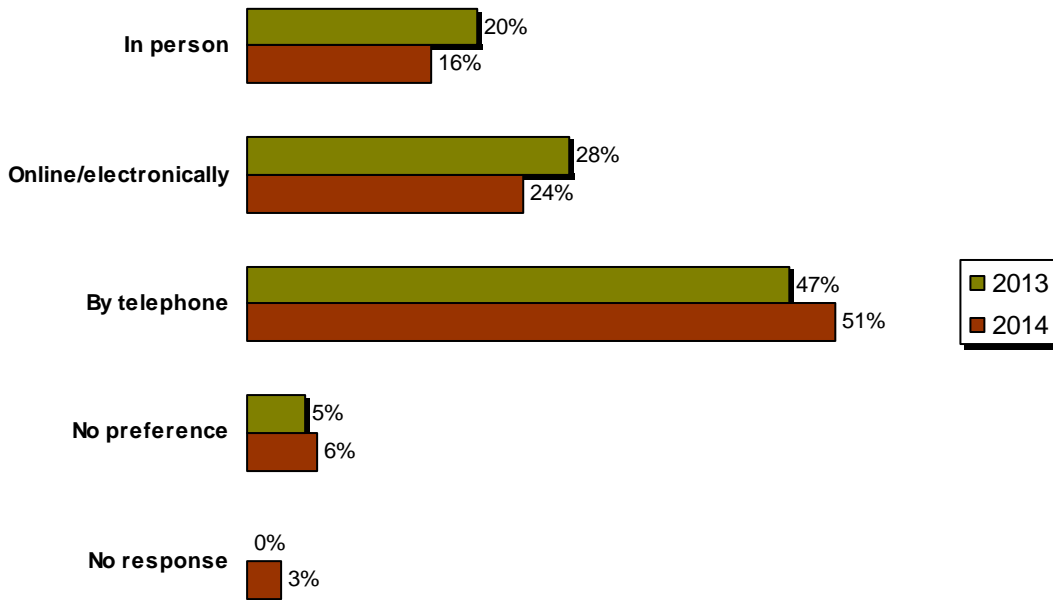


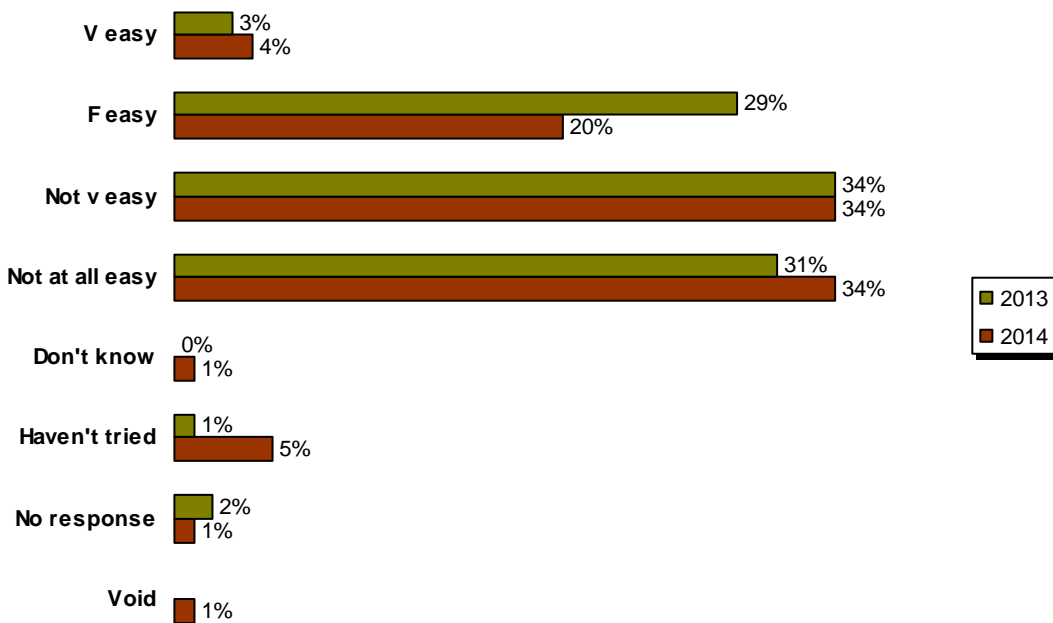
**LOMBARD MEDICAL CENTRE SURVEY COMPARISON 2012/13 AND 2013/14**

**Q.1 Which of the