

RIVERSIDE MEDICAL PRACTICE PATIENT QUESTIONNAIRE 2016

Patients were asked to complete a questionnaire when they attended for an appointment with a healthcare professional at the surgery during March 2016.

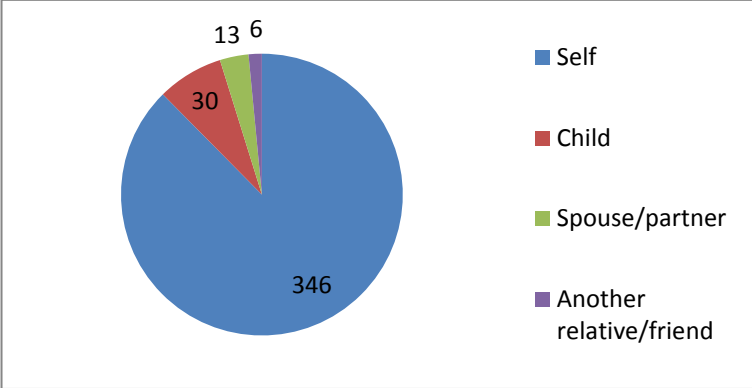
This is a summary of the results of the survey. If you would like a copy of the questionnaire or have any queries please let us know.

We are always happy to receive feedback at any time – please see our website at www.riverside-medical.co.uk to find out how to contact us.

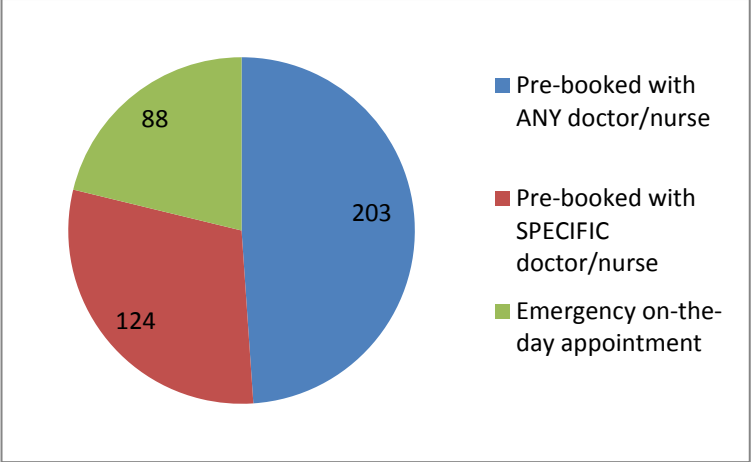
We would like to thank the patients who took part in this survey.

Survey Results

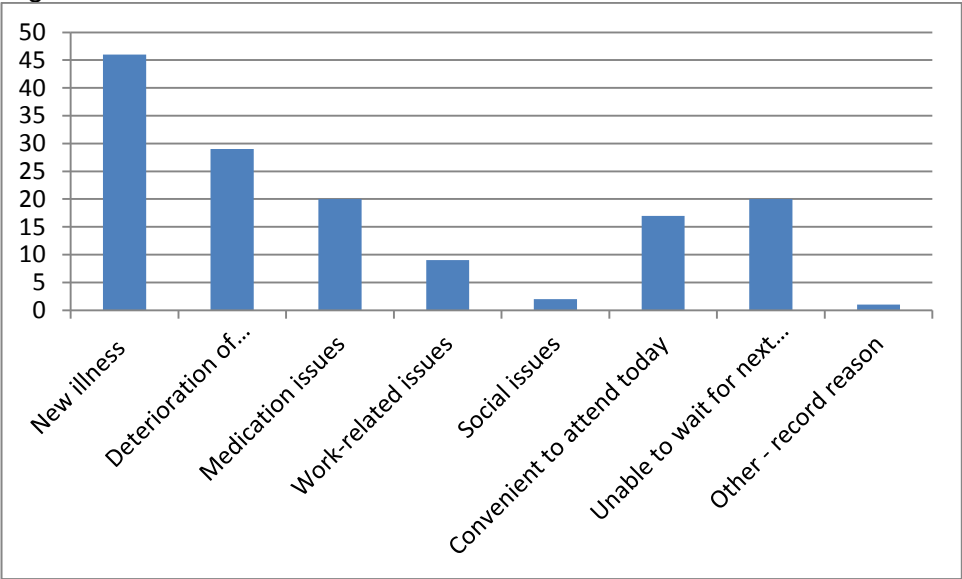
Who completed this questionnaire?



