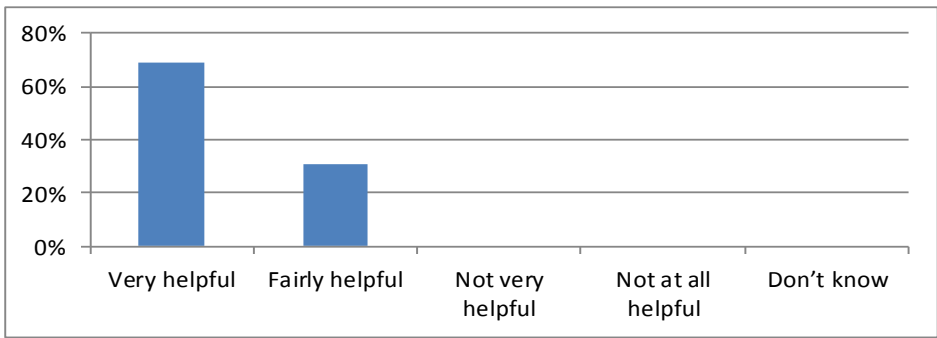
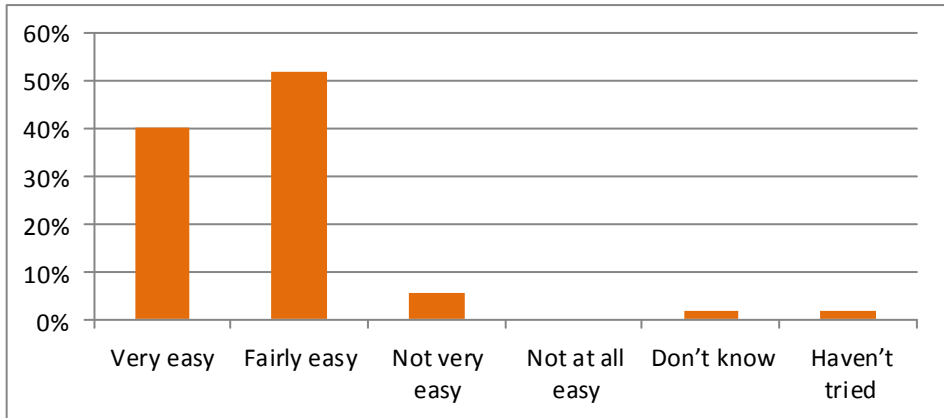


The MWH Practice Survey Questions 2013/14

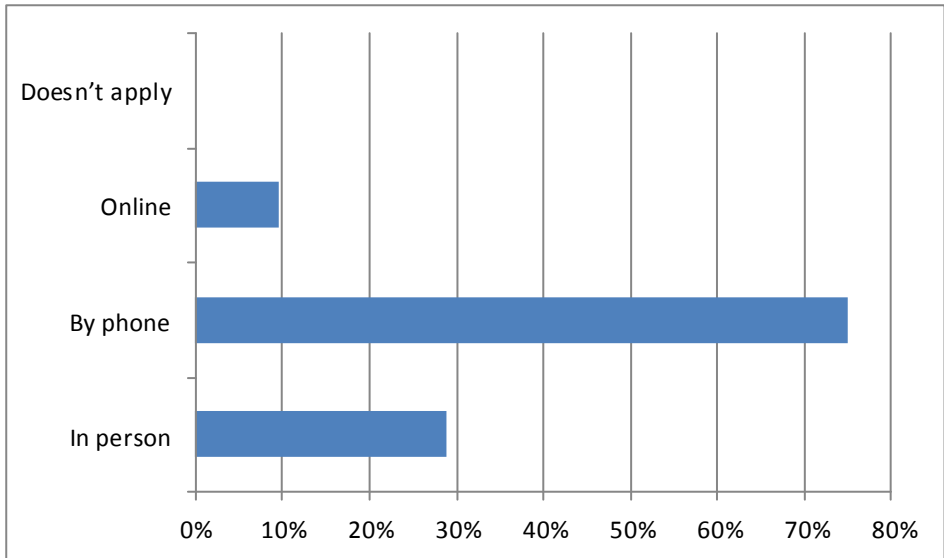
Q1. How helpful do you find the receptionists at your GP practice?



