

Sample Document currently used at surgery for Telephone and Face to Face Survey



Stockwell Lodge PPG (Patients Forum) Patient Survey: March 2016 – May 2016

Which doctor did you see?
or Room no

1. How easy was it to make an appointment?
Very Easy/Fairly Easy/Quite Difficult/Very Difficult
2. Were Reception staff polite and helpful? **Yes/No**
3. Were you able to see the Doctor of your choice? **Yes/No**
4. Did you feel that the doctor took time to listen to your problem? **Yes/No**
5. Did the doctor explain matters to you, including prescribed medications or tests, in a way you could understand? **Yes/No**

If not, explain why:

6. If physical symptoms were present, did the doctor examine them?
(e.g. throat/ears/leg etc.) **Yes/No**
7. (if appropriate to you) – Where various treatments were prescribed over a number of consultations, and did not resolve the condition, did the doctor offer you referral/ second opinion? **Yes/No**
8. How do you rate the overall quality of your consultation? - **Excellent/Good/Fair/Poor**
(please circle your assessment)

Additional comments (e.g. what was excellent, good, fair etc :

If you wish to give your name and contact details for the benefit of following up on the Survey by the PPG Patients Forum, please do so below:

Name:

Contact details: