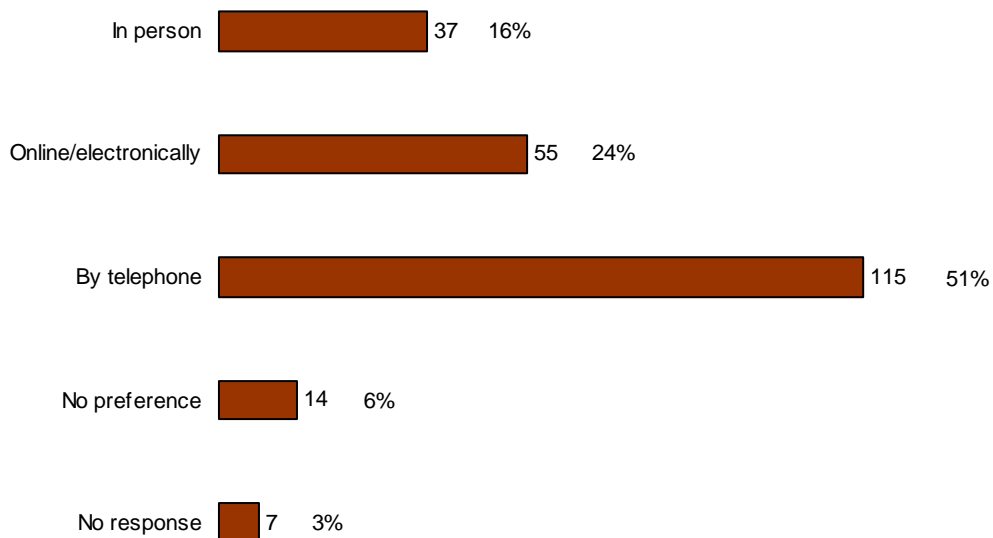


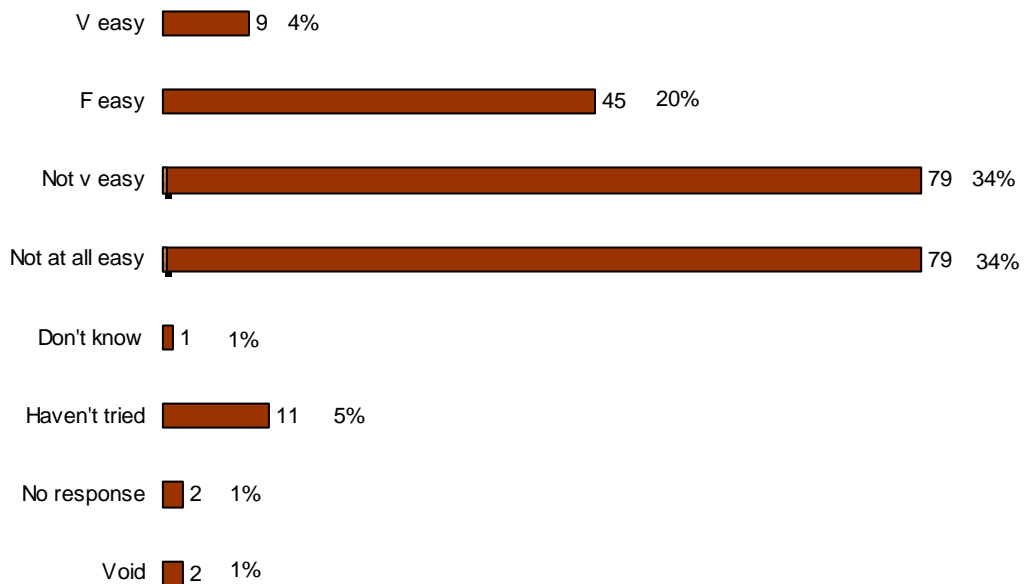
LOMBARD MEDICAL CENTRE PATIENT REFERENCE GROUP SURVEY (2013/2014)

Q.1 Which of the following methods do you prefer to use when booking an appointment at the Surgery?

