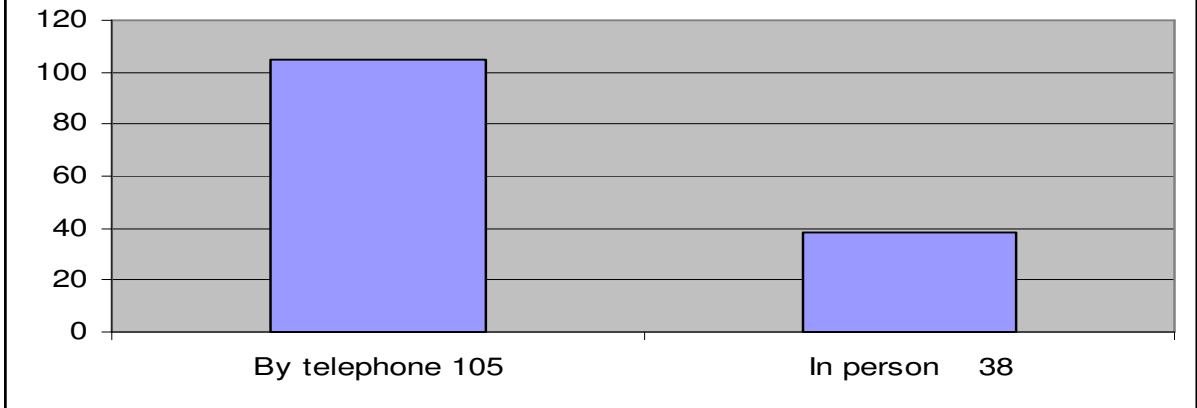
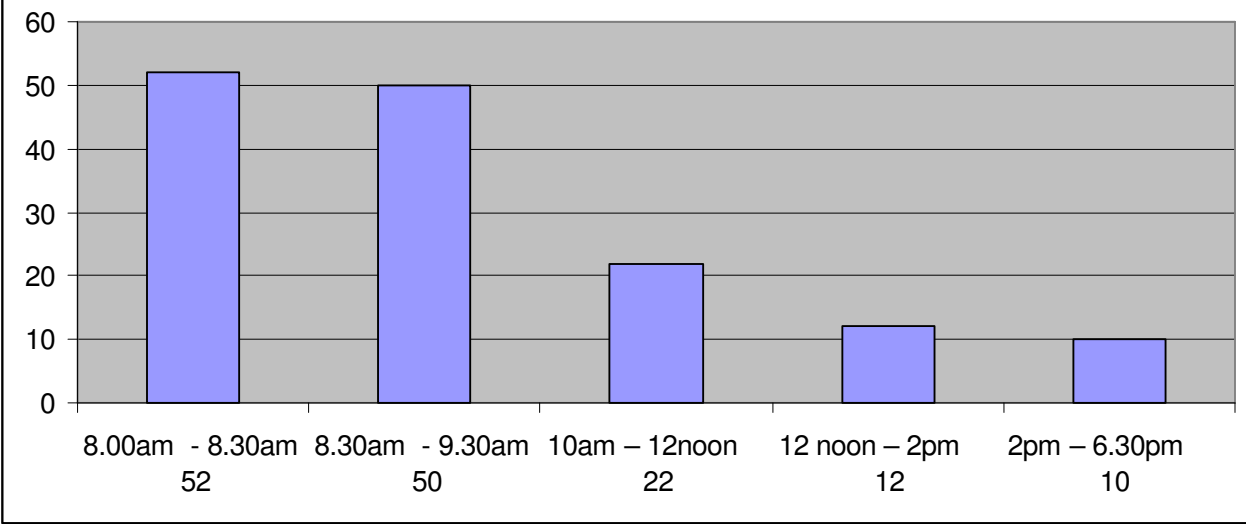


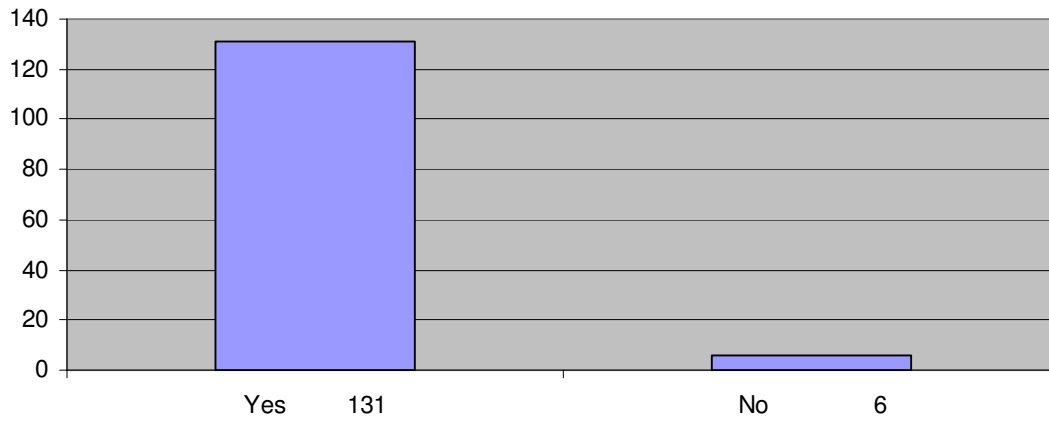
Q.1 Thinking about the last time you contacted the surgery for an appointment was it:



Q.2 At what time of day did you contact the Surgery?

