



Annual Survey – Tulse Hill Practice

Please tick the answer that most applies to the following:

1. When did you last see a doctor at the practice?

In the last month
In the last 6 months
Over 6 months ago

2. When you last saw a doctor, how happy were you with the care you received and the advice given?

Very satisfied
Fairly satisfied
Fairly unsatisfied
Completely unsatisfied

Comment

3. When did you last see a nurse at the practice?

In the last month
In the last 6 months
Over 6 months ago

4. When you last saw a nurse, how satisfied were you with the care you received and the advice given?

Very satisfied
Fairly satisfied
Fairly unsatisfied
Completely unsatisfied
Not sure

Comment

5. How happy are you with the knowledge of our reception team?

Very happy
Fairly happy
Not very happy
Very unhappy
Not sure

Comment

6. Are you made to feel welcome when you visit or call the practice?

YES
NO
Unsure

Comment

7. How confident are you that the practice keeps information about you secure, and that confidentiality is a priority for us?

Very confident
Fairly confident
Fairly unconfident
Completely unconfident
Not sure

Comment

8. How easy is it to contact us by telephone?

- Very easy
- Fairly easy
- Not very easy
- Very difficult
- Not sure

Comment

9. Are you aware that our appointment system changed in November 2013?

- YES
- NO

10. If 'yes' how easy is it to make a routine appointment in advance?

- Very easy
- Fairly easy
- Not very easy
- Not sure

Comment

11. How easy is it to make an urgent appointment on the day?

- Very easy
- Fairly easy
- Not very easy
- Not sure

Comment

12. Are you aware you can book appointments on-line?

- YES
- No

13. We currently open late on a Wednesday evening until 8pm and on one Saturday per month. Would you prefer increased access on a Saturday instead of the Wednesday until 8pm?

- YES
- NO
- Don't know

Comment

14. Are you aware you can request a telephone consultation rather than a face-to-face consultation?

- YES
- NO

Comment

15. What would you describe your ethnicity as being?

- White British
- Mixed white and Black Caribbean
- Mixed white and Black African
- Mixed white and Asian
- Asian or Asian British – Indian
- Asian or Asian British Pakistani
- Asian or Asian British Bangladeshi
- Black or Black British – Caribbean
- Black or Black British – African
- Chinese or Other – Chinese
- Chinese or other – Any other
- Decline to answer

16. Are you?

Male

Female

17. Which age range do you fall into?

Under 16

17-24

25-34

35-44

45-54

55-64

65-74

75 or over

Thank you for taking the time to complete this questionnaire.

Results will be published on our website: www.tulsehillpractice.co.uk, and on the surgery noticeboard.