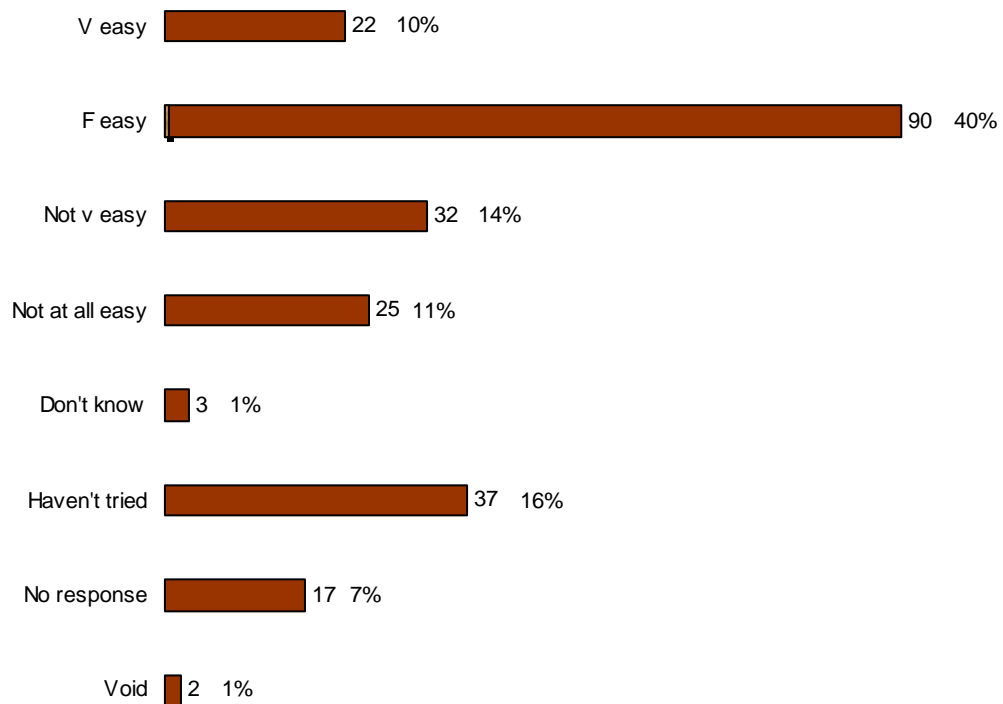


Q.2 In the past 12 months how easy have you found the following? (please tick an option in each row)