following methods do you prefer when booking appointments?**

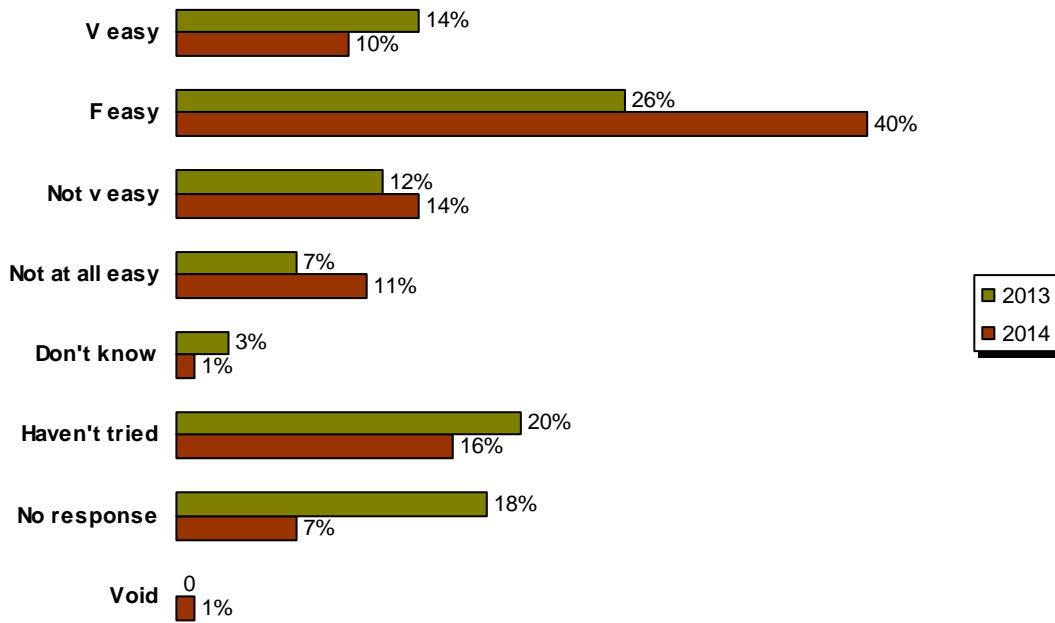


**Q.2 In the last twelve months how easy have you found the following:**

