

**PATIENT QUESTIONNAIRE WIMBLEDON MEDICAL PRACTICE**

**NURSES**

1.Speed at which telephone was answered?	%	Total
Poor		0
Fair		8
Good		41
N/A		11
Total		60

2.Are you treated appropriately and in a professional manner by reception staff when telephoning/visiting the surgery?	%	Total
Poor		0
Fair		4
Good		55
N/A		1
Total		60

3. Ability to speak to a Nurse on the phone for advice?	%	Total
Poor		1
Fair		0
good		21
N/A		38
Total		60

4.How quickly do you get seen when booking a Nurses appointment?	%	Total
Same day		10
Next working day		8
Within 2 working days		30
Longer		9
N/A		3
Total		60

5.Length of time waiting in the waiting room to be seen?	%	Total
Poor		0
Fair		7
Good		24
Very good		12
Excellent		17
Total		60

6. Following your appointment today were you satisfied with the consultation with the Nurse?	%	Total
Yes		60
No		
Total		60

7. Do you feel you had enough time with the Nurse today?	%	Total
Yes		60
No		
Total		60

8. Did the Nurse involve you in decisions about your care?	%	Total
Yes		56
No		2
N/A		2
Total		60

9. Did you have confidence in the Nurse that you have seen today?	%	Total
Yes		60
No		
N/A		
Total		60

10. On certain days we offer appointments outside our normal hours of 8.30 -6.00pm for commuters. Which would you prefer?	%	Total
AM		20
PM		11
No Preference		19
N/A		10
Total		60

11. Would you recommend this practice to a friend?	%	Total
Yes		60
No		
N/A		
Total		60

12. Are You?	%	Total
Male		13
Female		47
N/A		
Total		60

Age	20 & under	21-40	41-60	61 +	Not answered
	1	26	21	11	1