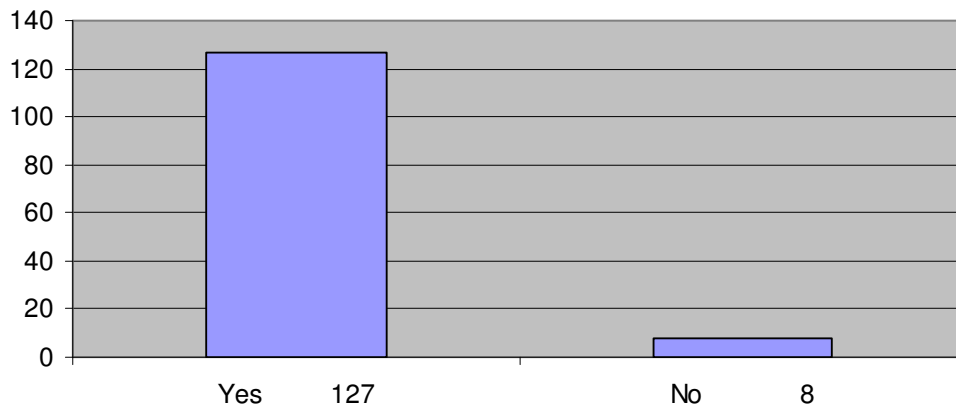


Q.3 Were you able to make an appointment?

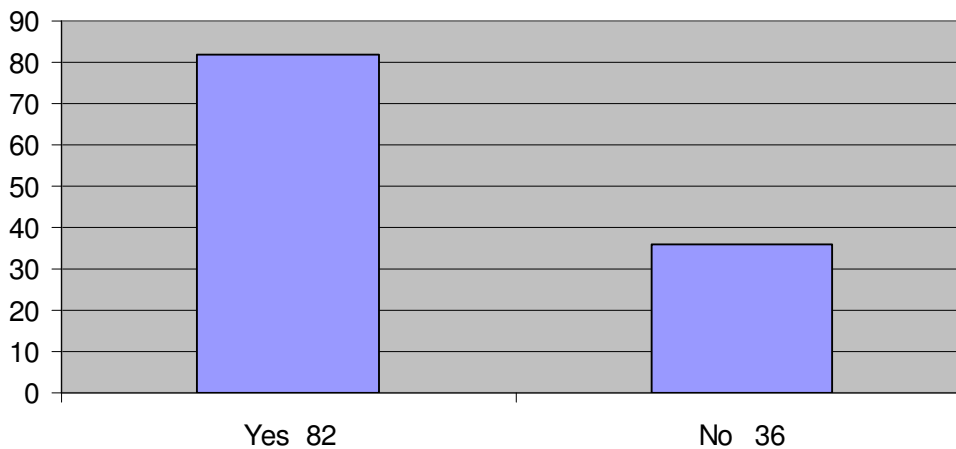


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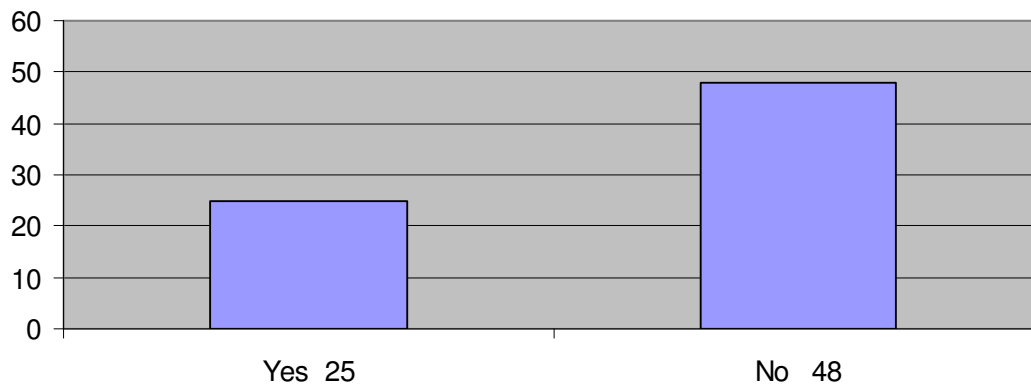
Q.4 Was the appointment at a time and date that you felt suited you?



Q.5 Was the appointment with a doctor of your choice?