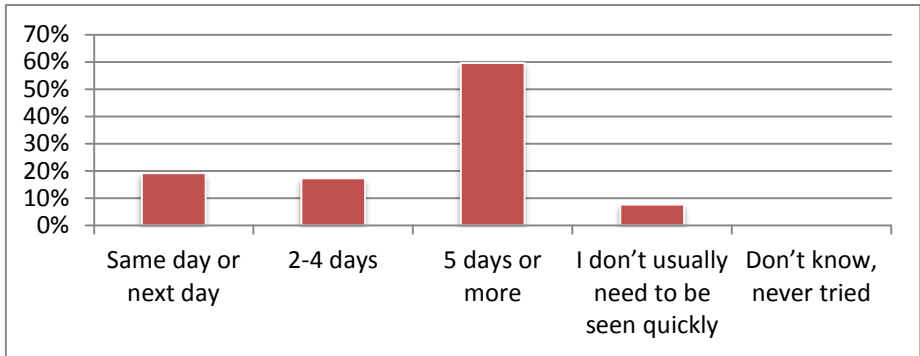
Q2. How easy is it to get through to someone at your GP practice on the phone?



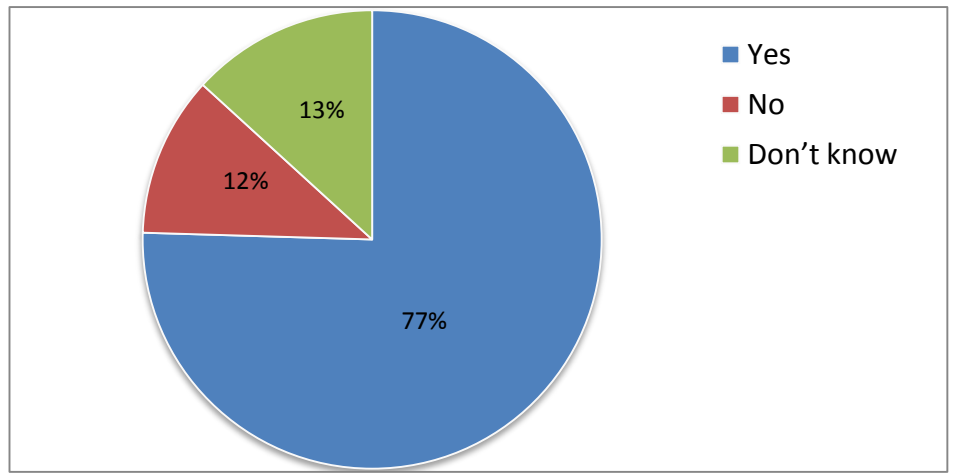
Q3. Which of the following methods would you prefer to use to book appointments



