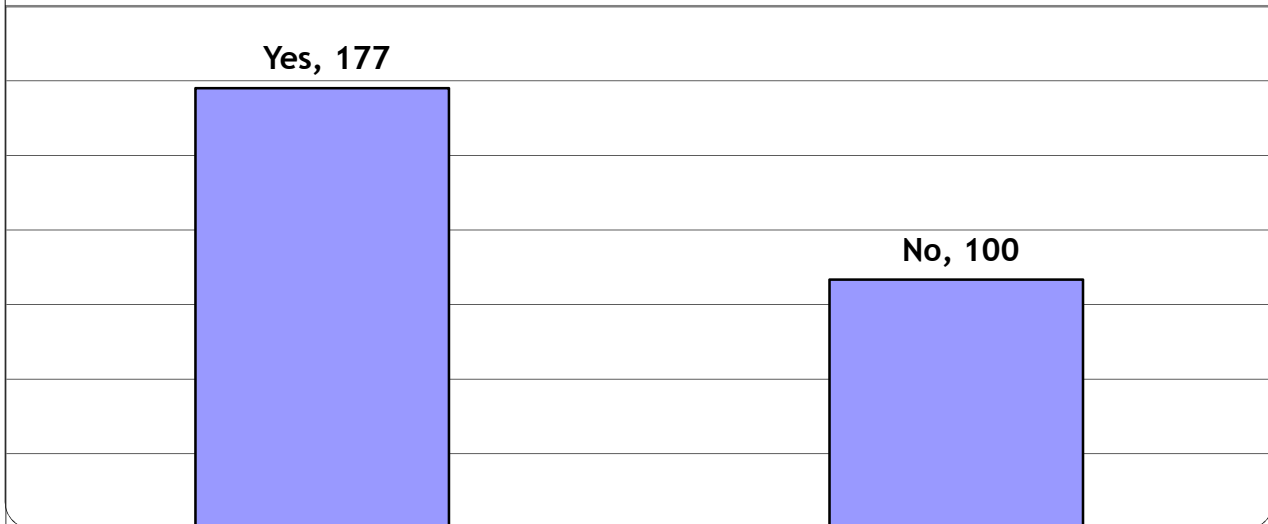
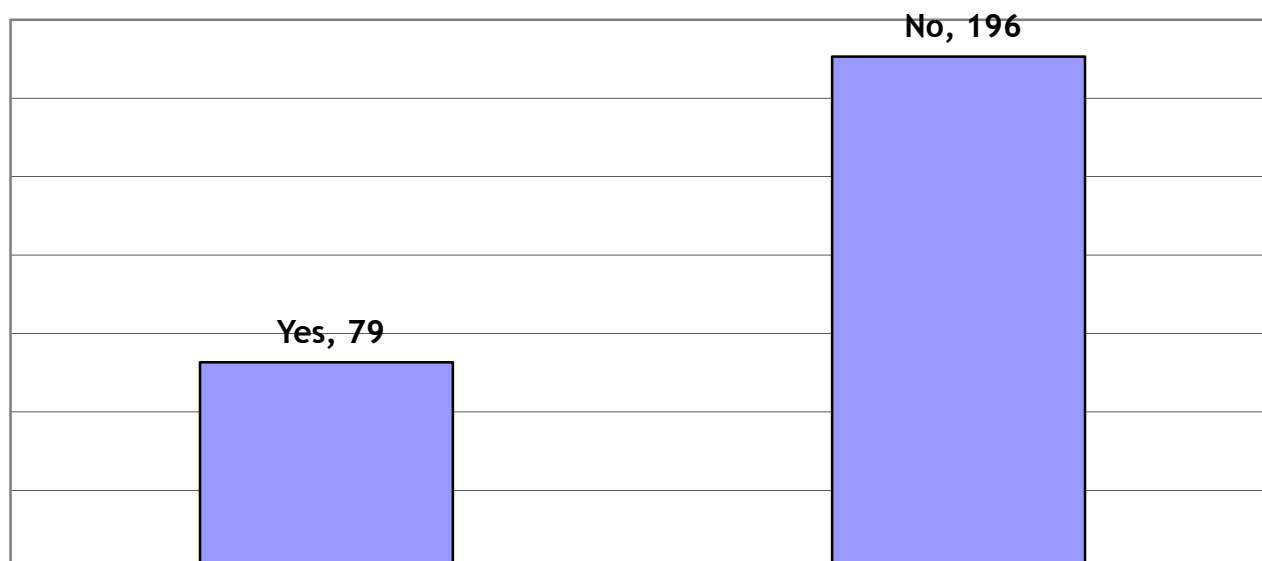


- 1) Blue Dykes Appointments system changed in April 2015. 'Sit & Wait' slots, Next Day Appointments & '2 Week Advance Bookings' were introduced. Have you used any of these facilities?