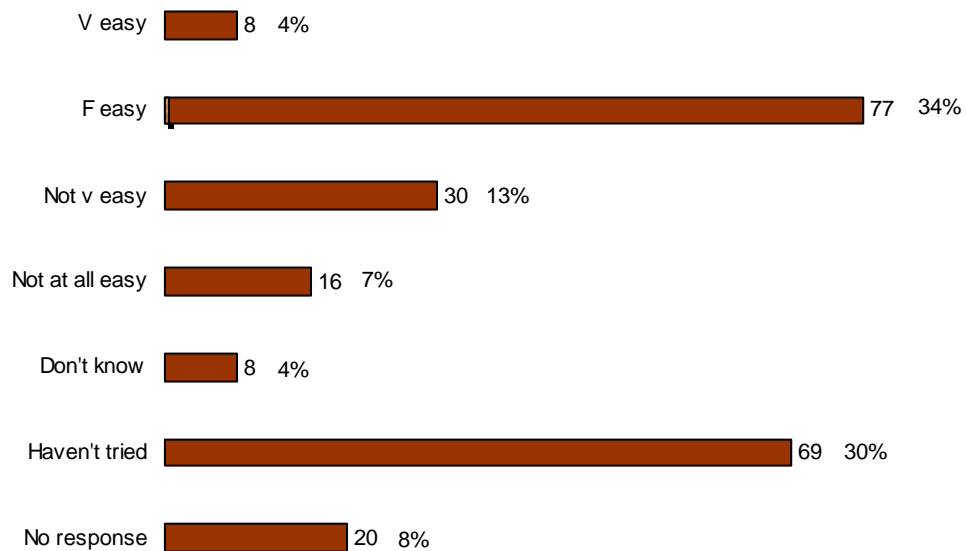
a) Getting through on the phone



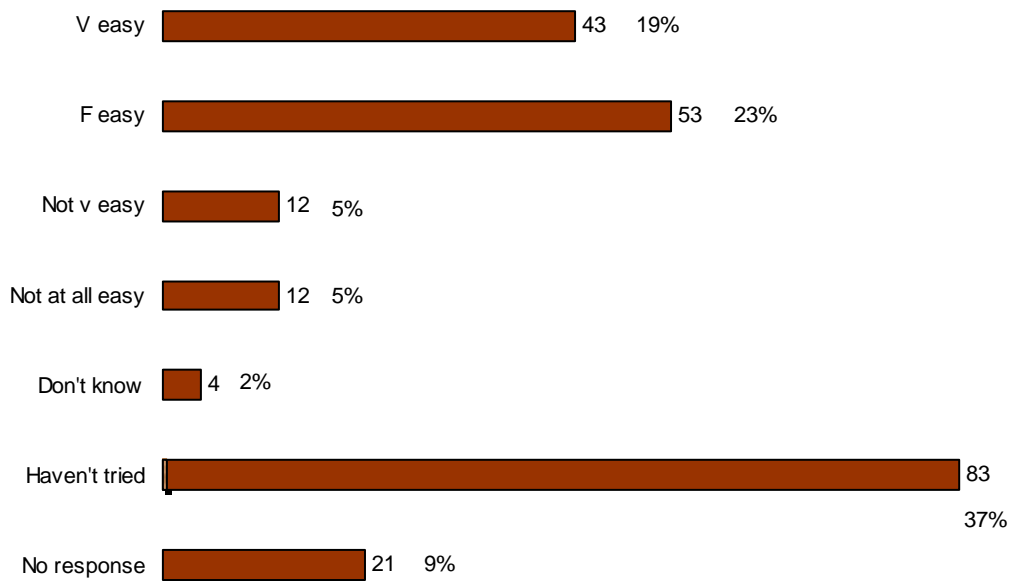
b) Speaking to a doctor on the phone



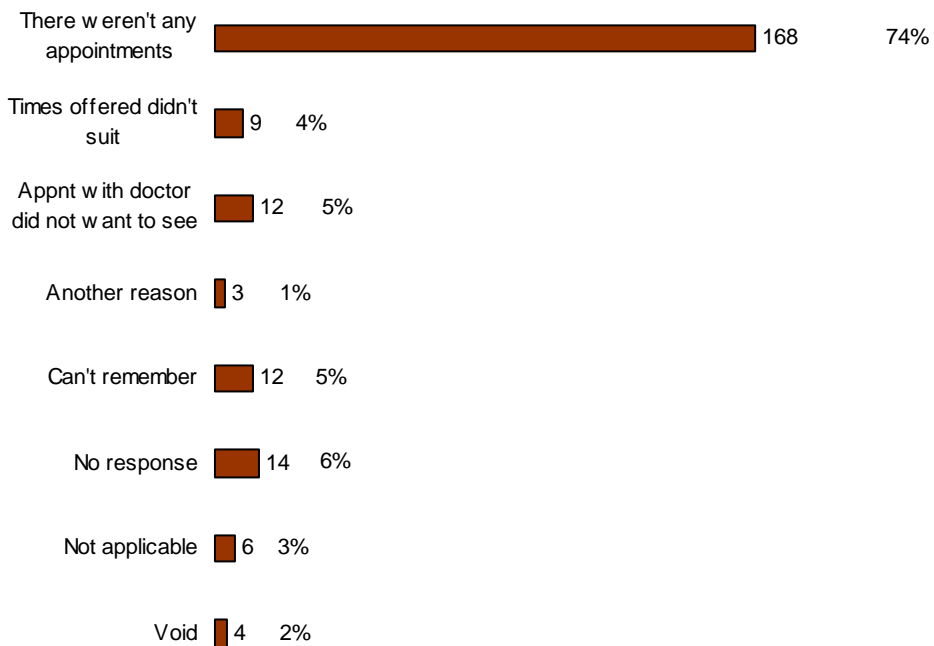
c) Speaking to a nurse on the phone



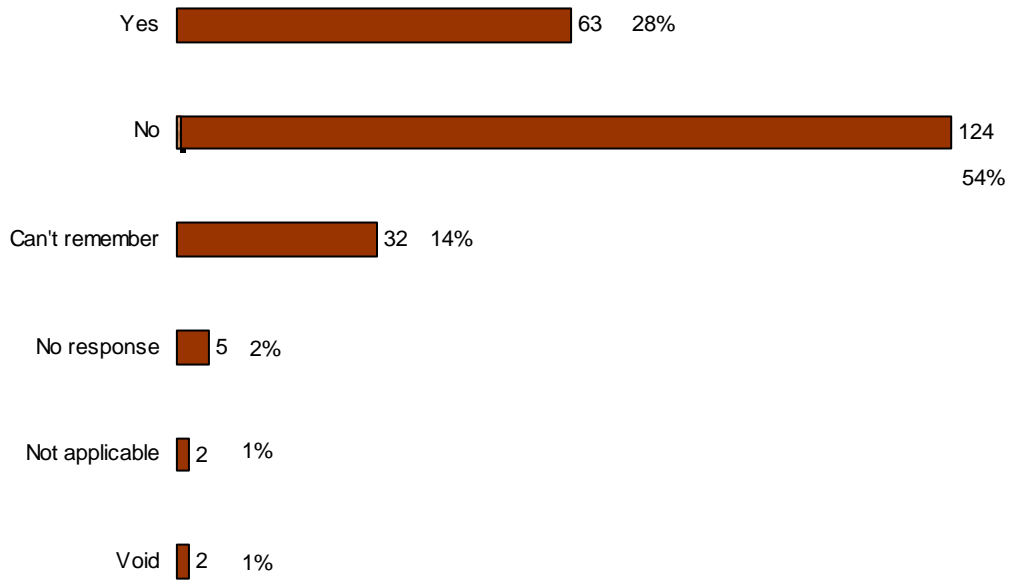
d) Cancelling an appointment by phone