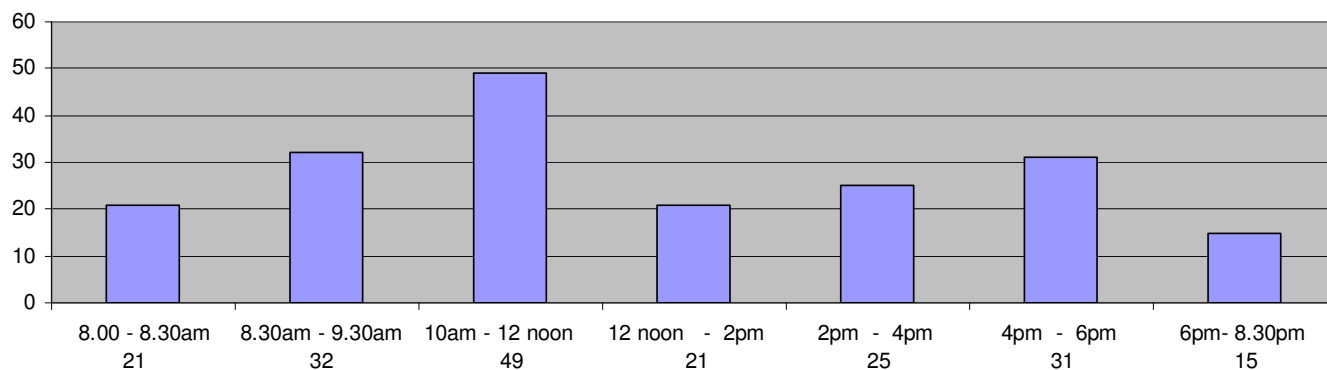


Q.6 If you said No would you prefer to see the doctor of your choice even if this means waiting longer for an appointment?

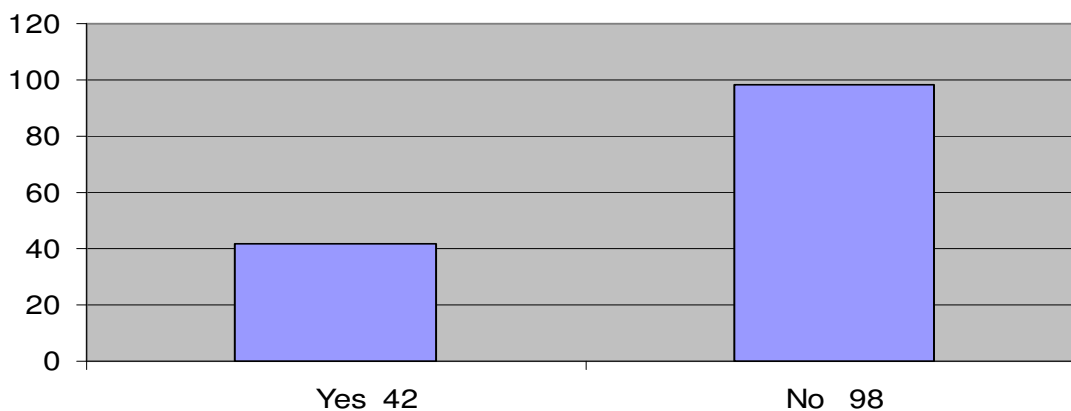


12/02/2013

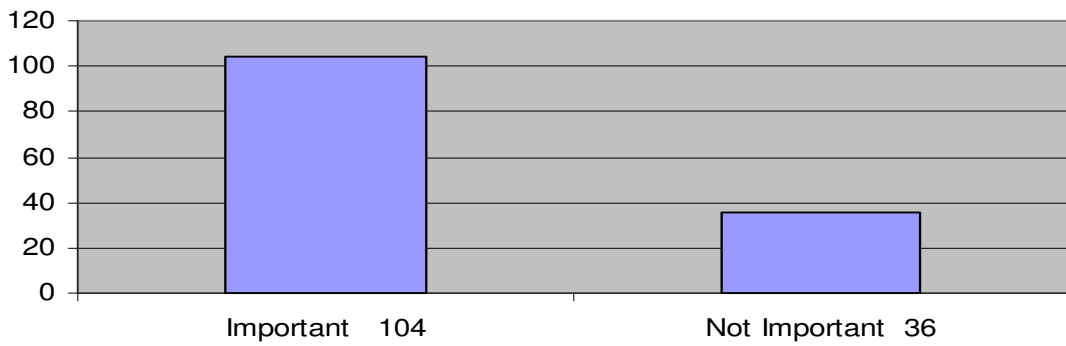
Q.7 Which of the following times do you prefer to be seen?



Q.8 Would you prefer to attend the surgery without an appointment and wait your turn?