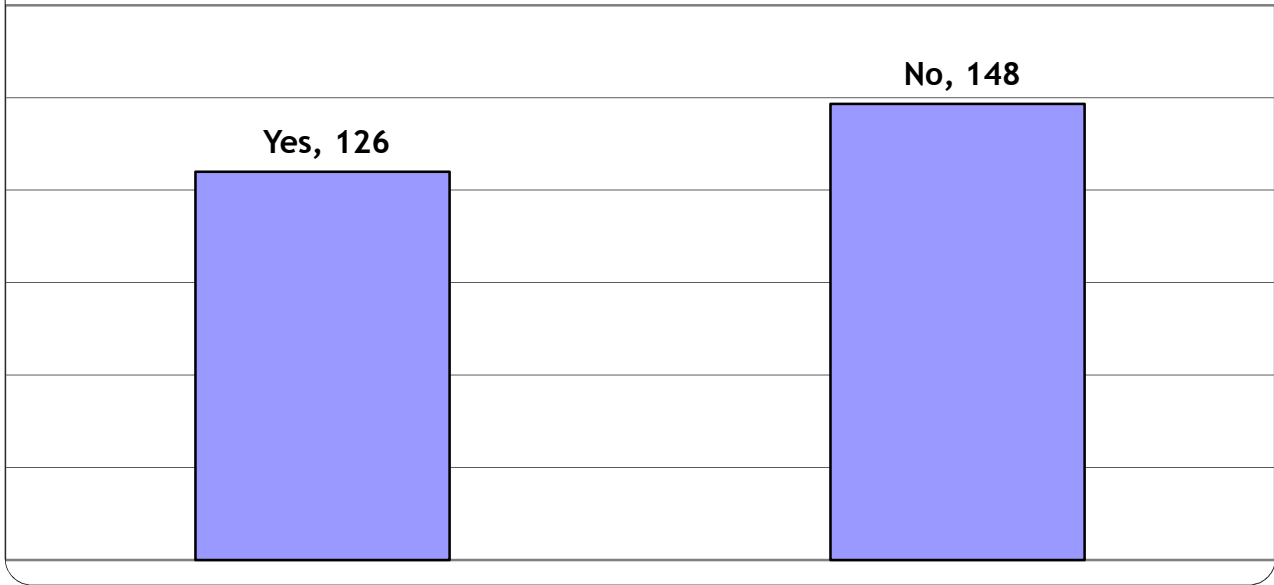
Clay Cross - Question 1A
Have You Used the SIT & WAIT APPOINTMENT System?



Clay Cross - Question 1B
Have You Used the NEXT DAY Appointments?