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?



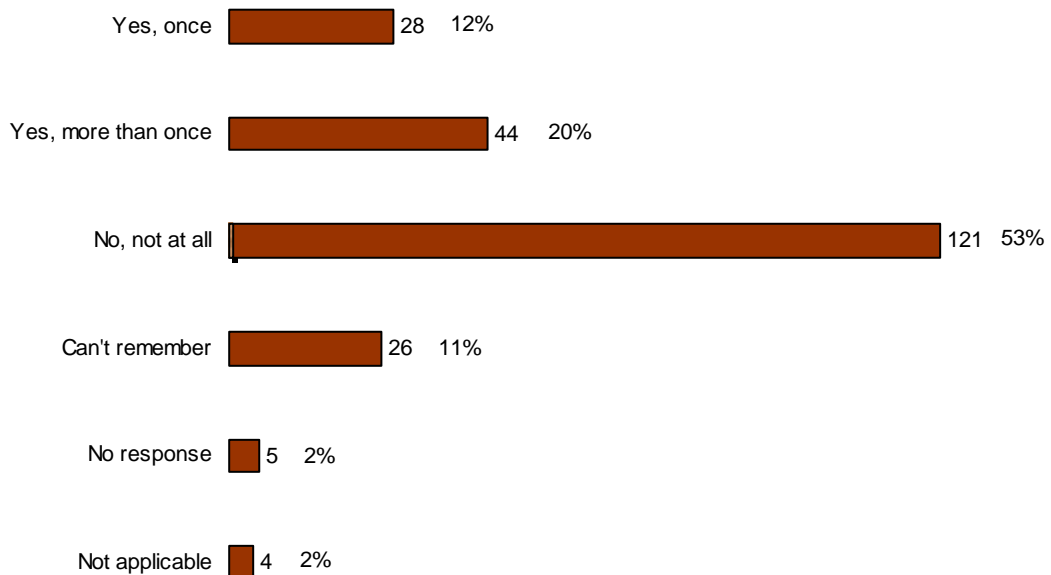
Q.4 Last time you tried were you able to get an appointment with a doctor more than 2 weekdays in advance



Q.5 Please comment in the box below on your experience in obtaining an appointment to see a doctor or nurse.

