

Rossendale Valley Medical Practice
Patient Questionnaire

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

Please rate the Dr at:

1	Making you feel at ease ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	6%	5%	31%	35%	17%	6%	
2	Being polite and considerate ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	4%	4%	27%	28%	33%	4%	
3	Listening to you ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	6%	34%	30%	24%	6%		
4	Fully understanding your concerns ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	3%	7%	33%	28%	24%	7%	
5	Giving you enough time ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	2%	9%	28%	30%	24%	7%	
6	Assessing your medical condition?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	7%	23%	37%	26%	7%		
7	Showing care and compassion ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	11%	26%	26%	28%	9%		
8	Involving you in decisions about your care ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	15%	26%	39%	13%	7%		
9	How helpful do you find the gi reception staff						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	4%	11%	7%	19%	18%	30%	11%
10	How easy is it go get through on the phone ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	6%	13%	13%	20%	24%	17%	7%
11	How easy is it to get an appointment on the same day ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	11%	20%	17%	20%	13%	15%	4%
12	How easy is it to pre-book an appointment						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	2%	20%	15%	20%	17%	24%	2%
13	How satisfied are you with the Surgery hours ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
	2%	7%	20%	26%	22%	17%	6%
14	Are we currently open at times that are convenient to you ?						
	Yes	No	Don't know				
	82%	3%	15%				
15	Overall, how would you describe your experience of your GP today ?						
	Poor to Fair	Fair	Fair to Good	Good	Very Good	Excellent	Outstanding
			32%	33%	26%	29%	

16 Would you recommend your GP surgery to someone who has just moved to the area ?						
Yes	No	Don't know				
87%	13%					

17 Are you male or female ?						
Male	Female	Other				
41%	59%					

18 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	7%	4%	7%	21%	35%
26%						

19 What is your ethnic group ?					
white		Asian / Asian British		Other	
93%		4%		3%	

Any further comments :

Home calls for disabled/Elderly needs improving

Nurse/ Staff are always very helpful and good

Always been able to access treatment for children on the same day

I count myself lucky to have such a kind, caring and excellent Doctor and whole team

Big Thanks

Very good Doctor, always get a timely appointment