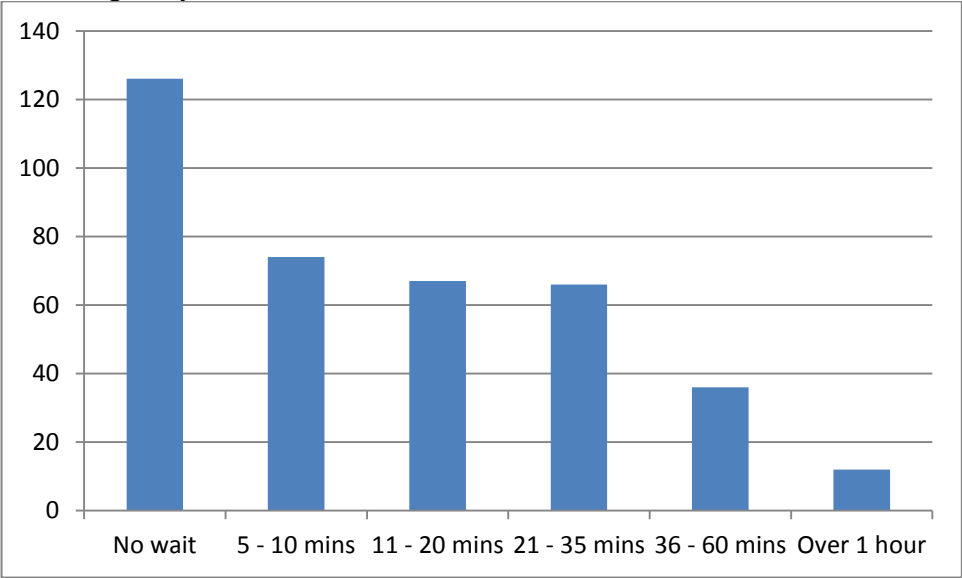
How did you arrange today's appointment?



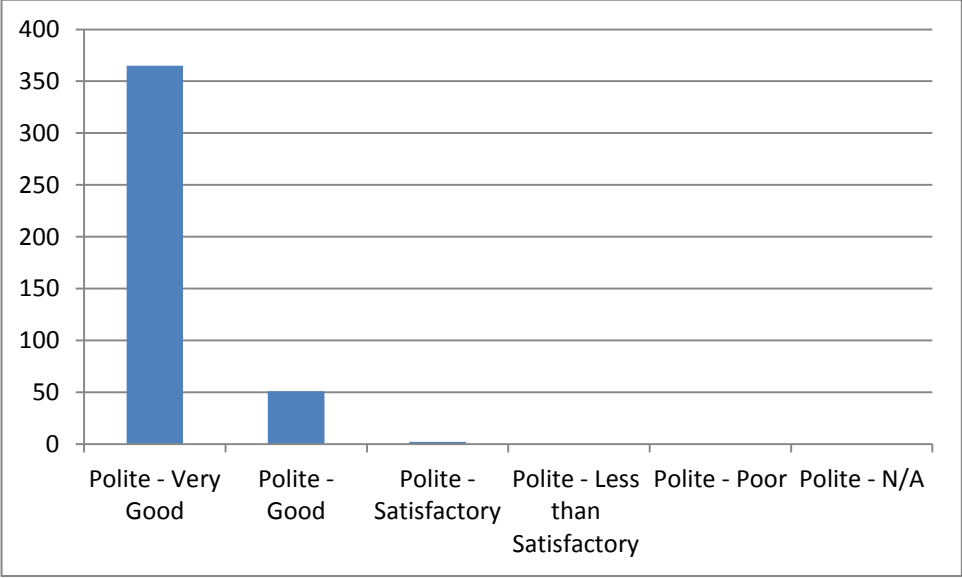
If today's appointment was an "Emergency" appointment - ie booked on the day - what made it urgent?



