

**Rossendale Valley Medical Practice
Patient Questionnaire**

We would be grateful if you could complete this questionnaire about your Practice. Your opinions are valuable. Please answer all the questions you can, there are no right or wrong answers. Your Doctor will not be able to identify your individual answers. (please circle your answer)

Please rate the Doctor, Nurse and Reception staff

1	Making you feel at ease ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				25%	40%	15%	20%
2	Being polite and considerate ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				60%	15%	25%	
3	Listening to you ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				35%	30%	15%	25%
4	Fully understanding your concerns ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				10%	15%	25%	35%
5	Giving you enough time ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				30%	25%	25%	20%
7	Assessing your medical condition?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				40%	20%	15%	25%
8	Showing care and compassion ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				15%	10%	20%	55%
9	Involving you in decisions about your care ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				10%	25%	25%	25%
10	How helpful do you find the gi Reception						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				40%	5%	30%	25%
11	How easy is it to get through on the phone ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				5%	30%	55%	10%
12	How easy is it to get an appointment on the same day ? or telephone consultation						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				10%	40%	40%	10%
13	How easy is it to pre-book an appointment						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				25%	40%	5%	10%
14	How satisfied are you with the Surgery hours ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				60%	15%	10%	15%
15	Are we currently open at times that are convenient to you ?						
	Yes	No	Don't know				
				70%	5%	25%	
16	Overall, how would you describe your experience of your GP today ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
				35%	15%	25%	25%

17	Would you recommend your GP surgery to someone who has just moved to the area ?					
	Yes	No	Don't know			

80% 20%

18	Are you male or female ?					
	Male	Female	Other			

40% 60%

19	How old are you ?						
	Under 18	18 to 24	25 to 34	35 to 44	45 to 54	55 to 64	64 to 74
	75 to 84	85 or over	10%	10%	20%	25%	10%

25%

20	What is your ethnic group ?					
	White 85%	Mixed /Multiple Ethnic Group	Asian / Asian British 20%	Black/African/Caribbean/Black British		

Any further comments :

- 1) Would be useful when making an appt to have confirmed who it is with, ie Doctor or Locum.
- 2) Outstanding Service during Covid
- 3) Thanks to all staff for a great service
- 4) Very happy with the Practice overall
- 5) More Face to Face appointments needed
- 6) The Staff are excellent
- 7) On the whole satisfied with the service
- 8) Thank you to the Doctor, Nurse and all staff for their hard work
- 9) We would prefer to see the Doctor every time we make an appointment

Poll Size 70 over two months of September and October 2022