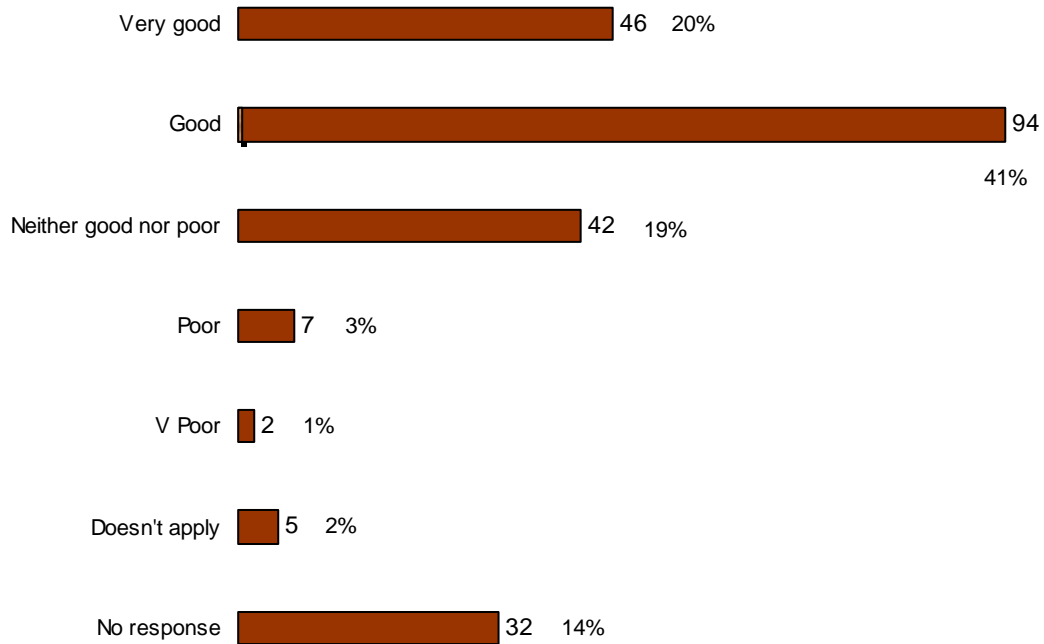
See Appendix 1 for comments

Q.6 In the last 12 months have the receptionists made it difficult for you to see or talk to a doctor?

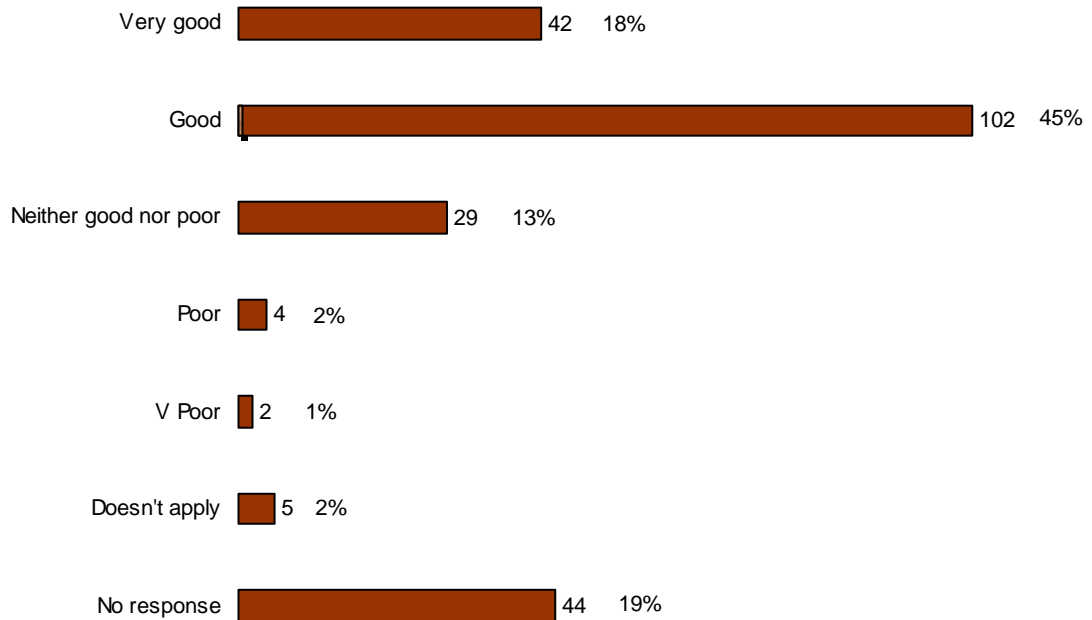


Q.7 When arriving at the reception desk how would you rate the reception staff at the following?
(please tick an option in each row)

