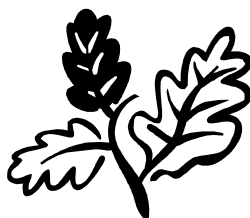


Dr John Williams
Dr Peter Morley
Dr David Hill
Dr Tara Jones
Dr Nila Sathananthan
Dr David Green



Dr Tharshini Ramalingam
Dr Manju Saini
Dr Uzma Aziz (Associate)
Dr Edyta Szymczak (Associate)
Dr Zain Bamber (Associate)

Oxted Health Centre

PATIENT SURVEY 2013/14

We would be grateful if you would complete this survey about Oxted Health Centre in order to help us identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can. There are no right or wrong answers and we will NOT be able to identify your individual answers. The results will be analysed, discussed with our Patient Participation Group and published on our web site and in the Practice. Thank you.

Please tick the box that applies.

In the past 6 months, how have you found the following:

Q1 Speaking to a Doctor on the telephone?

Very good Good Satisfactory Poor Very poor Does not apply

Q2 Speaking to a Nurse on the telephone?

Very good Good Satisfactory Poor Very poor Does not apply

Q3 Obtaining test results by telephone?

Very good Good Satisfactory Poor Very poor Does not apply

Q4 Getting through to Receptionists/Clinic Co-ordinators by telephone?

Very good Good Satisfactory Poor Very poor Does not apply

On your last visit to the Practice, how good was the GP at each of the following:

Q5 Treating you with care and concern?

Very good Good Satisfactory Poor Very poor Does not apply

Q6 Giving you enough time?

Very good Good Satisfactory Poor Very poor Does not apply

Q7 Asking you about your symptoms and how you are feeling?

Very good Good Satisfactory Poor Very poor Does not apply

Q8 Involving you in decisions about your care?

Very good Good Satisfactory Poor Very poor Does not apply

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Please turn over...

Q9 In the last 12 months, have you seen a member of the nursing team?

Yes No

Q10 If yes, did the nursing team member involve you in decisions about your care?

Yes No

Q11 How satisfied are you with the opening hours at the surgery?

Very satisfied Fairly satisfied Neither satisfied nor dissatisfied Quite dissatisfied

Q12 How do you find the waiting room facilities in terms of its current layout and size?

Very good Good Satisfactory Poor Very poor

Do you have any suggestions or comments regarding the waiting area?:

Q13 Which of the following do you use to find out information about the Practice?

Practice web site Telephone Newsletter Notice board

Q14 Are you aware that you can book an appointment with a GP and order repeat prescriptions online?

Yes No

Q15 Would you recommend the Practice to someone who has moved into the local area?

Yes No

It will help us to understand your answers if you could tell us a little about yourself

Q16 Are you: Male? Female?

Q17 How old are you? Under 16 16 to 44 45 to 64 65 to 74 75 or over

Q18 Do you have a long-standing health condition? Yes No Don't know / can't say

Q19 What is your ethnic group? White Black or Black British Asian or Asian British

Mixed Chinese Other ethnic group

Q20 Which of the following best describes you? Employed (full or part time, including self-employed)

Unemployed / looking for work At school/full time education Unable to work due to long term sickness

Looking after your home/family Retired from paid work Other

Finally, please add any other comments you would like to make about your GP practice:

PLEASE POST YOUR COMPLETED SURVEY IN ONE OF THE BOXES PROVIDED. THANKS