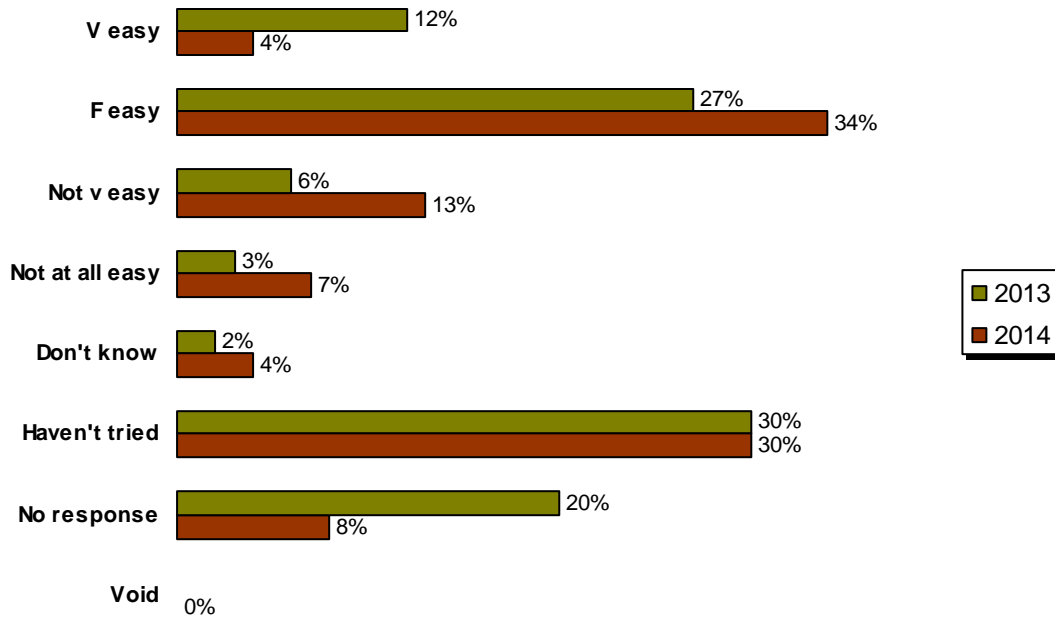
**a) Getting through on the phone**



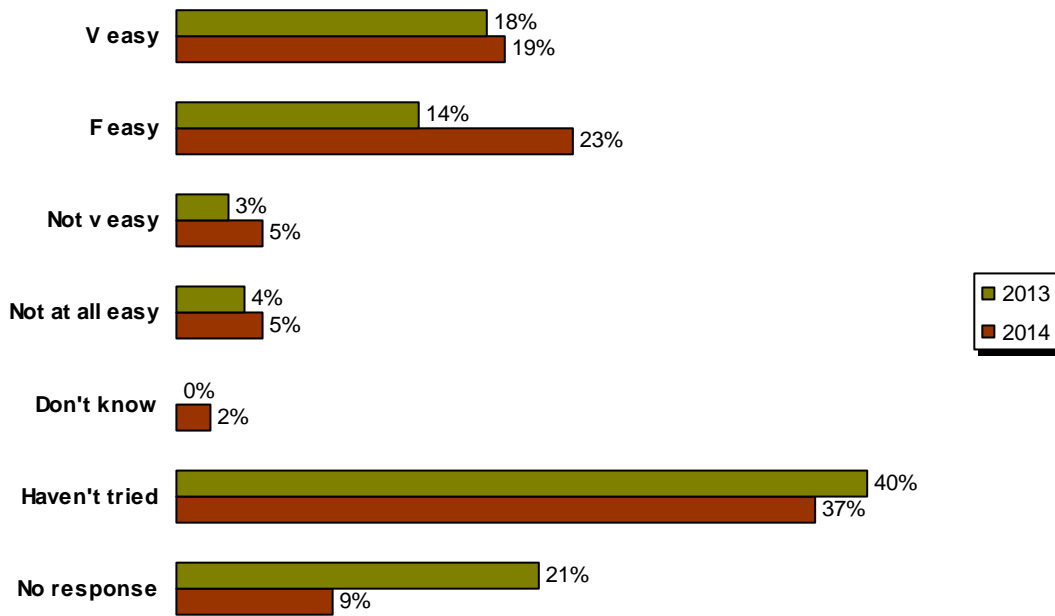
**b) Speaking to a doctor on the phone**



