

## PATIENT SATISFACTION SURVEY (SHORT)

It is good practice to have regular patient surveys, as this allows the surgery to receive feedback on the service offered and to evaluate what changes are needed, and if they can be made.

Usually patient surveys can be anything from four to eight pages, which in itself puts people off filling it in.

Therefore, some surgeries have chosen to use a one-page survey that covers a number of issues. This can lead to a higher percentage of surveys being completed, providing a good overview of people's opinion.

**>>> See Below >>>**

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[\*] against an item denotes reference to another document in the library

**Dr J Chandra  
Hednesford Valley Health Centre**

**PATIENT SURVEY**

In order to help us provide the highest standard of care, it would be appreciated if you could complete the survey below. The survey is anonymous and staff will not be able to identify your responses.

Do you have any long-standing illness?	29
Do you have a disability?	24
Sex (M/F)	30 Female 21 Male 1 not disclosed
Occupation	
Ethnic Origin	1 Indian 1 Mixed British 4 Not disclosed 46 British

RATING	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
Ability to get through to practice by telephone	23	19	8	2	0
Helpfulness of receptionists	42	9	1	0	0
Opening hours of the practice	23	18	8	2	1
Choice of appointment times	AM Surgery (Open surgery)				
	PM Surgery (Appointments)				
Waiting times upon arrival at surgery for appointment	17	19	8	3	2
Quality of care by doctor during consultation	24	14	7	2	2
Quality of care by nurse during consultation	25	14	5	2	1
Quality of services provided by the surgery	30	12	6	2	0
Accessibility of the practice	24	15	9	2	1

Finally, would you recommend this Surgery to your friends and family?

50 YES / NO 2

**ANY ADDITIONAL COMMENTS**

Once again a main problem experienced by patients is the lack of parking

**Thank you for completing the survey.**