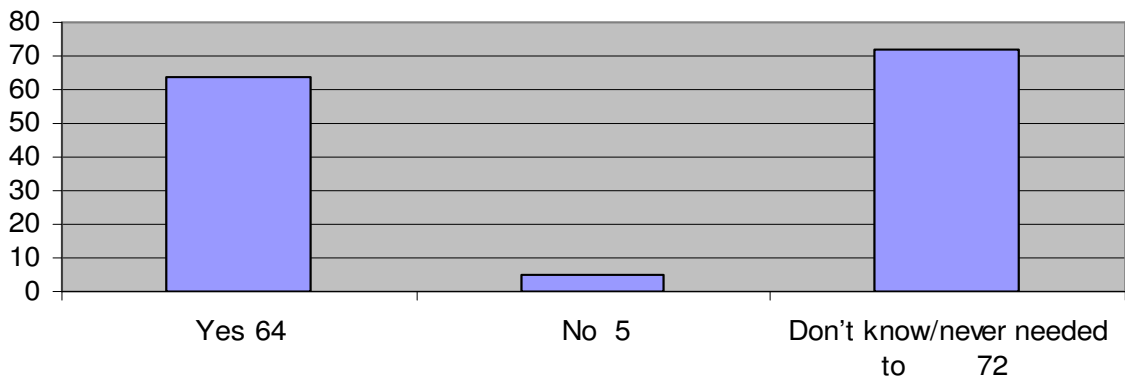


Q.9 How important is it to you to book an appointment ahead of time at Blue Dykes Surgery?



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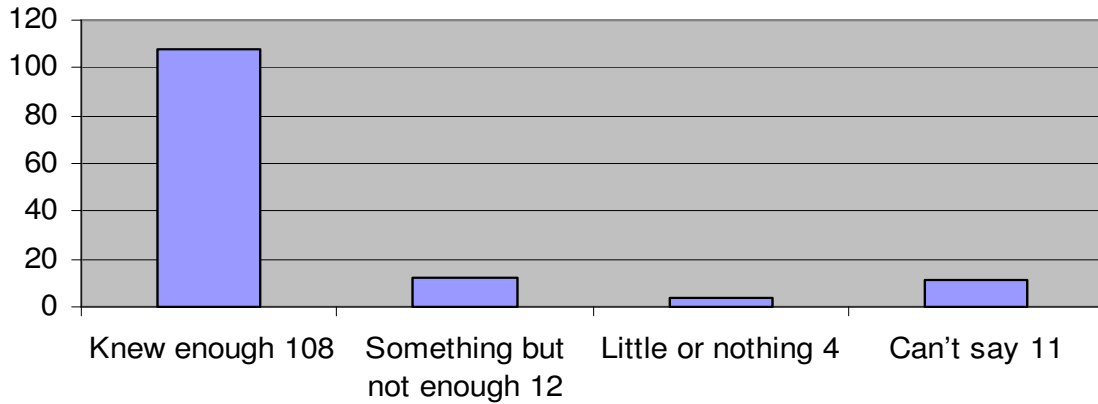
Q.10 If you require urgent medical advice, are you able to speak to a doctor or nurse by telephone or face to face on the same day?



Your Doctor or Nurse

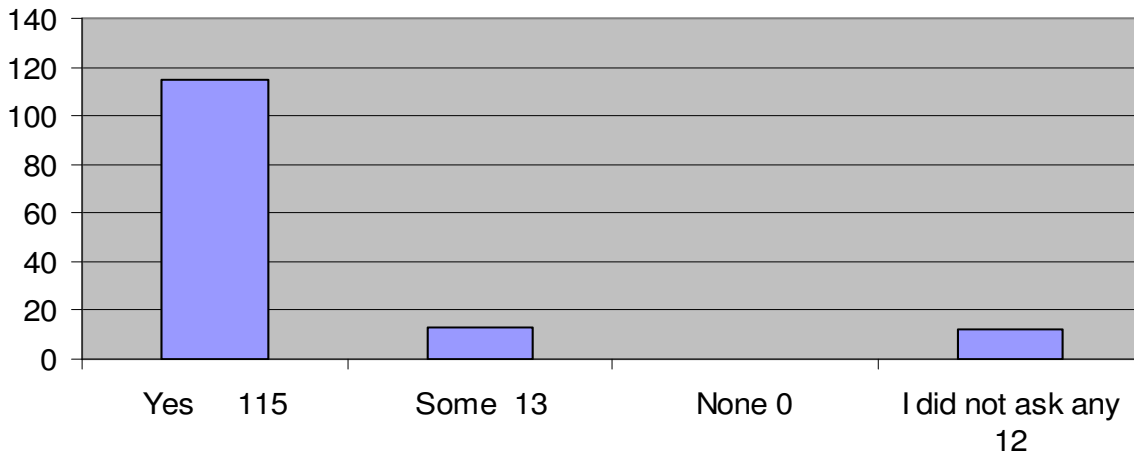
On your last visit to a Doctor or Nurse

Q.11 On that occasion, in your opinion, did the doctor or nurse know enough about your condition or treatment?



