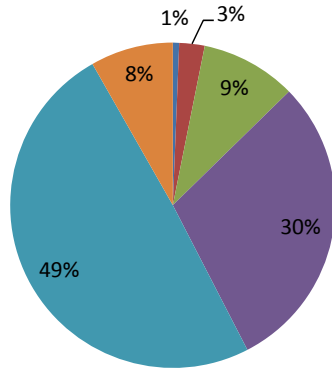


**Patient Survey 2016**  
**158 Surveys were completed**

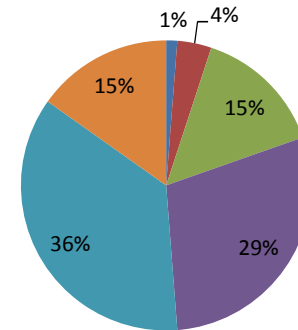
**Have we treated you kindly and with respect**

■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent ■ No Answer



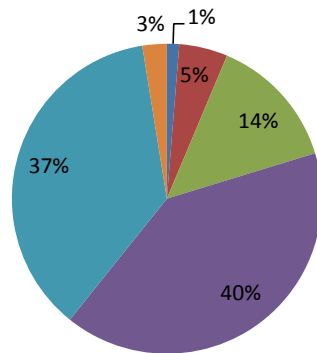
**How do you rate the decisions made about your care and treatment?**

■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent ■ No Answer



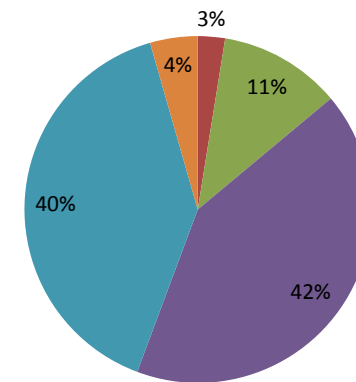
**How effectively are you involved in making decisions about your care and treatment?**

■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent ■ No Answer



**How clean do you find the health centre?**

■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent ■ No Answer

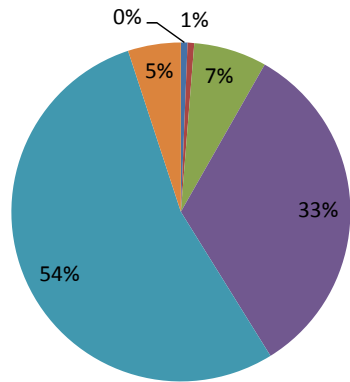


**How helpful are the receptionists**

**How easy is it to get an appointment (either by**

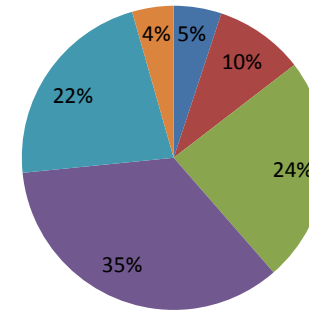
### How helpful are the receptionists

■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent ■ No Answer



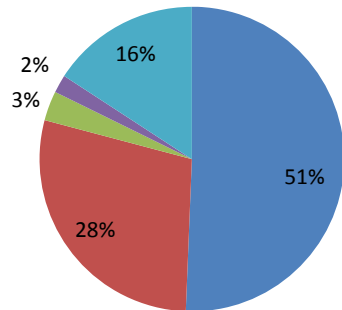
### How easy is it to get an appointment (either by telephone and/or at the surgery)?

■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent ■ No Answer



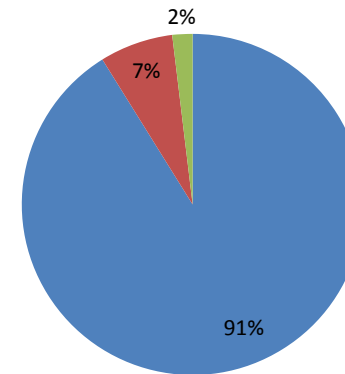
### How likely are you to recommend this surgery to friends & family if they needed care or treatment?

■ Extremely likely ■ likely ■ Unlikely ■ Don't know ■ No Answer



### Are you Patient or Carer

■ Patient ■ Carer ■ No Answer



### Are you Male or Female?

■ Male ■ Female ■ No answer



### What age are you?

■ 0-15 ■ 16-24 ■ 25-34 ■ 35-44 ■ 45-54  
 ■ 55-64 ■ 65-74 ■ 75-85 ■ 85+ ■ No Answer