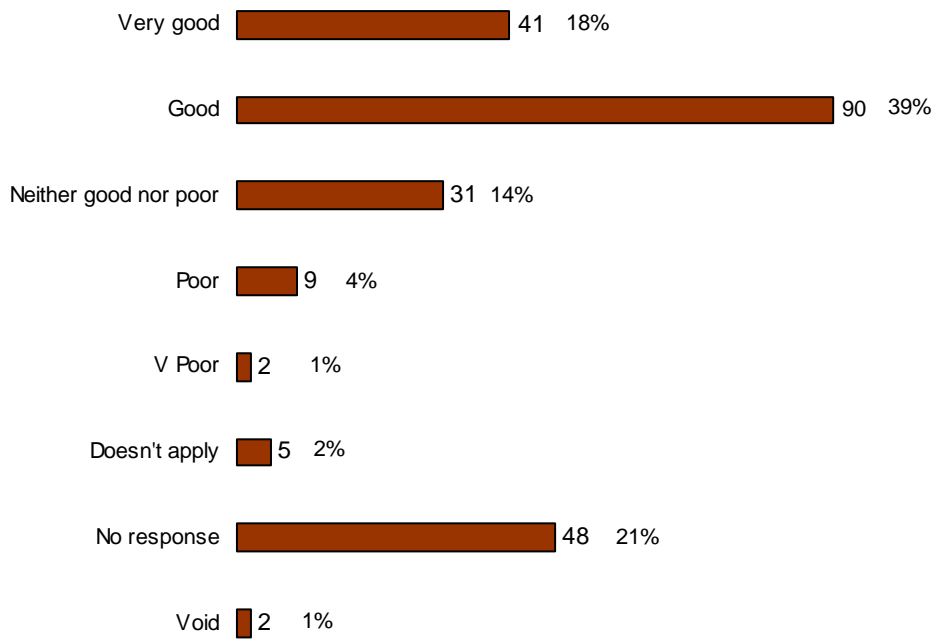
a) Acknowledging you with a smile



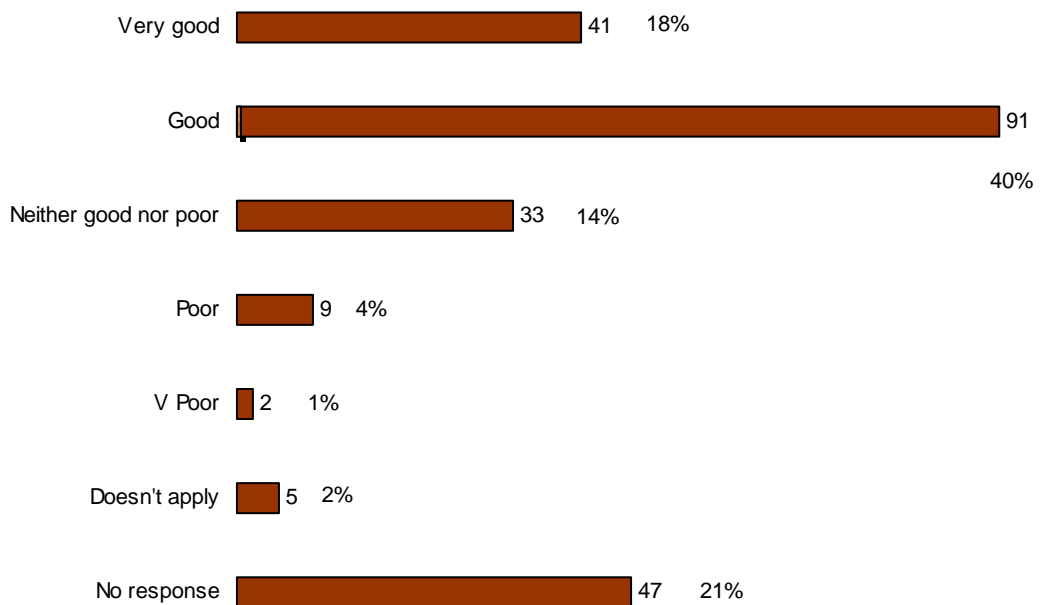
b) Helping with your enquiry



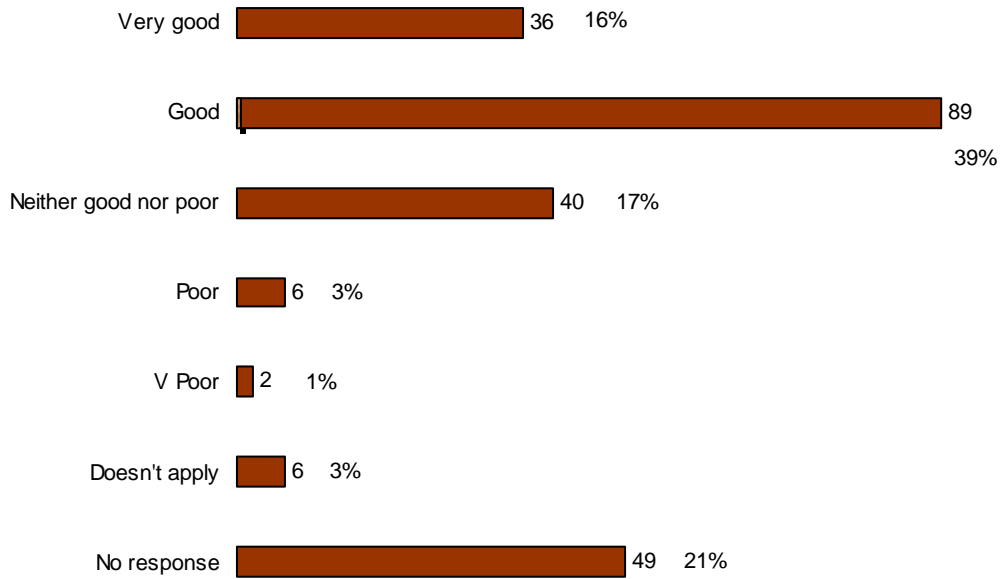