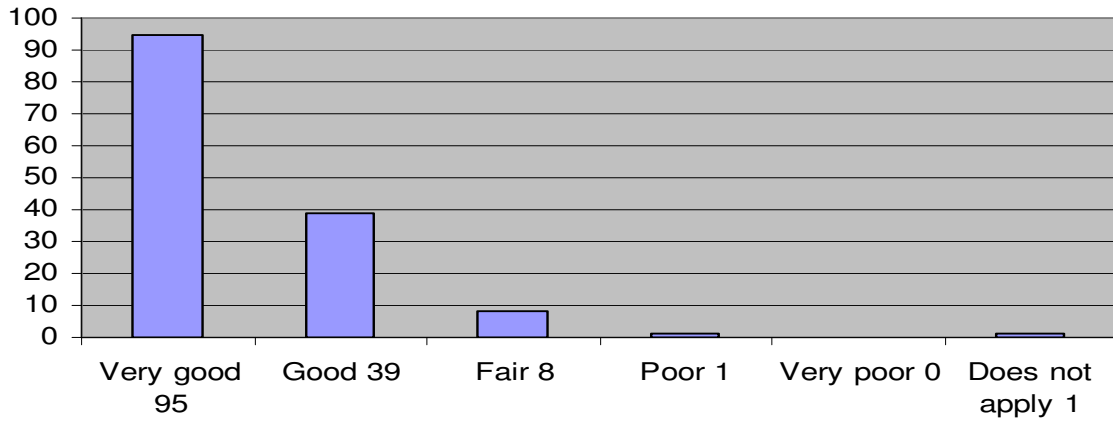
12/02/2013

Q.12 On that occasion, did the Doctor or Nurse answer the question you asked?

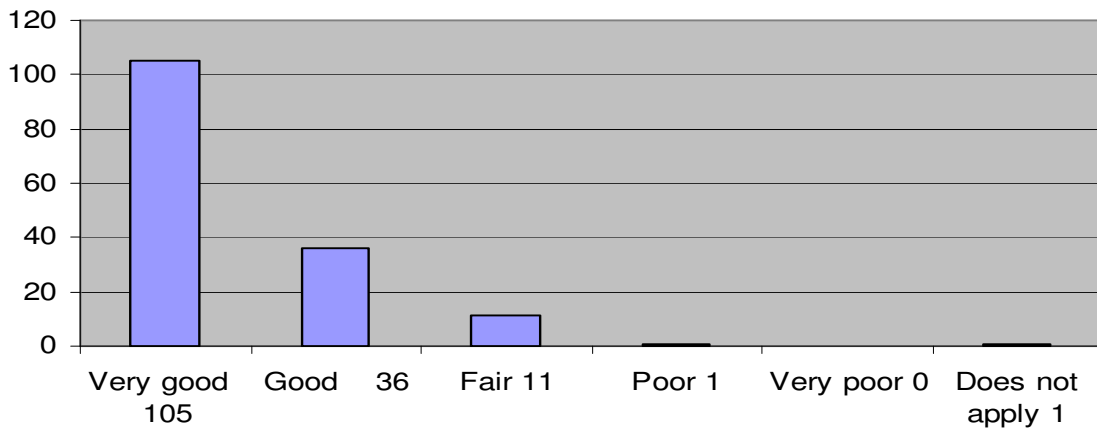


Q13. How good was the last Doctor or Nurse you saw at each of the following?

