

PATIENT QUESTIONNAIRE WIMBLEDON MEDICAL PRACTICE

DOCTORS

1. Speed at which telephone was answered?	%	Total
Poor		0
Fair		10
Good		49
N/A		31
Total		90

2. Are you treated appropriately and in a professional manner by reception staff when telephoning/visiting the surgery?	%	Total
Poor		0
Fair		10
Good		50
N/A		30
Total		90

3. Ability to speak to a Nurse/Dr on the phone for advice?	%	Total
Poor		0
Fair		8
good		22
N/A		60
Total		90

4. How quickly do you get seen when booking a Nurse/Dr appointment?	%	Total
Same day		35
Next working day		16
Within 2 working days		8
Longer		1
N/A		30
Total		90

5. Length of time waiting in the waiting room to be seen?	%	Total
Poor		0
Fair		6
Good		18
Very good		10
Excellent		26
N/A		30
Total		90

6. Following your appointment today were you satisfied with the consultation with the Dr?	%	Total
Yes		90
No		
Total		90

7. Do you feel you had enough time with the Dr today?	%	Total
Yes		90
No		
Total		90

8. Did the Dr involve you in decisions about your care?	%	Total
Yes		89
No		
N/A		1
Total		90

9. Did you have confidence in the Dr that you have seen today?	%	Total
Yes		90
No		
N/A		
Total		90

10. On certain days we offer appointments outside our normal hours of 8.30 -6.00pm for commuters. Which would you prefer?	%	Total
AM		15
PM		14
No Preference		15
N/A		46
Total		90

11. Would you recommend this practice to a friend?	%	Total
Yes		90
No		
N/A		
Total		90

12. Are You?	%	Total
Male		31
Female		53
N/A		6
Total		90

Age	20 & under	21-40	41-60	61 +	Not answered
	3	38	33	16	