c) Patience and understanding



d) Treating you with respect and dignity



e) Answering your questions

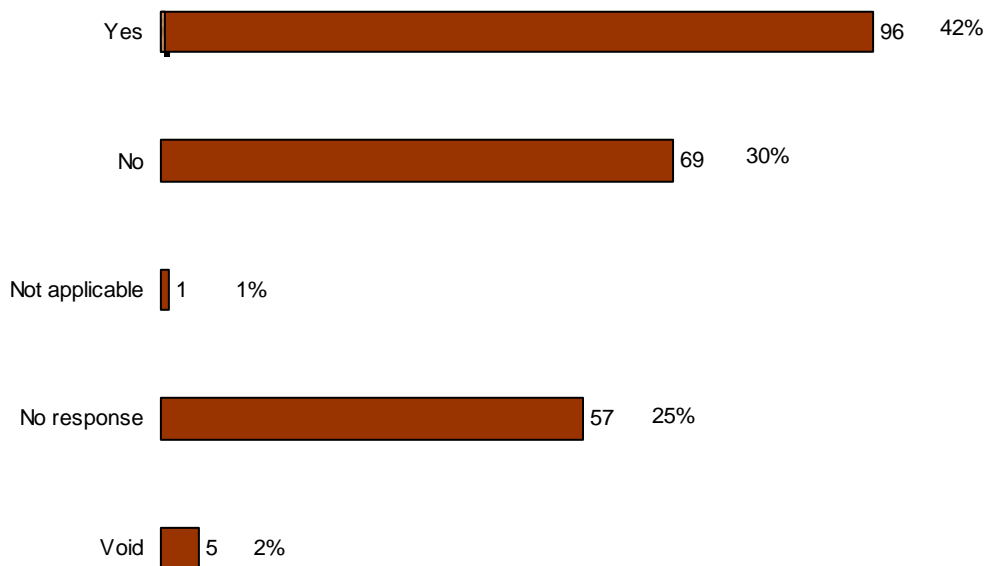


Q.8 Please comment below on your experience at reception.