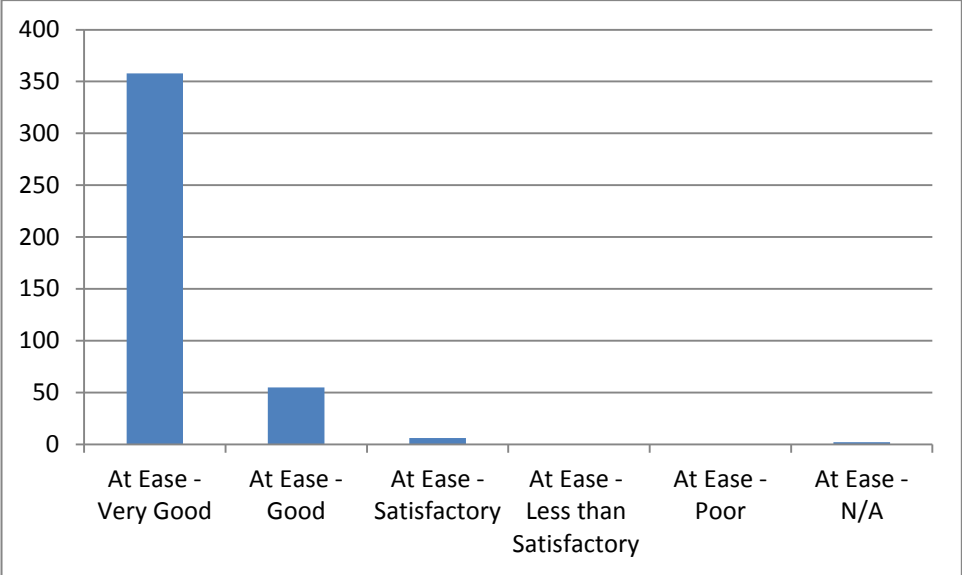
How long did you have to wait to be seen?



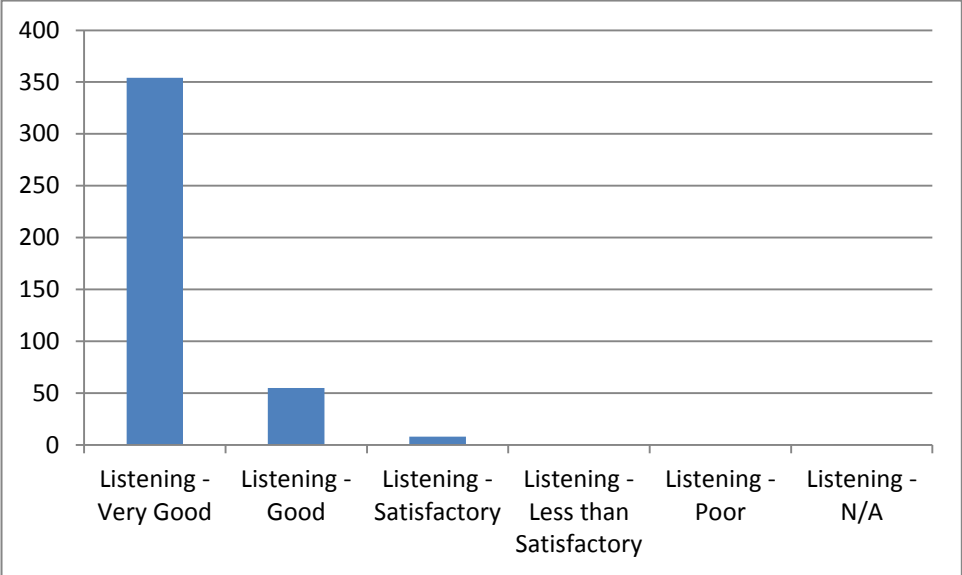
How do you rate the politeness of the person you saw today?



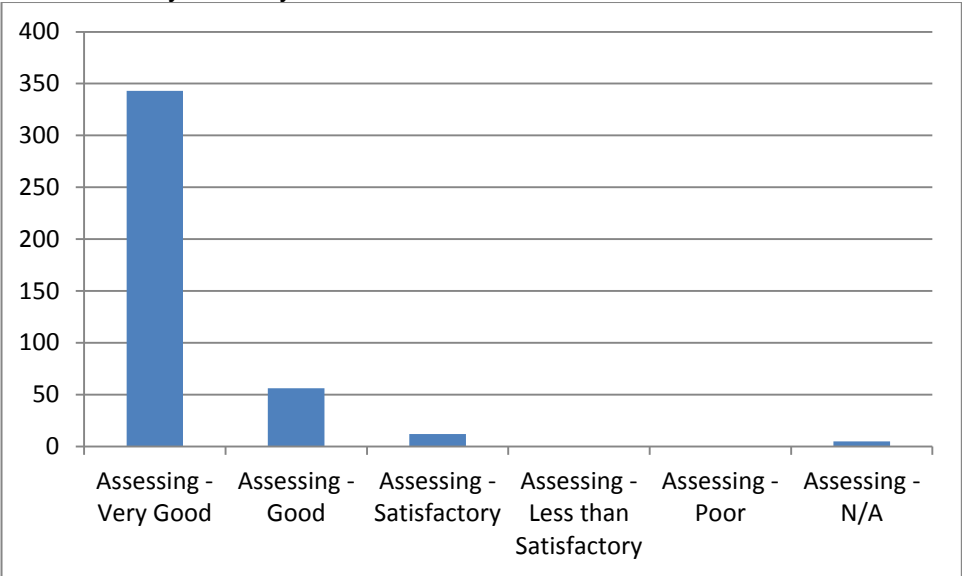
How well did the person you saw today at make you feel at ease?