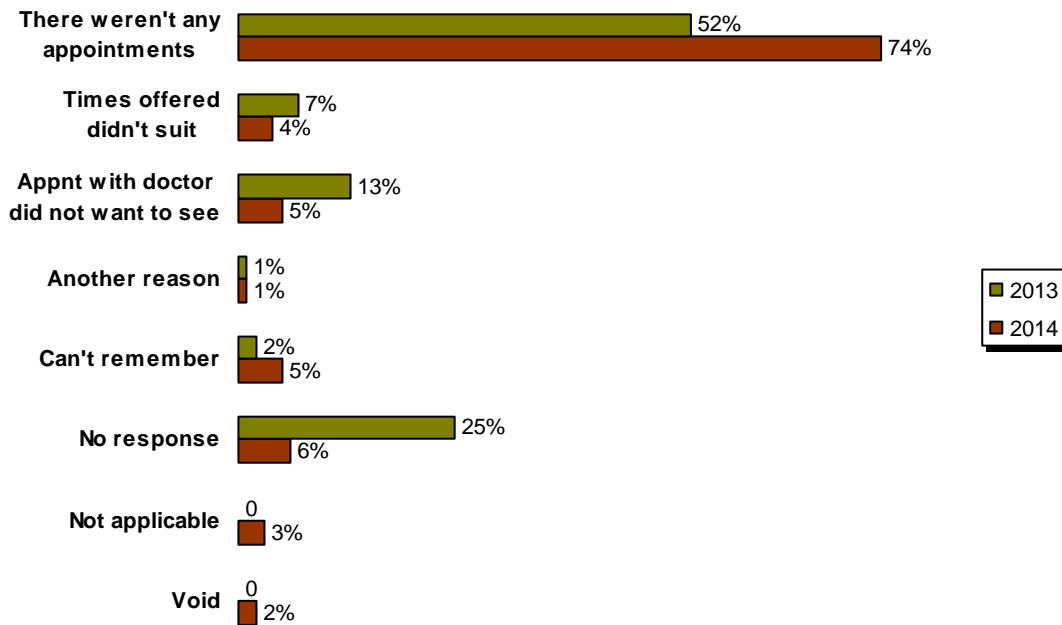
**c) Speaking to a nurse on the phone**



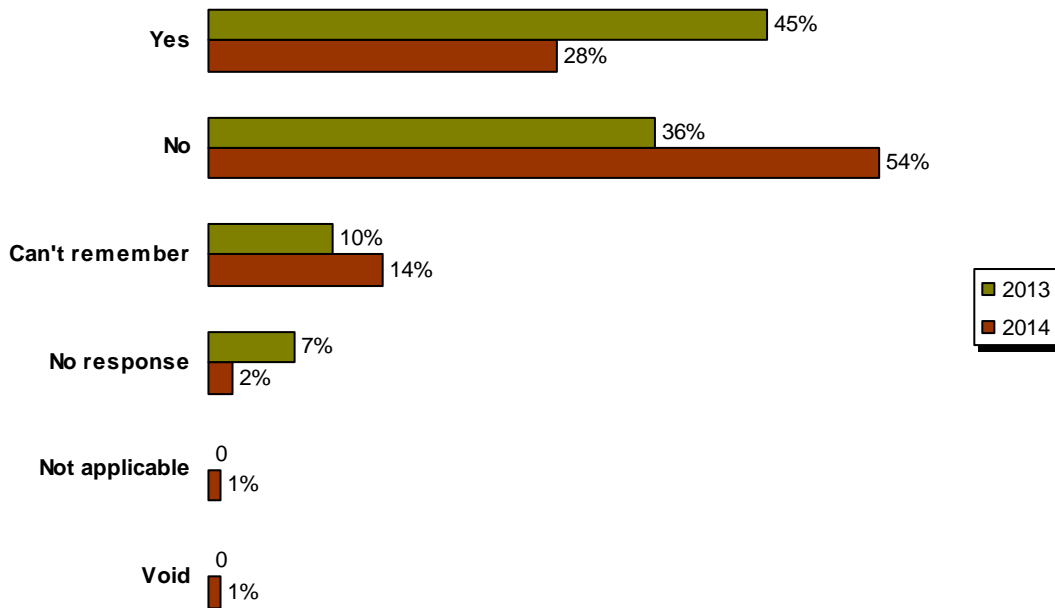
**d) Cancelling an appointment**



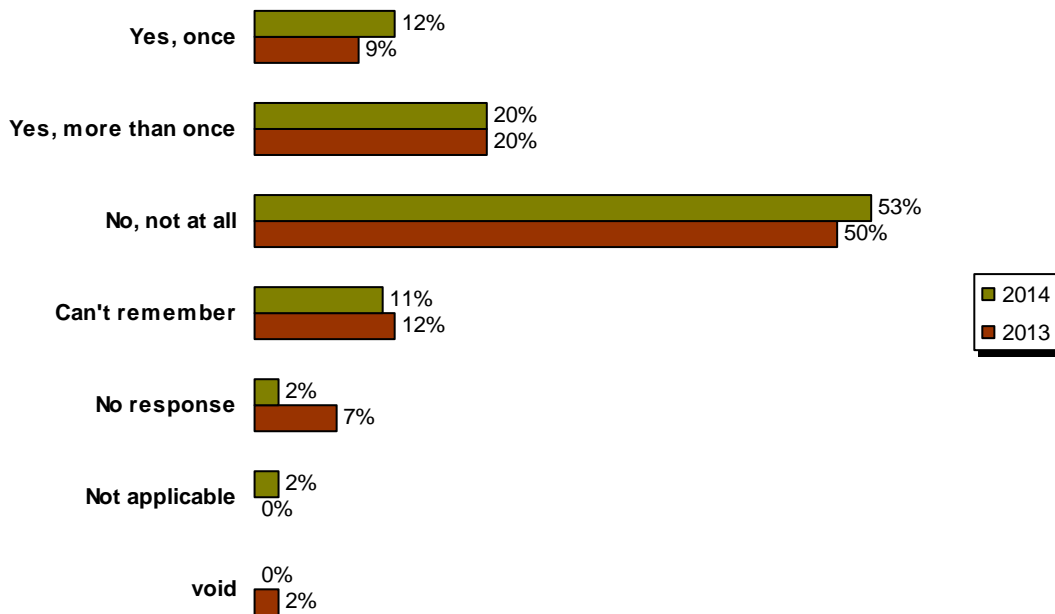
**Q.3 If you tried to make an appointment but weren't able to be seen quickly, the same day or during the following two weekdays that the Surgery was open, why was this?**