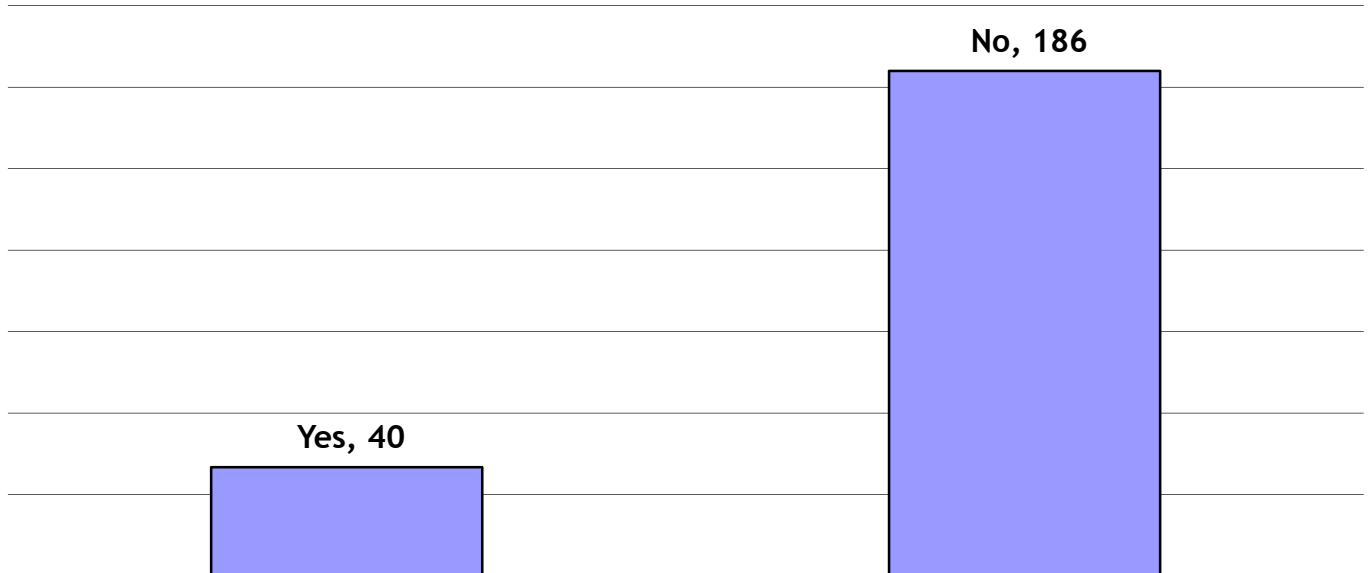


Clay Cross - Question 1C
Have You Used the TWO WEEK ADVANCE Appointments?

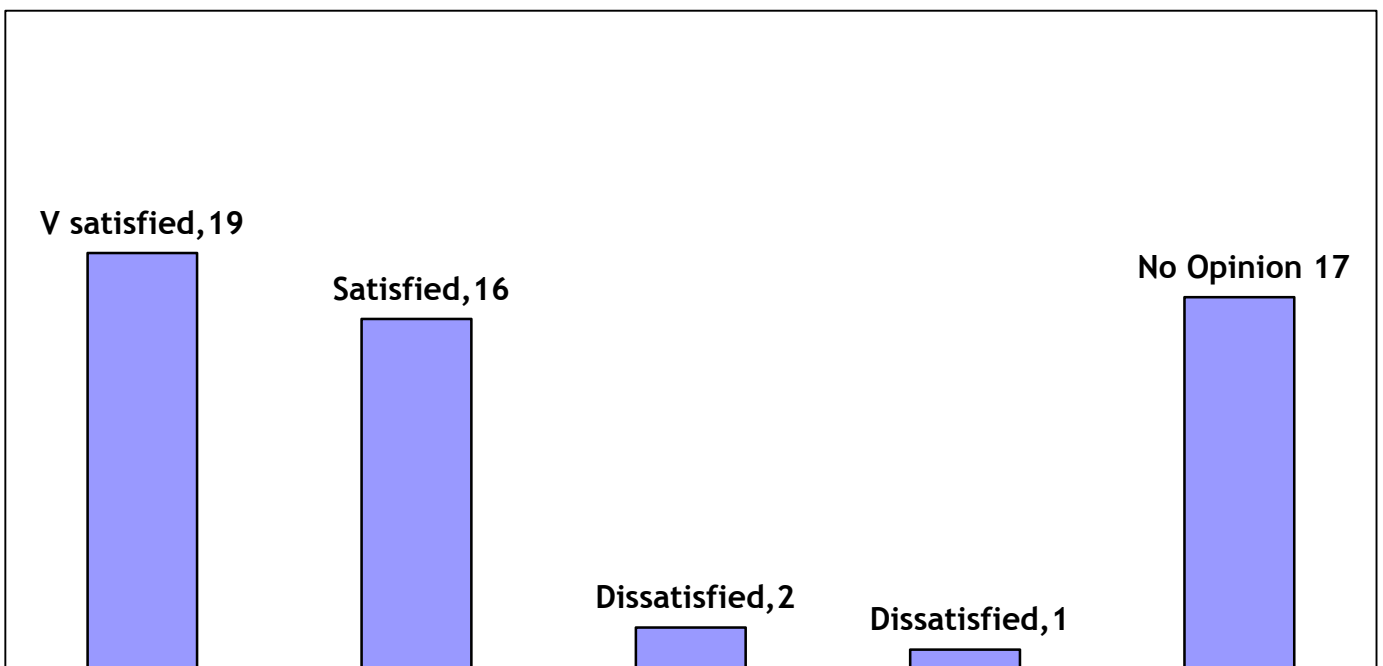


2) This year we introduced the role of **Community Psychiatric Nurse (CPN)** particularly for patients experiencing low mood, anxiety & depression. Have you made use of this facility? If you have used this facility how satisfied were you?