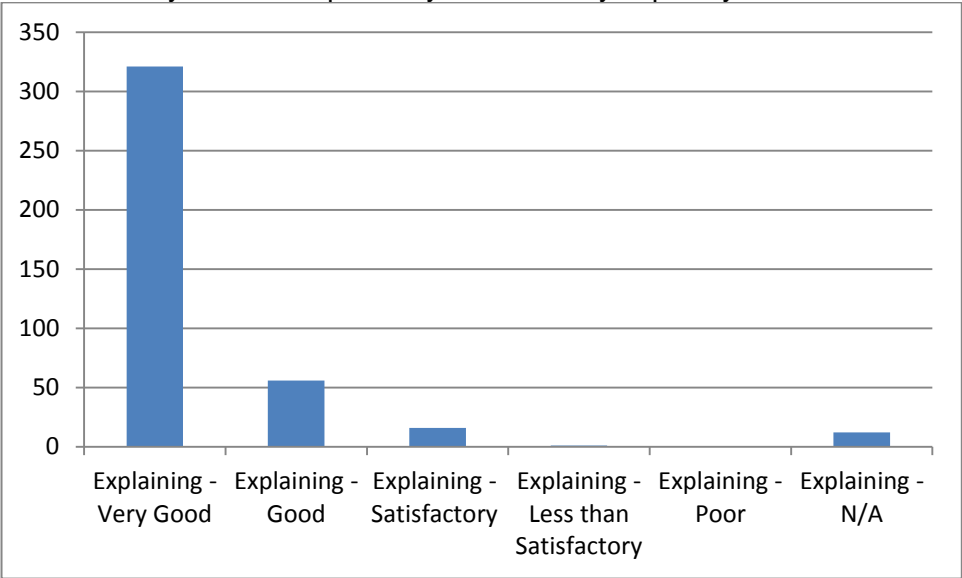
How well do you feel the person you saw today listened to you?



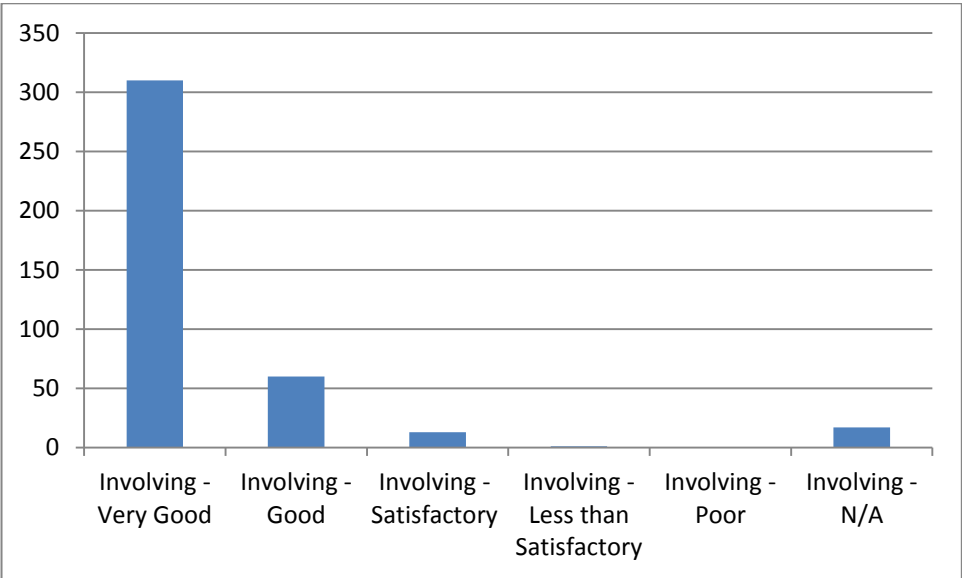
How well do you feel your medical condition was assessed?