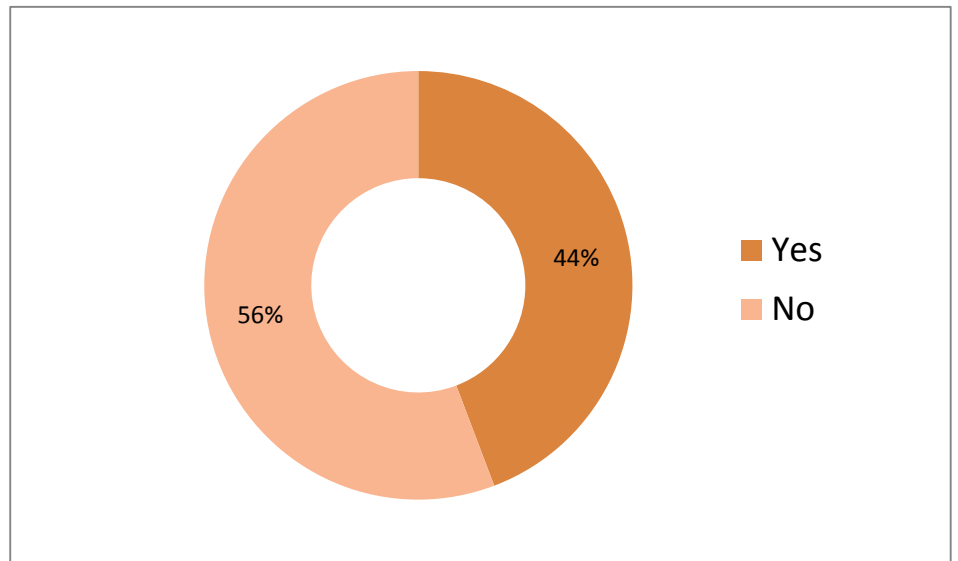
Q4. Thinking of times when you are willing to see any doctor: How quickly do you usually get seen?



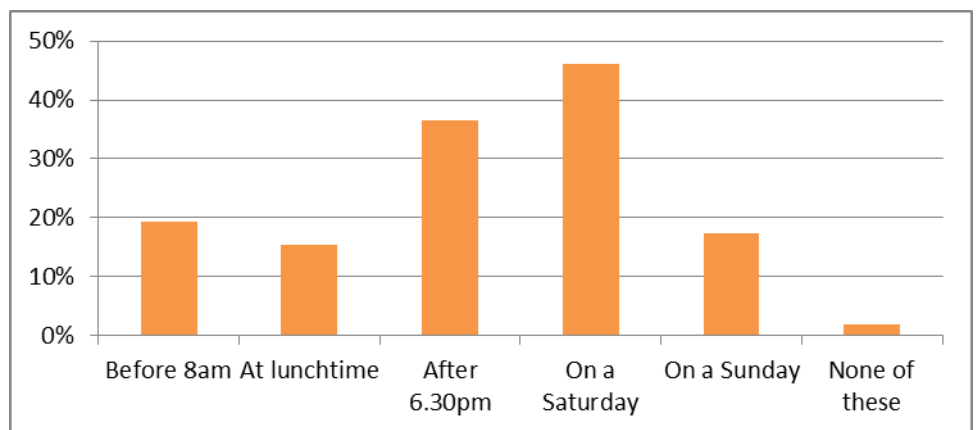
Q5. Is your GP practice currently open at times that are convenient to you?



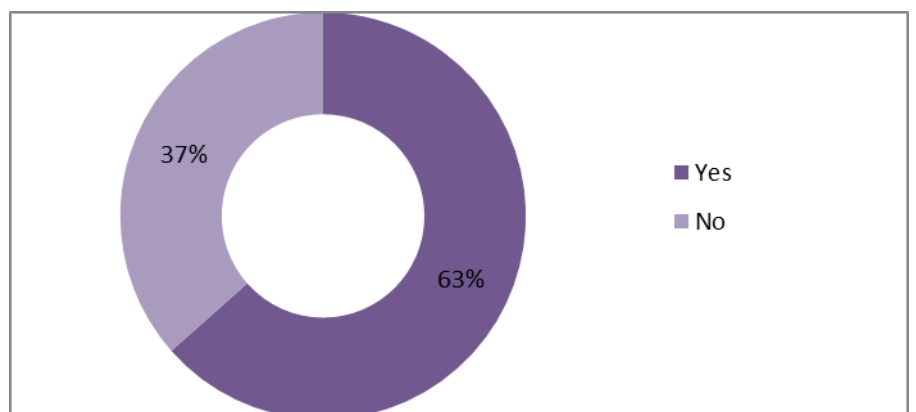
Q6. If you need to see a GP during your working hours can you take time away from work to do this?