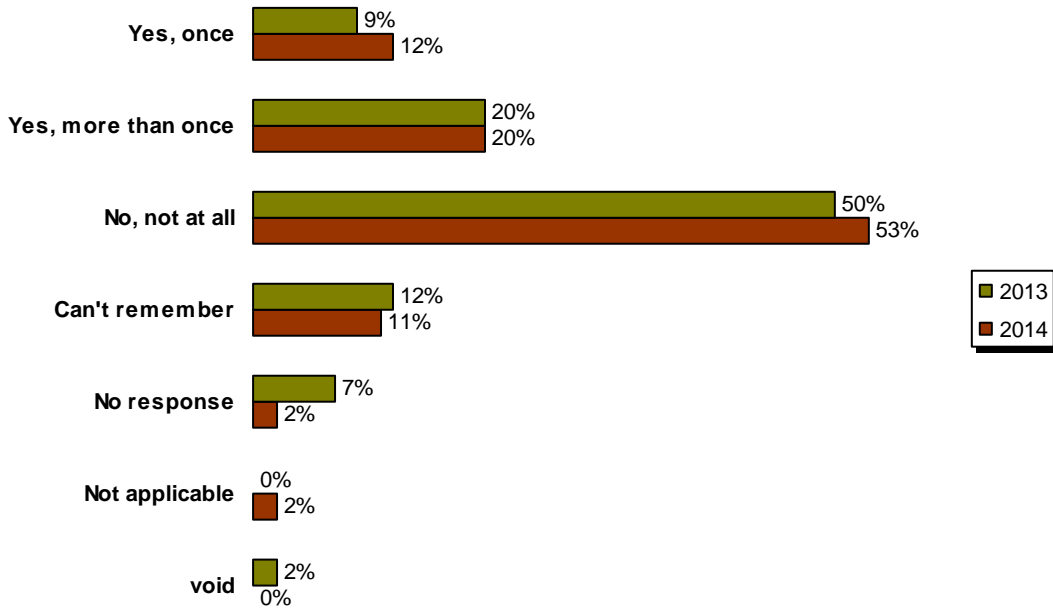
**Q.4 Last time you tried were you able to get an appointment with a doctor more than two weekdays in advance?**