Clay Cross- Question 2A
Have you used the COMMUNITY PSYCHIATRIC NURSE (CPN) Facility?

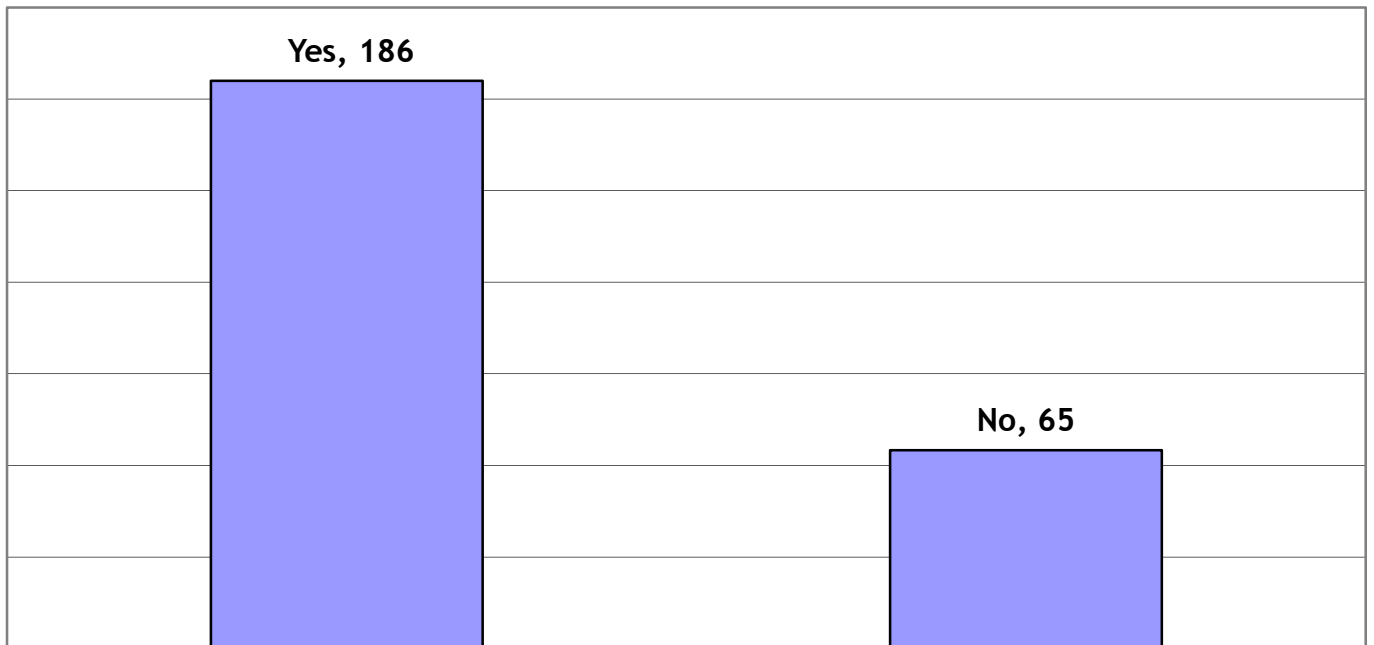


Clay Cross - Question 2B
Satisfaction COMMUNITY PSYCHIATRIC NURSE (CPN) Facility

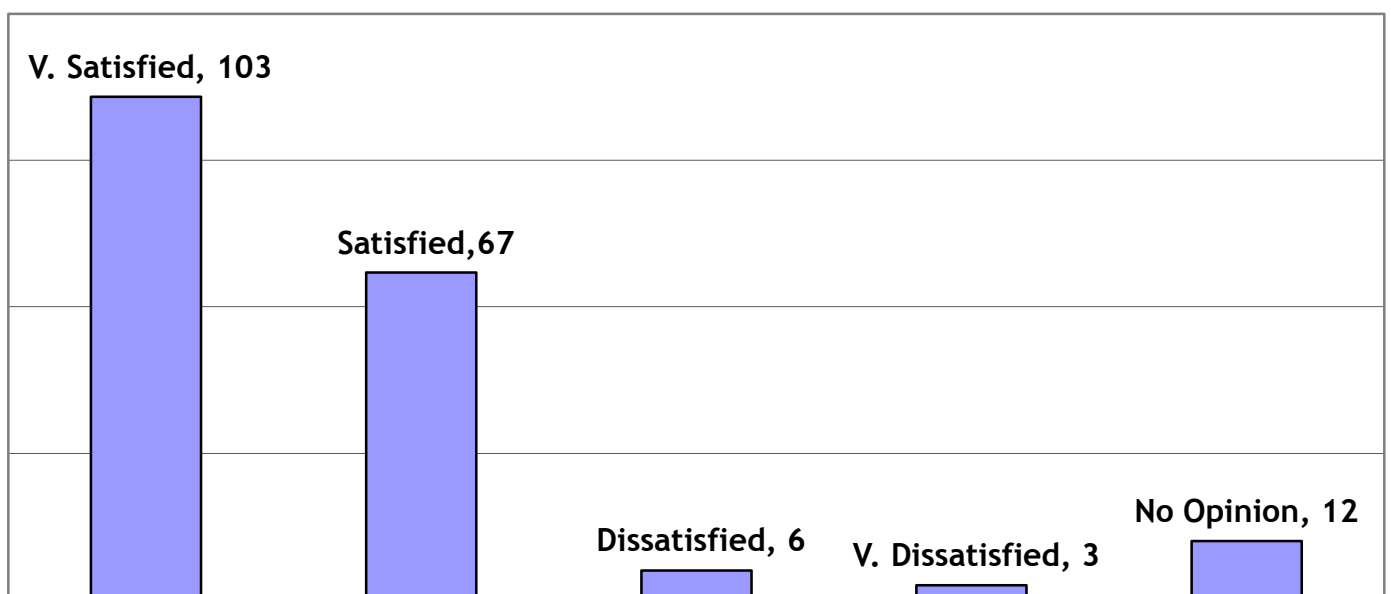


3) The role of the Practice's **Advanced Nurse Practitioners (ANP)** has developed over the past year & they are now an integral part of the team. Have you made use of this facility? If you have used this facility how satisfied were you?

Clay Cross - Question 3A
Have you used the ADVANCED NURSE PRACTITIONER (ANP) Facility?

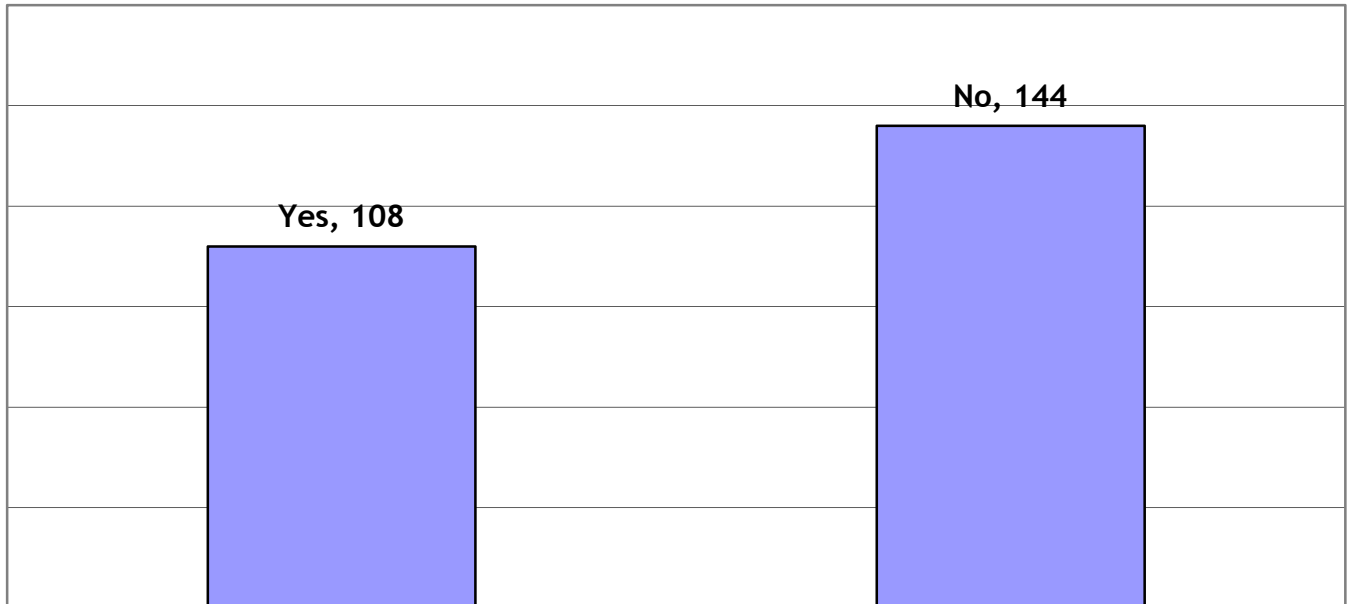


Clay Cross - Question 3B
Satisfaction with ADVANCED NURSE PRACTITIONER (ANP) Facility

