**The Island Surgery Patient Survey - July 2022**

Thank you for taking the time to complete our survey your comments are extremely useful and help us to make improvements to our services.

***Please tick the relevant boxes***

1. **When you recently TELEPHONED the surgery:**

**How easy was it to get through to the surgery when you telephoned?**

Very easy □ Fairly easy □ Not easy □

1. **Did you find the receptionists *telephone manner* polite and approachable?**

Good **□** Acceptable □ Not acceptable □

1. **Did the receptionist tell you their name?**

Yes □ No □

1. **When you recently VISITED the surgery:**

**How did you find the level of tidiness and cleanliness in the reception area?**

Good **□** Acceptable □ Not acceptable □

1. **How was the level of Patient Confidentiality in the reception area and waiting room?**

Good **□** Acceptable □ Not acceptable □

1. **How polite and approachable were the receptionists when you visited the surgery?**

Good **□** Acceptable □ Not acceptable □

1. **How satisfied are you with the surgery opening hours?**

Satisfied □ Fairly satisfied □ Not satisfied □

**PLEASE TURN OVER**

1. **Would you recommend this practice to a neighbour or friend?**

Yes □ No □ ***(if no please tell us why below)***

|  |
| --- |
|  |

1. **If you wish: Please give any additional feedback about OUR SERVICES here** *(continue on a separate sheet if necessary)*

|  |
| --- |
|  |

1. **Optional: If you would like to join our Patient Participation Group please leave your details at Reception or write them here:**

NAME: …………………………………….

Date of Birth: …………………………….

TEL: ………………………………………..

EMAIL: …………………………………….

**11. Please tell us about yourself:**

What is your age? \_\_\_\_\_\_\_\_\_\_\_\_

Are you? Male □ Female □

Do you consider yourself a carer? Yes □ No □

Are you disabled? Yes □ No □

1. **Please tick your appropriate Ethnicity group**

|  |  |
| --- | --- |
| Do NOT wish ethnicity to be recorded | Pakistani |
| White British | Bangladeshi |
| White Irish | Other Asian Origin |
| Other White | Black Caribbean |
| Mixed Black Caribbean/White | Black African |
| Mixed Black African/White | Other Black Origin |
| Mixed White/Asian | Chinese |
| Mixed other Origin | Any other Ethnicity |
| Indian | |