

Eastgate Medical Group Patient Questionnaire 2017

Dear Patient

We would be grateful if you would complete this short survey about your General Practice and your visit here today.

The doctors at your practice want to provide the highest standard of care and your feedback from this survey will enable them to identify areas that may need improvement. Your opinions, therefore, are very valuable to us.

Please answer all questions that apply to you – this is anonymous and you cannot be identified by your individual responses.

Which practice you are attending today:

The Health Centre, Knaresborough Road

Eastgate Medical Practice, Knaresborough

1) How would you rate the helpfulness of the reception staff on your arrival?

Excellent

Good

Acceptable

Needs improvement

Comments (if required):

2) How would you rate your past experiences with our clinical staff (doctors, nurses and healthcare assistants)?

Comments (if required):

3) How would you rate the overall cleanliness of the practice?

Excellent

Good

Acceptable

Needs improvement

Comments (if required):

4) Would you recommend this practice group to friends and family:

Yes

No

If "No", please comment:

5) Do you use the services of the Pharmacist at this practice? Yes

No

If "Yes", has this been useful to you?

Very useful

Moderately useful

Not at all useful

6) Are you aware of the Patient Participation Group (PPG)? Yes

No

If "No", would you be interested in attending occasional events (usually hosted on an evening at the practice) on selected topics relevant to the medical practice?

Are you?

Female

Male

Which age bracket do you fall into?

16-24

25-39

40-59

60-79

80-89

90+

Finally, if you have any additional comments, thoughts or ideas about how to improve the service you receive, please feel free to add them here:

Thank you for taking the time to complete this questionnaire.