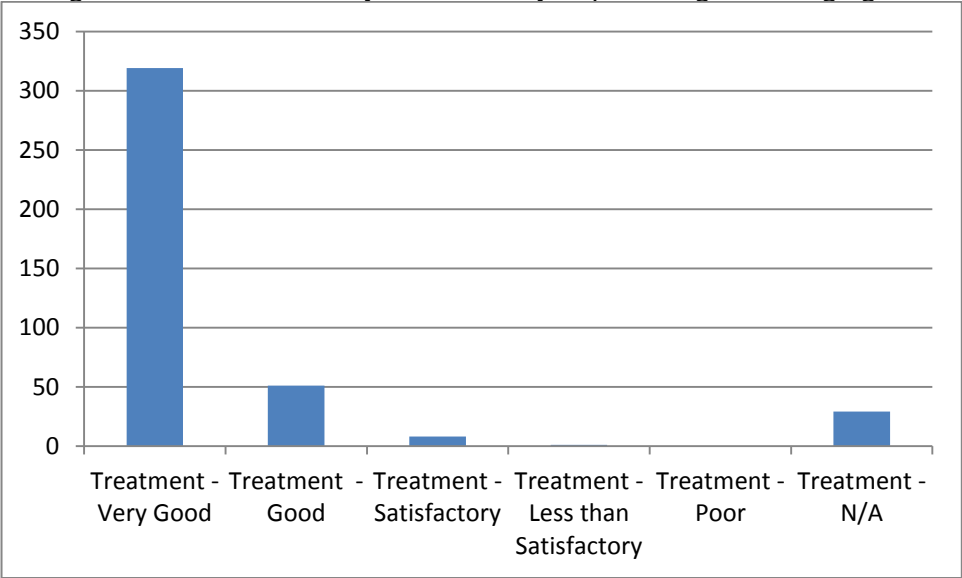
How well do you feel the person you saw today explain your condition and treatment?



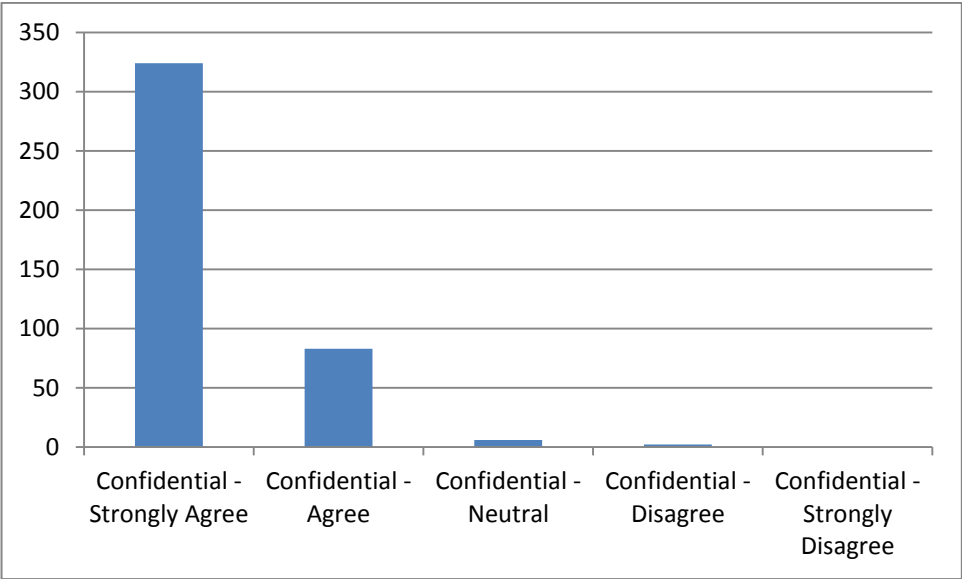
How good was the person you saw today at making you feel involved in decisions about your treatment?



