

Wistaria & Milford Surgeries Patient Questionnaire

**Please mark your answer from 1 – 5
1 being poor and 5 being excellent**

How often have you visited the Surgery in the past Year?

Never visited	One visit	2-5 visits	More than 6	Surgery

Your surgery reception is open from 8am – 6.30pm on weekdays.
On a rating score of 1 – 5 how do you rate this?

1	2	3	4	5

How do you rate the cleanliness of our surgery?

1	2	3	4	5

How satisfied were you when you requested an urgent or emergency appointment?

1	2	3	4	5

How satisfied were you when booking a routine appointment with your GP?

1	2	3	4	5

When you attend the surgery, how do you rate our reception & secretarial staff?

1	2	3	4	5

How satisfied were you with your last consultations with your GP?

1	2	3	4	5

Mark the boxes that characterize the manner of your doctor:

Distracted	Rushed	Inconsiderate	Attentive	Concerned	Friendly

If you have seen the Practice Nurse recently, how satisfied were you with your last consultation?

1	2	3	4	5

Our peak times for numbers of telephone calls are early mornings, especially Mondays, outside of these times, how do you rate our telephone system?

1	2	3	4	5

How satisfied are you with our telephone manner?

1	2	3	4	5

We aim to provide a caring and efficient service, how would you rate your overall satisfaction with your surgery?

1	2	3	4	5

Are there any additional services you would like to see at your surgery?

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Thank you for taking the time to complete our survey, it is important to hear your views so we can make any appropriate changes and plan for the future.

Please see our website for latest news and our current newsletter at www.wistariasurgery.com or www.milfordmedicalcentre.com