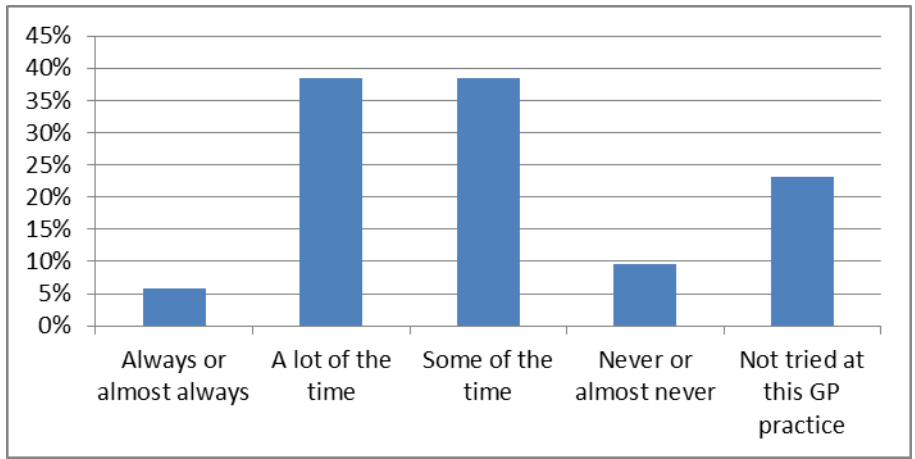
Q7. Which of the following additional opening hours would make it easier for you to see or speak to someone?



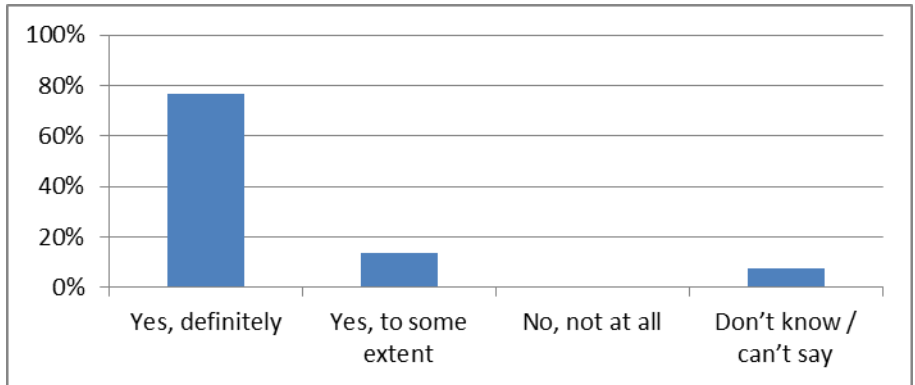
Q8. Is there a particular GP you usually prefer to see or speak to?



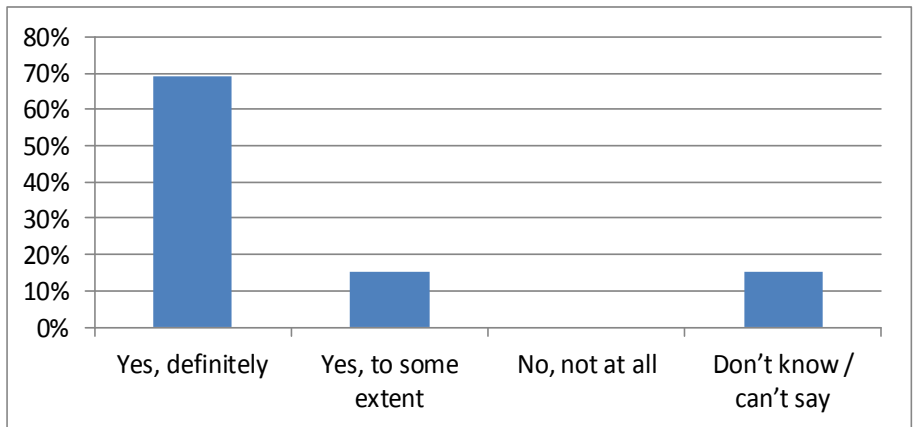
Q9. How often do you see or speak to the GP you prefer?