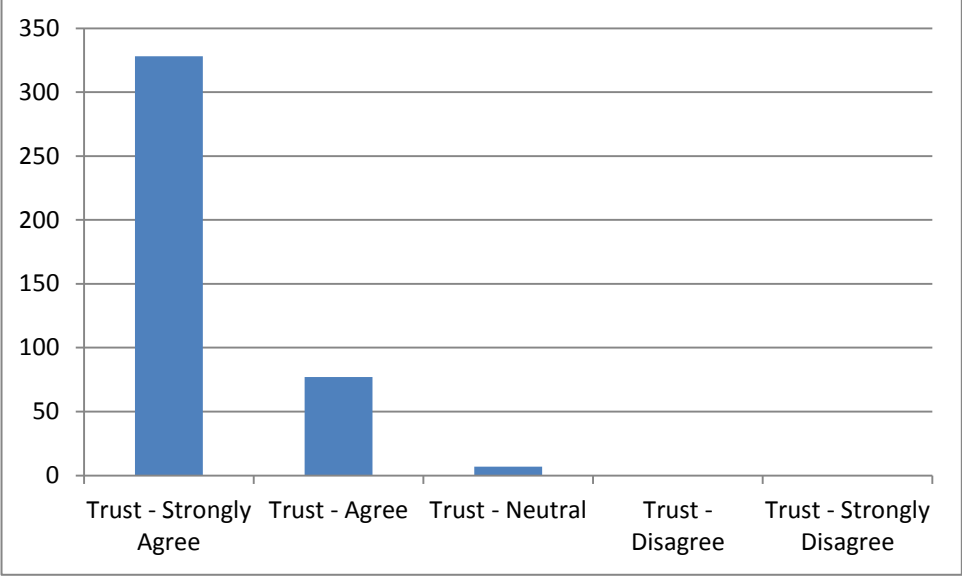
How good was the clinician you saw today at providing or arranging treatment for you?



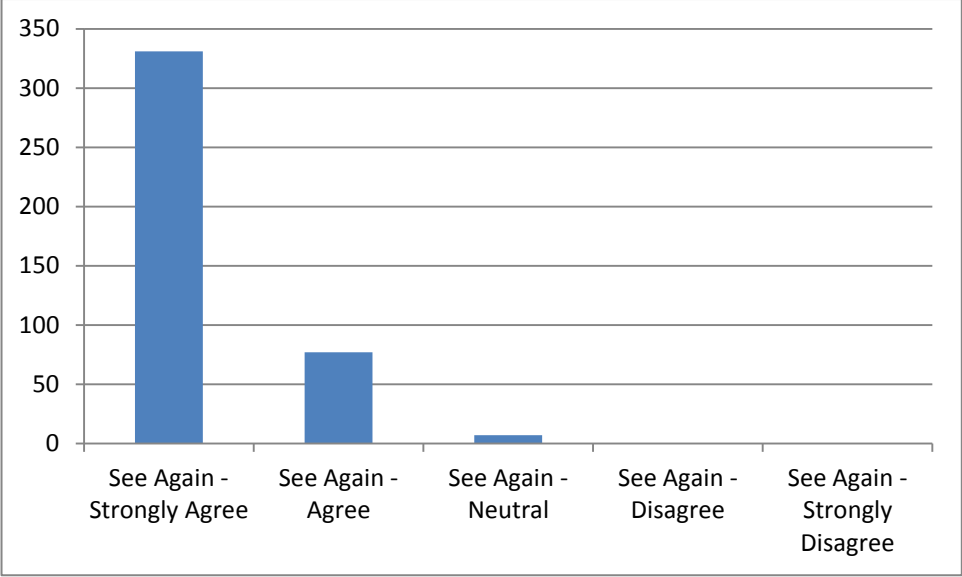
How confident are you that the person you saw today will keep information about you confidential?