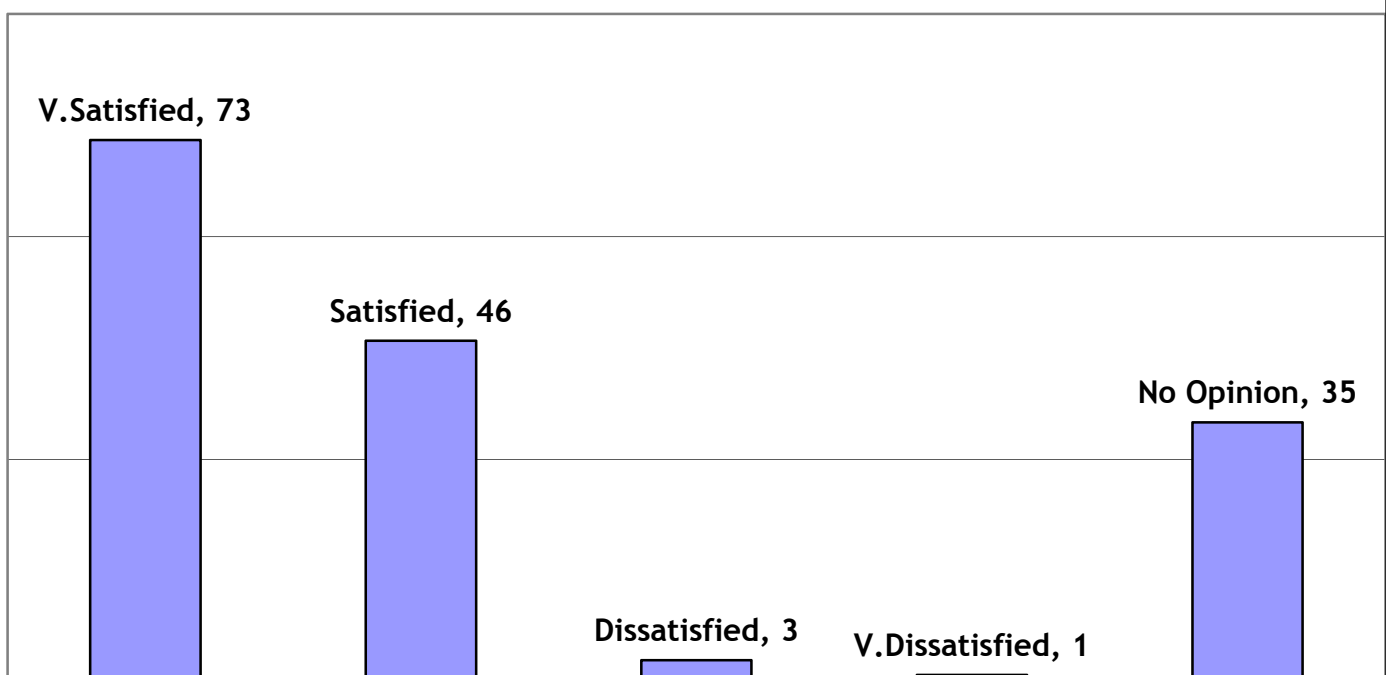


- 4) In September 2015 the Practice appointed an additional pharmacist. Are you aware of the services offered by our pharmacists? If you have seen a pharmacist please indicate below which services you have used.

Clay Cross - Question 4A
Are you Aware of our PHARMACIST SERVICE?



Clay Cross - Question 4C
Satisfaction with PHARMACIST Service



5) Your first point of contact is often our **reception staff**. Their aim is to help, advise & guide you to the most appropriate member of the Practice Team for your individual needs. How would you describe your recent experience at reception?

Clay Cross - Question 5
Satisfaction with RECEPTIONIST Services