Giving you enough time

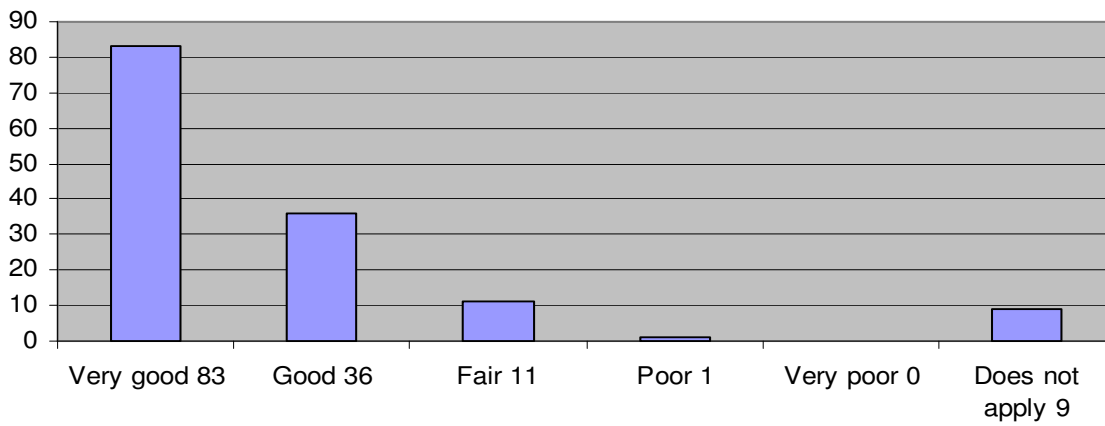


Listening to you

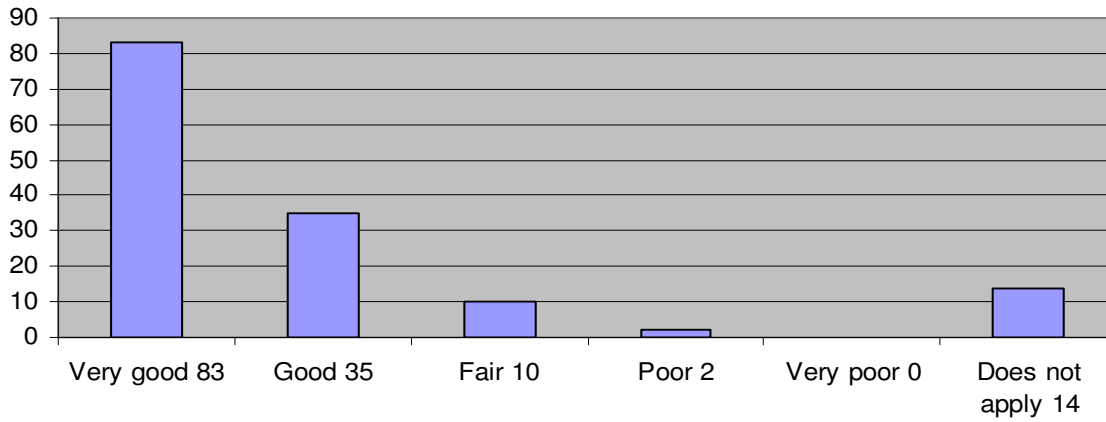


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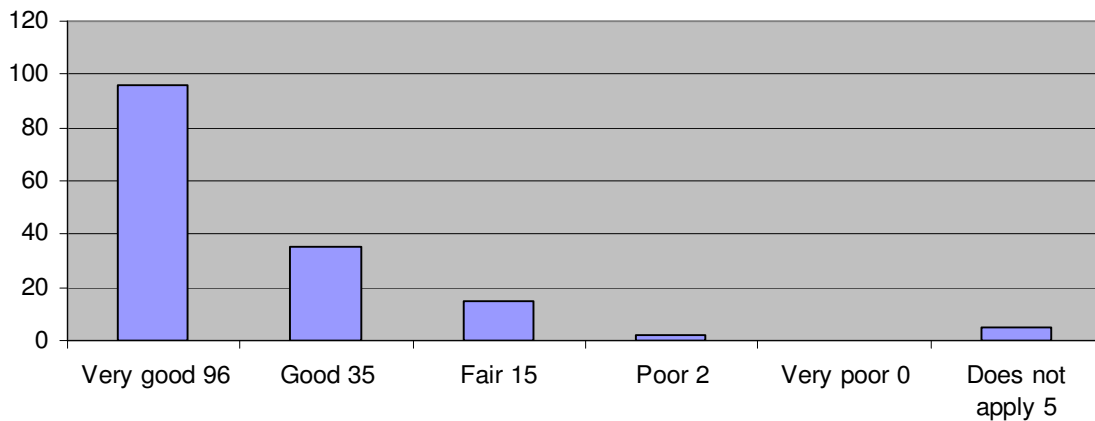
Explaining tests and treatments



