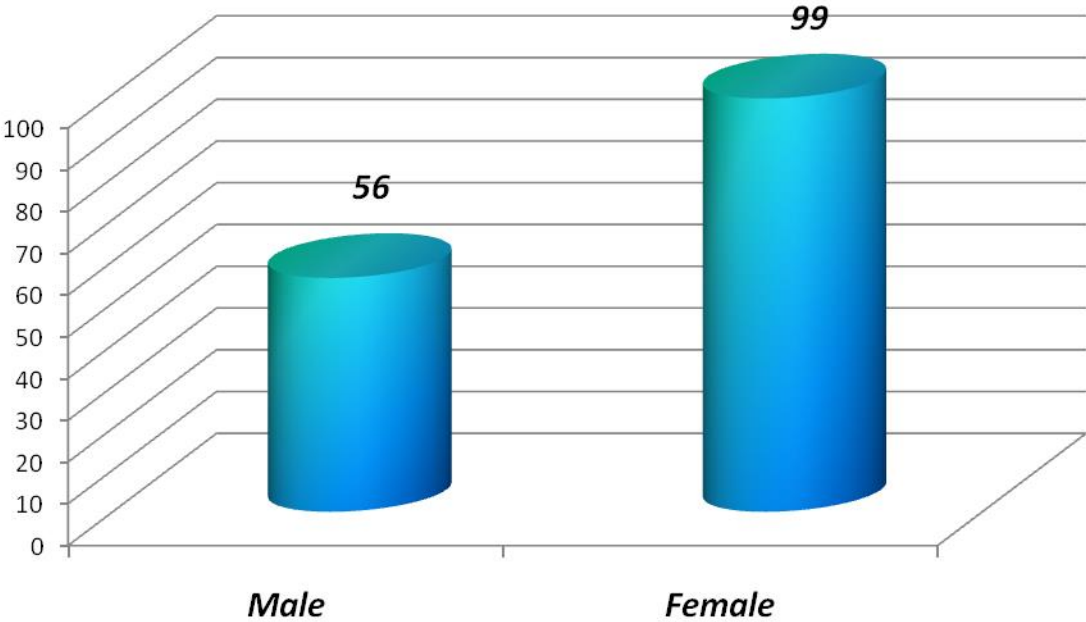
**Q23 - Overall how would you describe your experience of your GP surgery?**



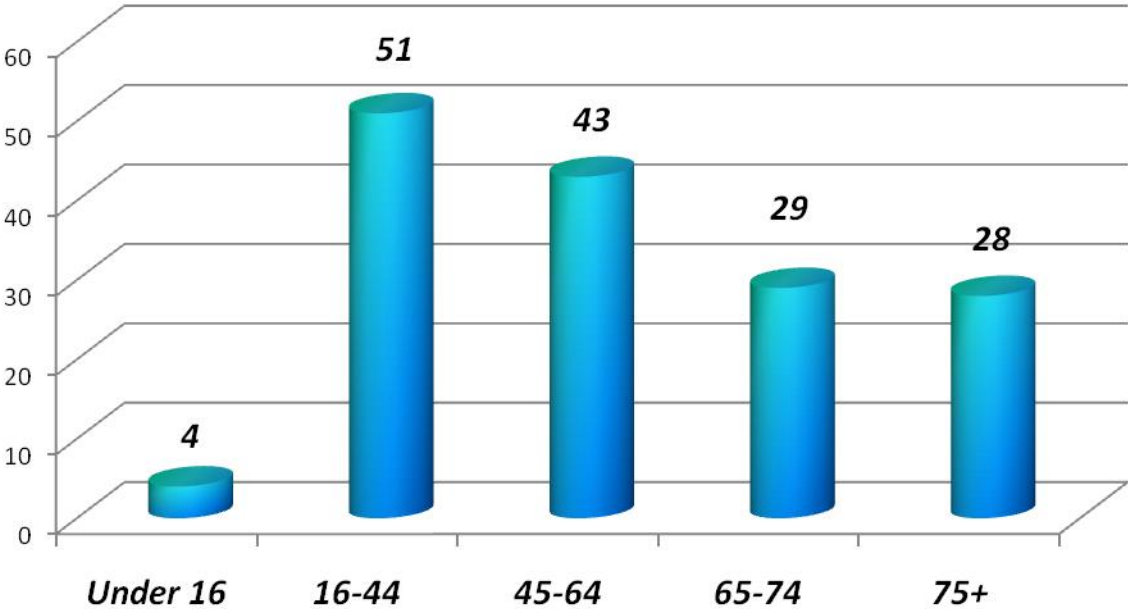
**Q24 - Would you recommend your GP surgery to someone who has moved to the local area?**



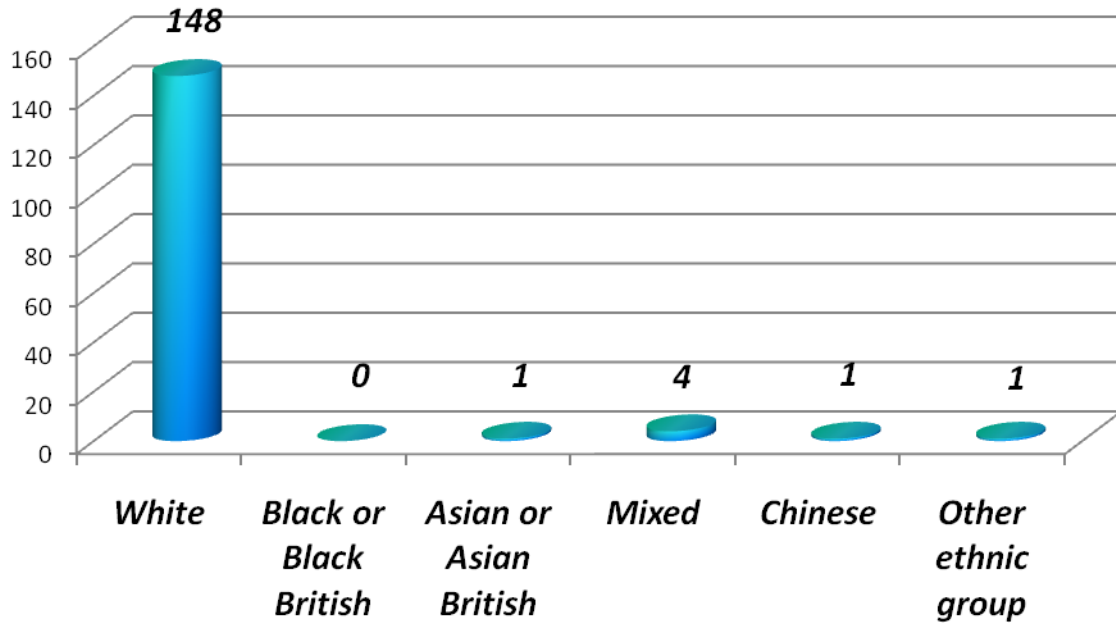
**Q25 - Are you male or female?**



**Q26 - How old are you?**



### Q27 - What is your ethnic group?



### Q28 - Which best describes you?