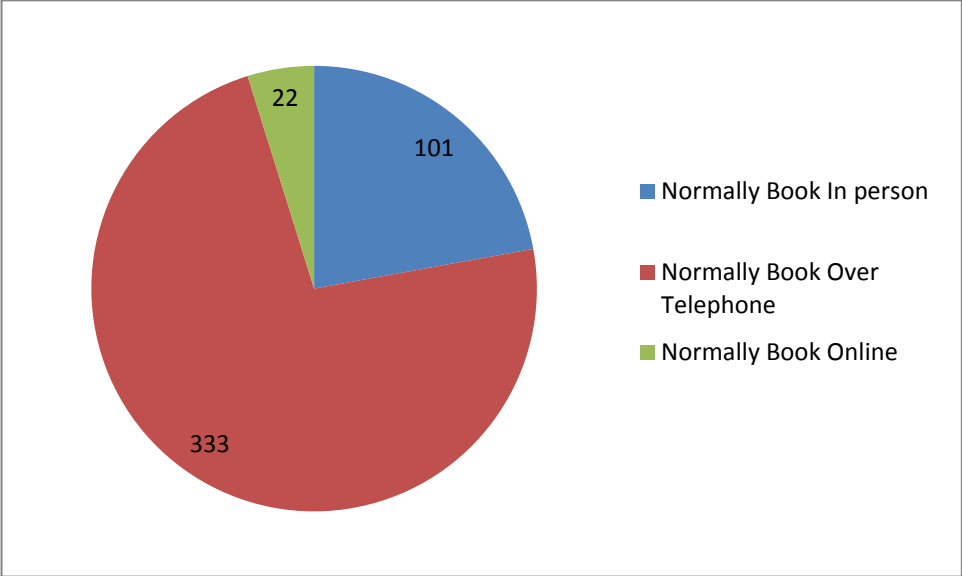
How honest and trustworthy do you consider the person you saw today to be?



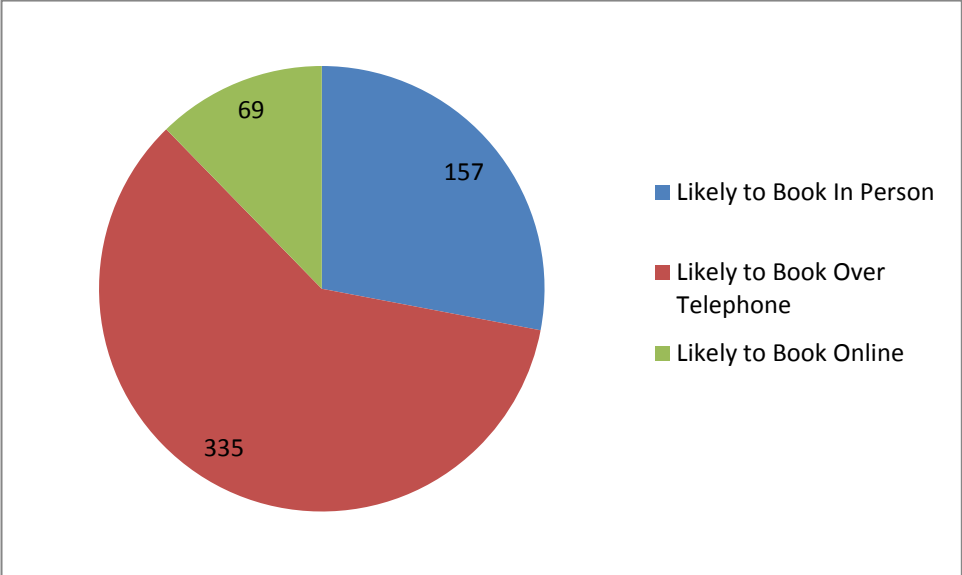
How happy would you be to see the clinician you saw today again?



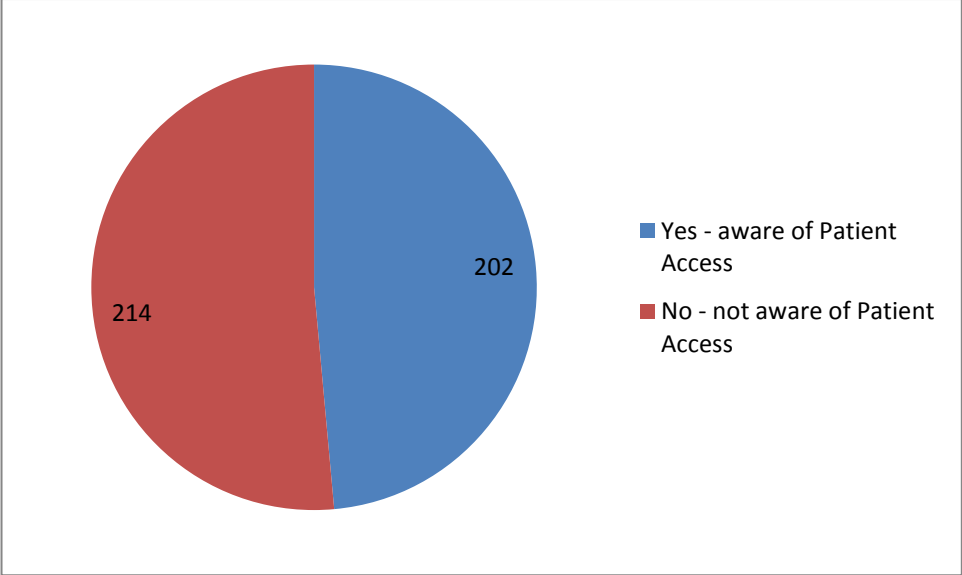
How do you normally book appointments to see someone at the surgery?