Involving you in decisions about your care



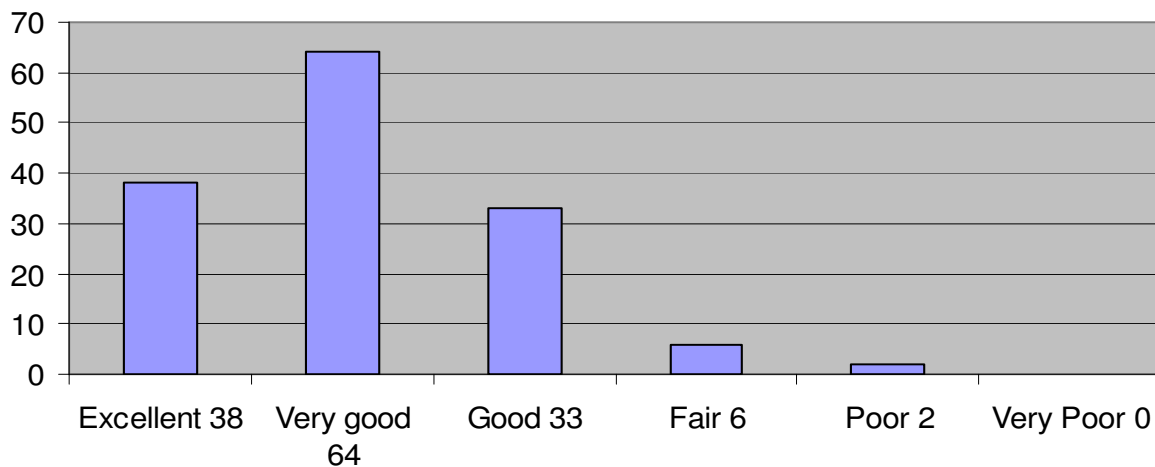
Treating you with care and concern



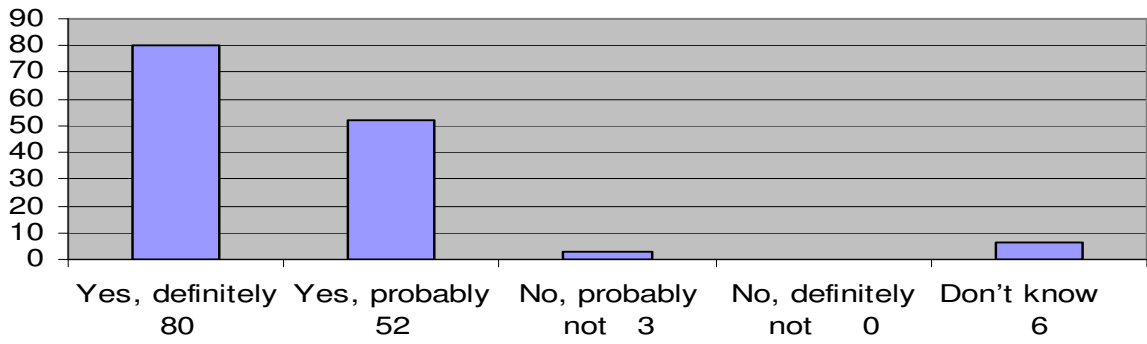
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Care from Blue Dykes Surgery

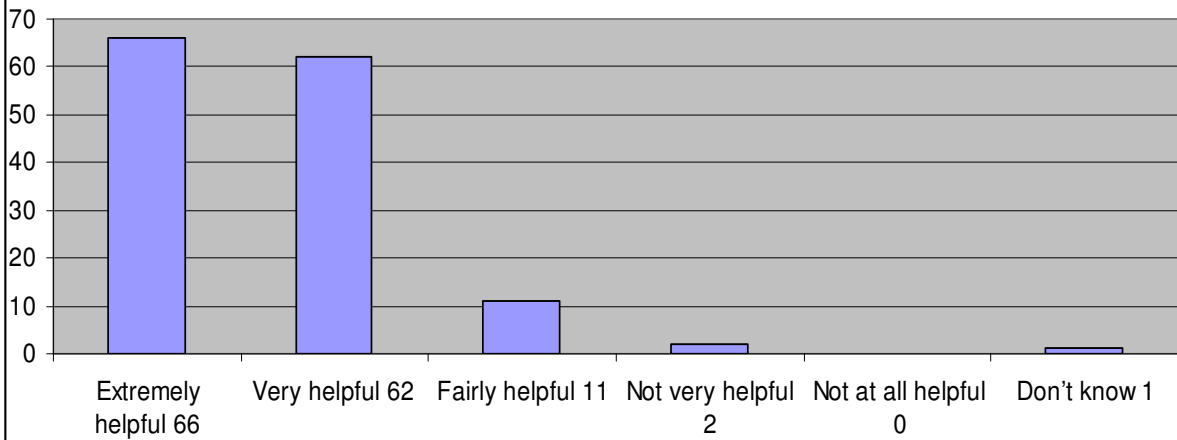
Q.14 Overall, how would you describe your experience of Blue Dykes Surgery



Q.15 Would you recommend your Blue Dykes Surgery to someone who has just moved to your local area?



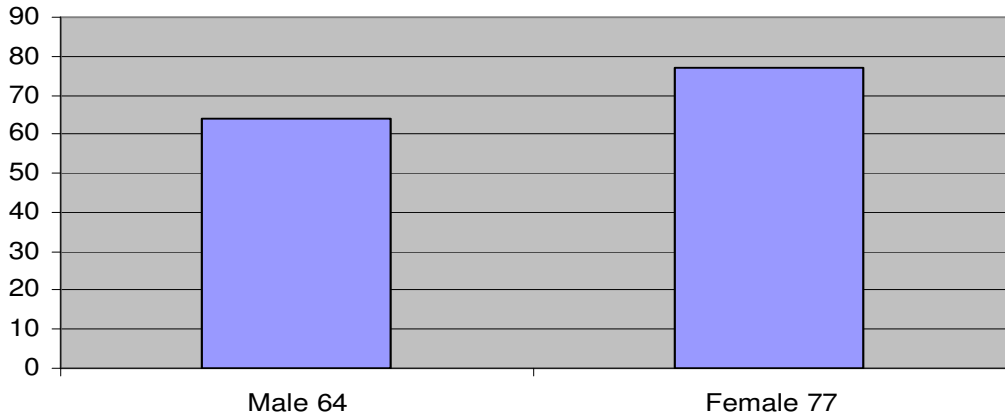
Q.16 How helpful do you find the Receptionists at Blue Dykes Surgery



