

## **SHAKESPEARE SURGERY** **PATIENT QUESTIONNAIRE**

**Q1. When did you last see a Doctor at the Surgery?**

In the past 3 months	
Between 3 and 6 months	
More than 6 months	

**Q2. Did you have confidence and trust in the GP you saw?**

Yes, definitely	
Yes, to some extent	
No, not at all	
Don't know, can't say	

**Q3. When did you last see a Nurse at the Surgery?**

In the past 3 months	
Between 3 and 6 months	
More than 6 months	

**Q4. Did you have confidence and trust in the Nurse you saw?**

Yes, definitely	
Yes, to some extent	
No, not at all	
Don't know, can't say	

**Q5. Have you ever tried to see the GP fairly quickly?**

Yes	
No	
Can't remember	

**Q6. Were you able to see a GP on the same day or within the next 2 working days?**

Yes	
No	
Can't remember	

**Q7. How easy do you find the following?**

	Not tried	Very Easy	Fairly Easy	Not very easy	Not at all easy	Don't know
Speaking to a GP on the phone						
Speaking to a Nurse on the phone						
Obtaining test results on the phone						

**Q8. Are you aware you can book an appointment more than 2 days in advance?**

Yes	
No	

**Q9. How helpful do you find the receptionists at the surgery?**

Very helpful	
Fairly helpful	
Not very helpful	
Not at all helpful	

**Q10. How satisfied are you with the opening hours at the surgery?**

Very	
Fairly	
Neither satisfied or dissatisfied	
Quite Dissatisfied	
Very Dissatisfied	
Don't know the opening hours	

**Q11. As far as you know is the surgery open...**

At Lunchtime	
After 6.30pm	

**Q12. Did you know the surgery has its own Website where you can order repeat prescriptions/book appointments?**

Yes	
No	

**Q12. Did you know the practice has a Patient participation Group**

Yes	
No	

**Any other comments:**

**Name (Optional).....**

**Date.....**