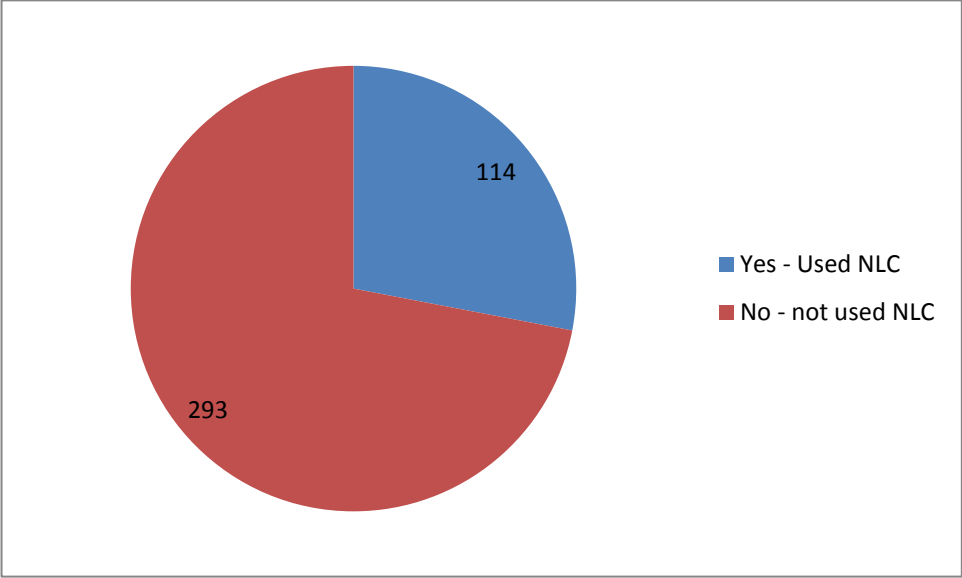
Which booking methods are you likely to use to arrange appointments?



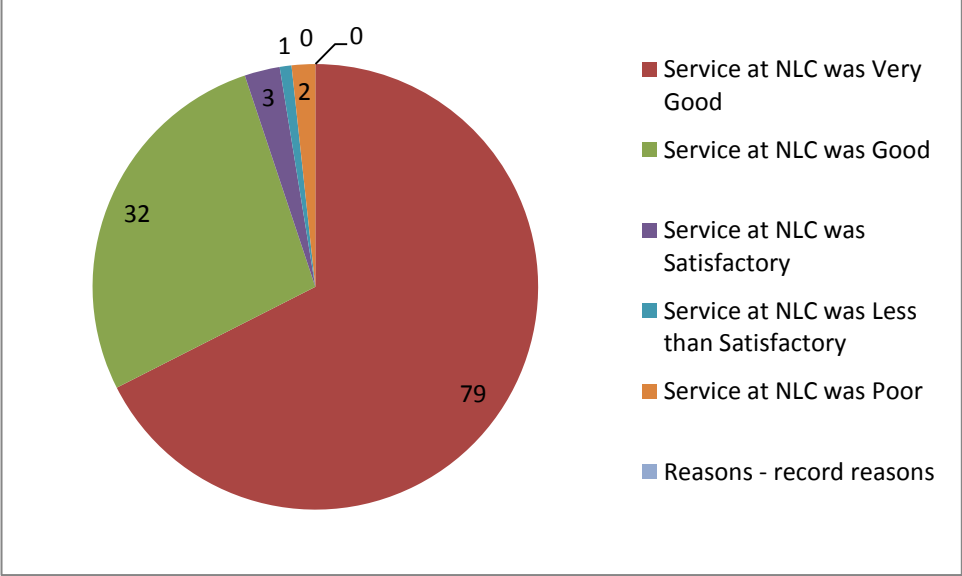
Are you aware of Patient Access?



Have you attended our Nurse Led Clinic?



If you have attended the Nurse Led Clinic, please rate the service provided:



Which methods of ordering repeat prescriptions might you be likely to use?