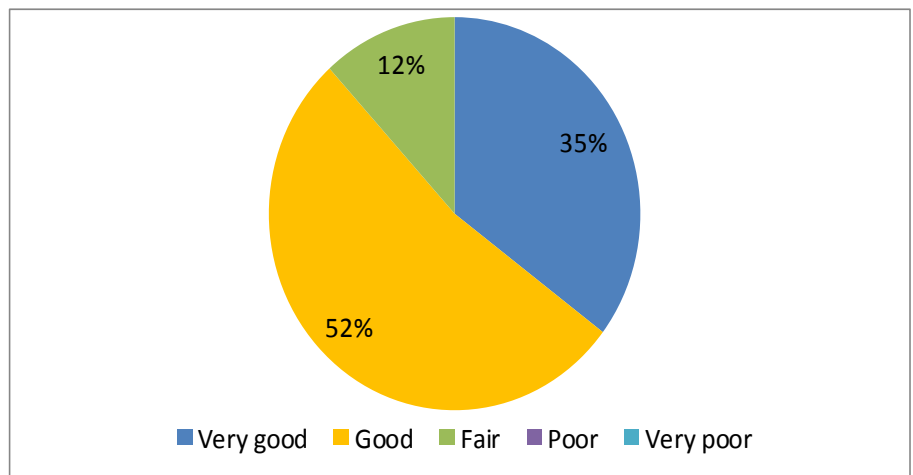
Q10. Did you have confidence and trust in the GP you saw or spoke to?



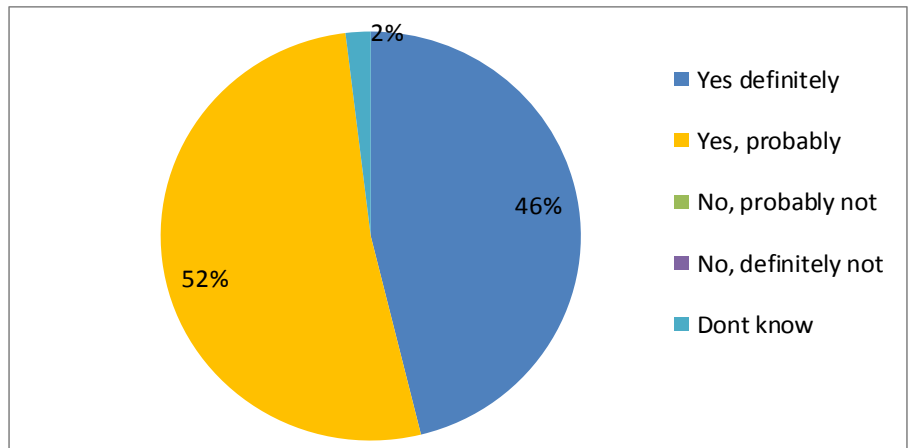
Q11. Did you have confidence and trust in the Nurse you saw or spoke to?