**Q.5 In the last twelve months have the receptionists made it difficult for you to see or talk to a doctor?**

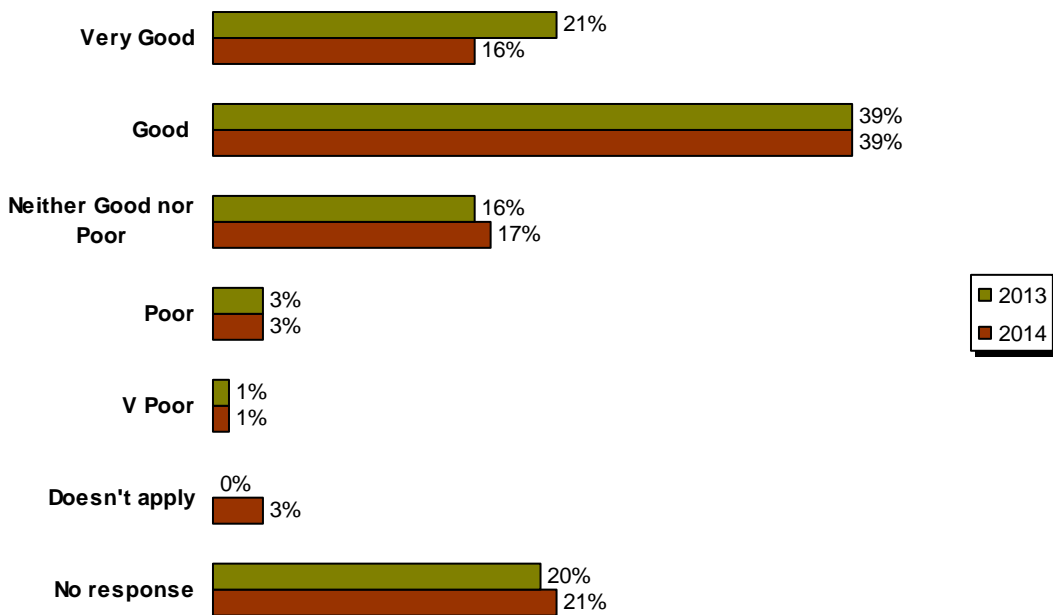


**Q.6 In the last twelve months have the receptionists made it difficult for you to see or talk to a doctor?**

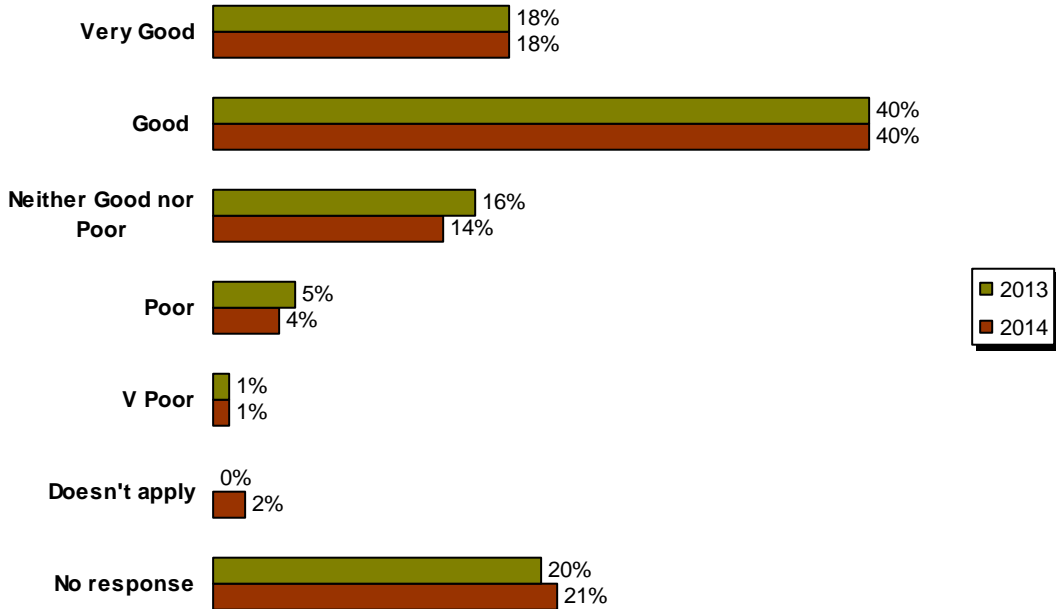