See Appendix for 2 comments

Q.9 If you have been attending this Medical Centre for a year or more please answer this additional question:

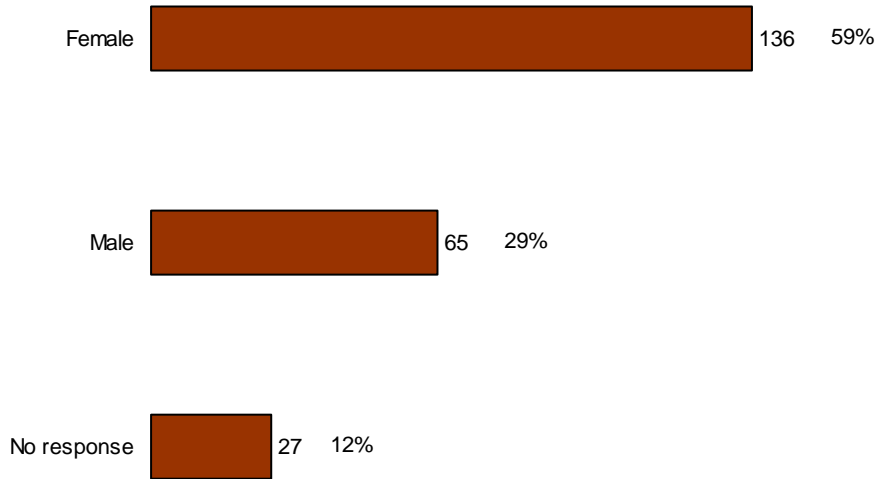
Comparing the last twelve months with the previous twelve months do you believe that overall there has been progress made in all of the various services provided by the Doctors, Nurses and Admin staff?



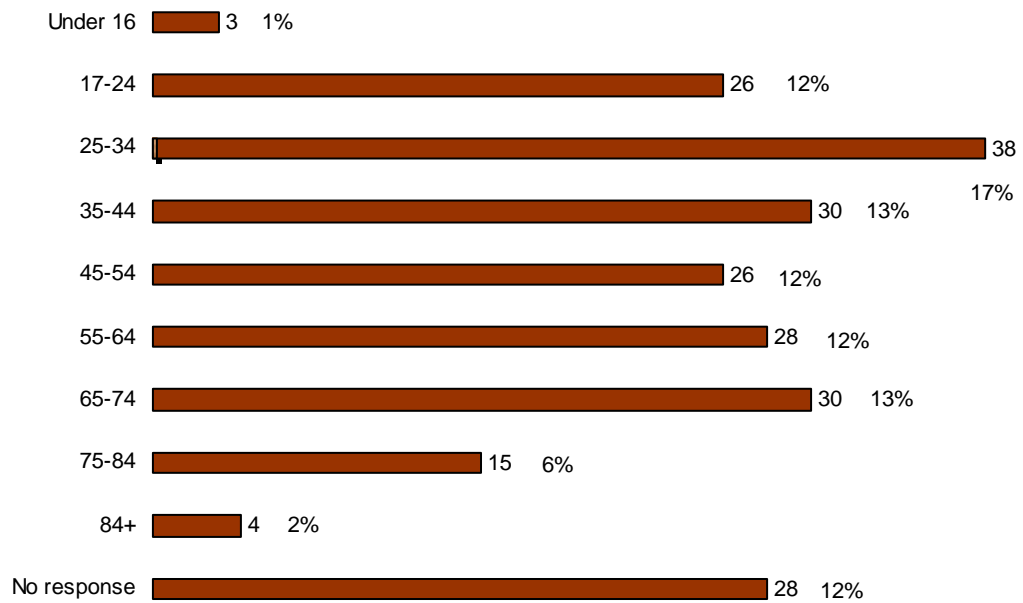
Please indicate below those areas where you believe progress has or has not been made.

See Appendix 3 for comments.

Q.10 Are you male or female?



Q.11 How old are you?



Q.12 What is your ethnic group?