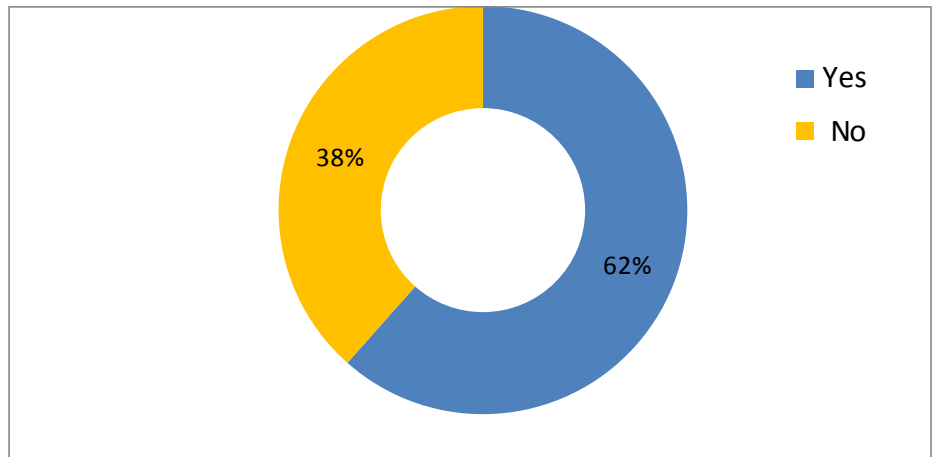
Q12. Overall, how would you describe your experience of your GP surgery?



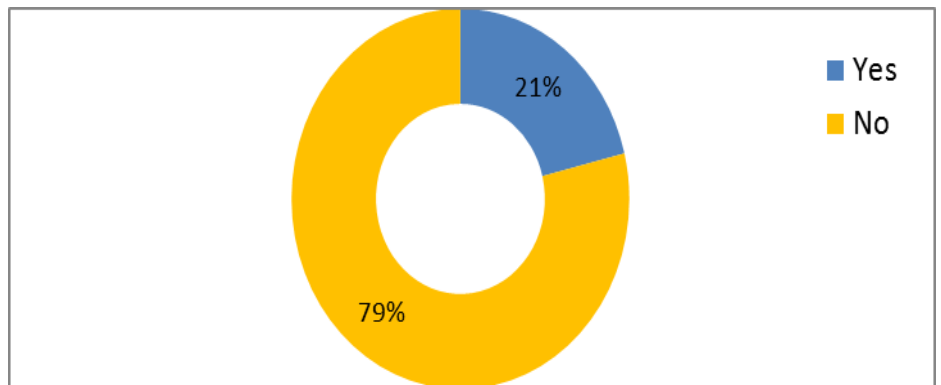
Q13. Would you recommend your GP surgery to someone who has just moved to your local area?



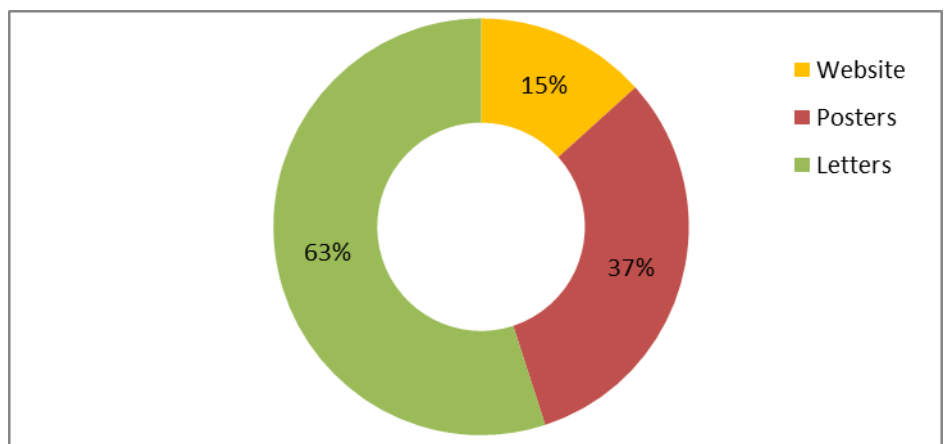
Q14. Are you aware of online booking facilities and repeat prescription ordering facilities?