**Q.7 When arriving at the reception desk how would you rate the reception staff at the following?**

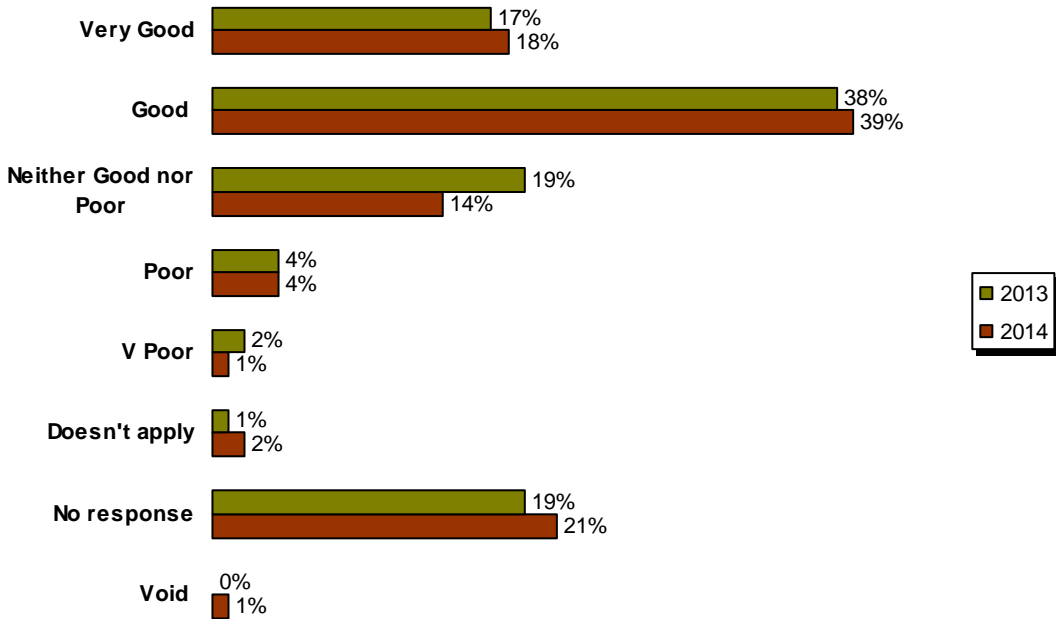
**a) Answering your questions**



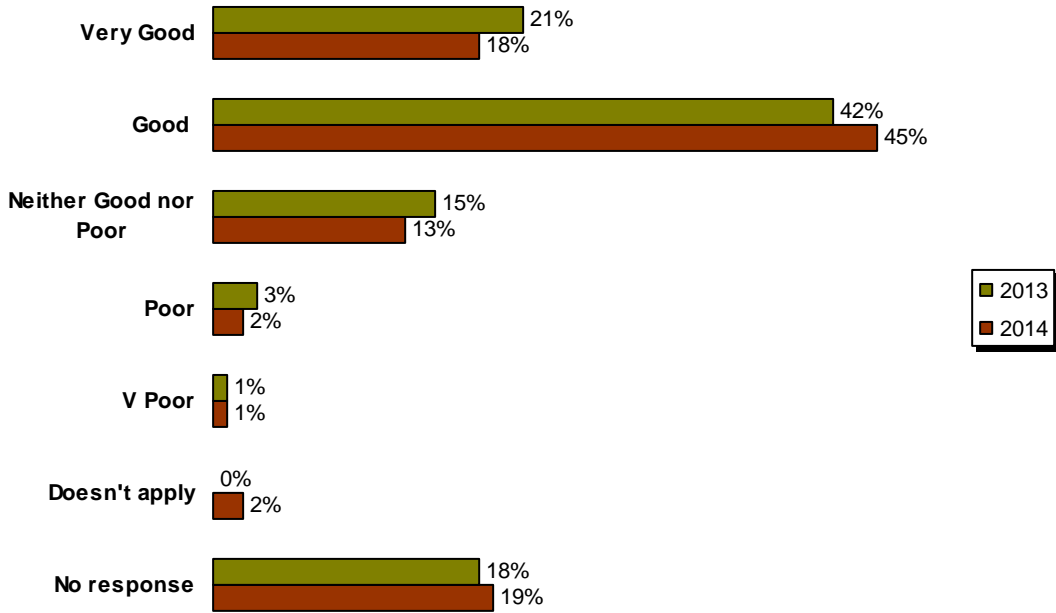
**b) Treating you with respect and dignity**