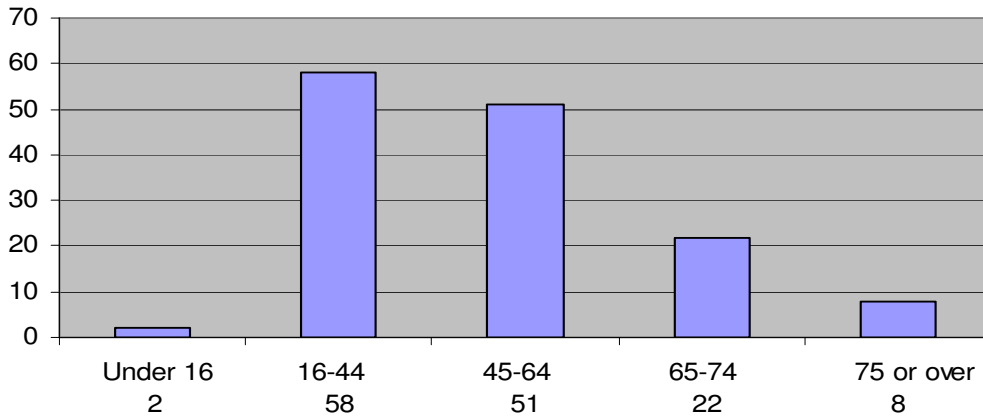
12/02/2013

About you

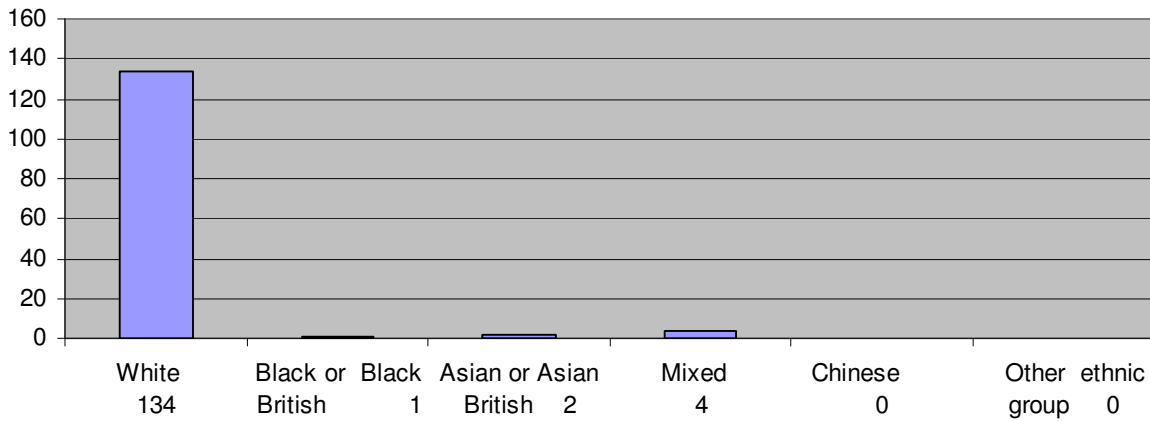
Q.17 Are you?



Q.18 How old are you?

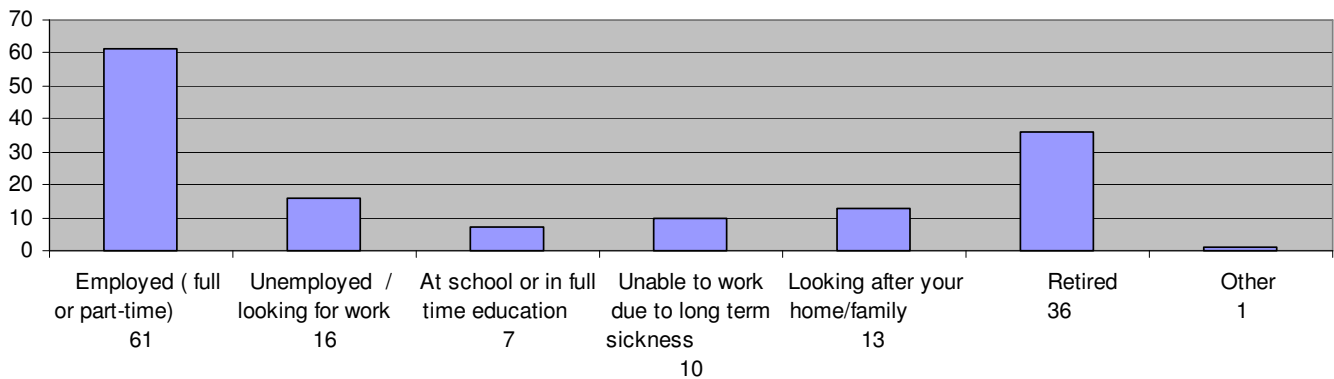


Q.19 What is your ethnic group?



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Q.20 Which of the following best describes you?



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