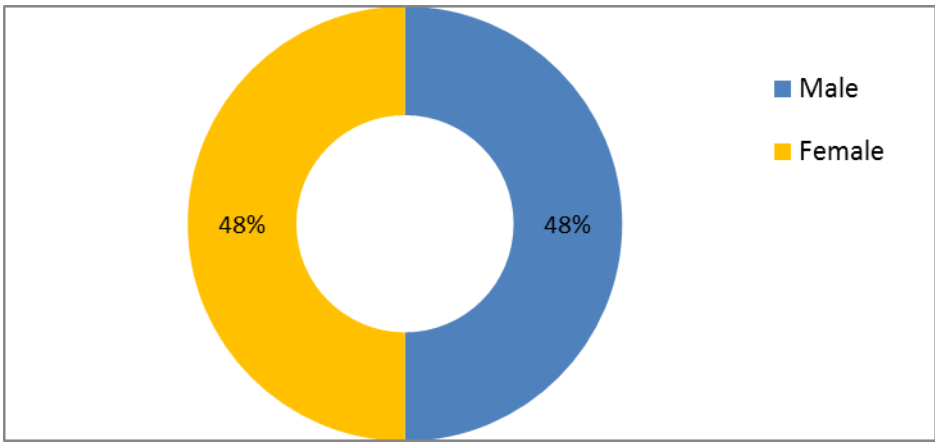
Q15. Have you even visited our practice website?



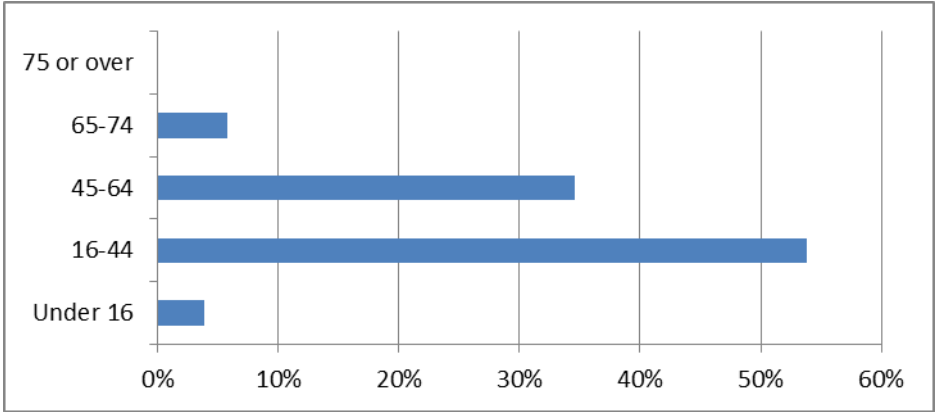
Q16. Which is the best way to keep you informed about our services?



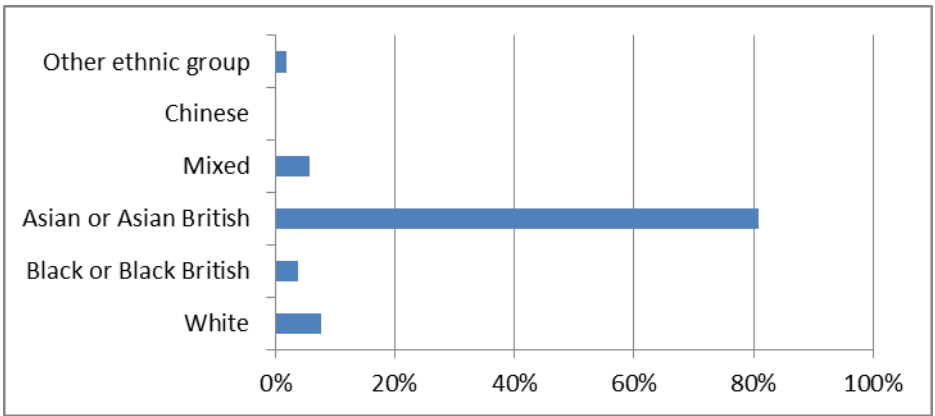
Q17. Are you?



Q18. How old are you?



Q19. What is your ethnic group?



Q20. Which of the following best describes you?