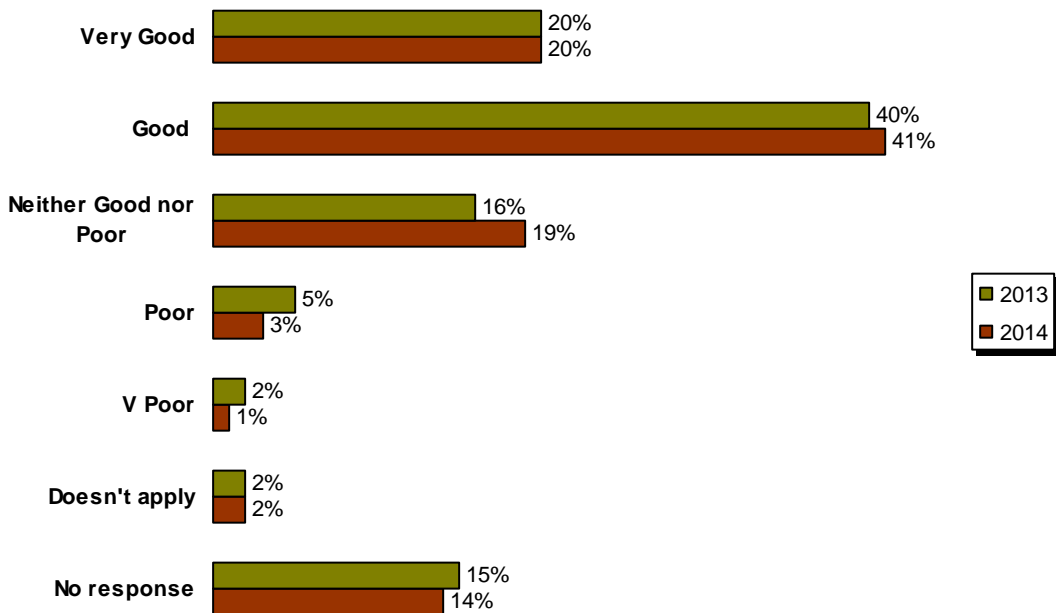
**c) Patience and understanding**



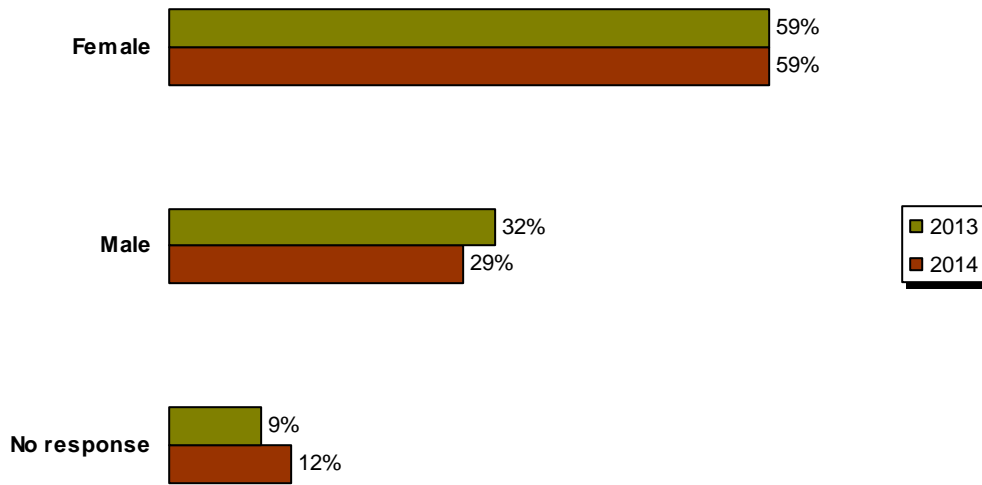
**d) Helping with your enquiry**



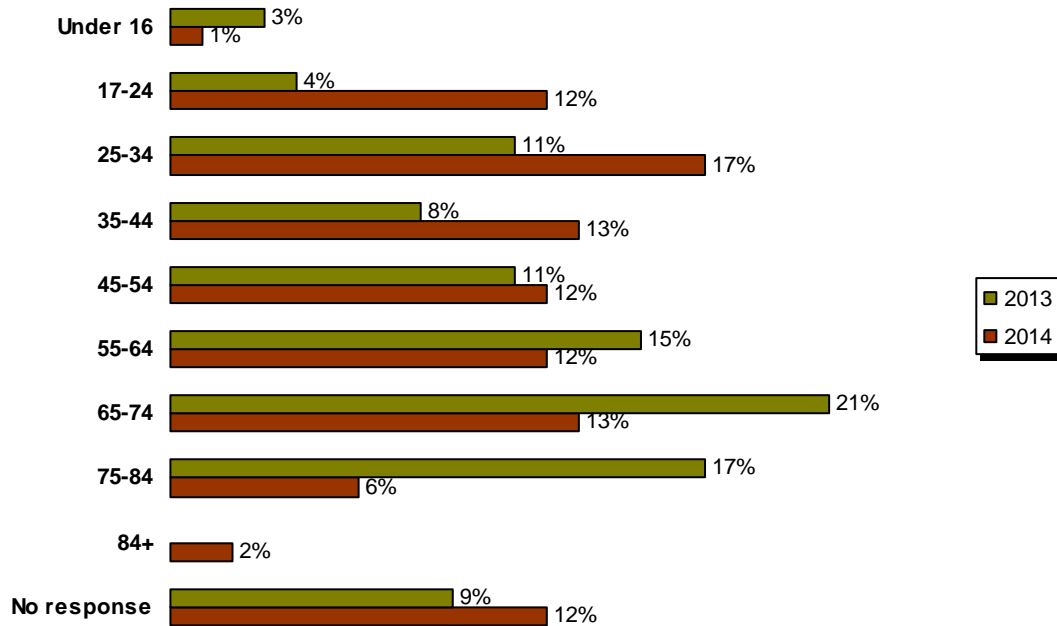
**e) Acknowledging you with a smile**



**Q.10 Are you male or female?**



**Q.11 How old are you?**





**Q.12 What is your ethnic group?**

