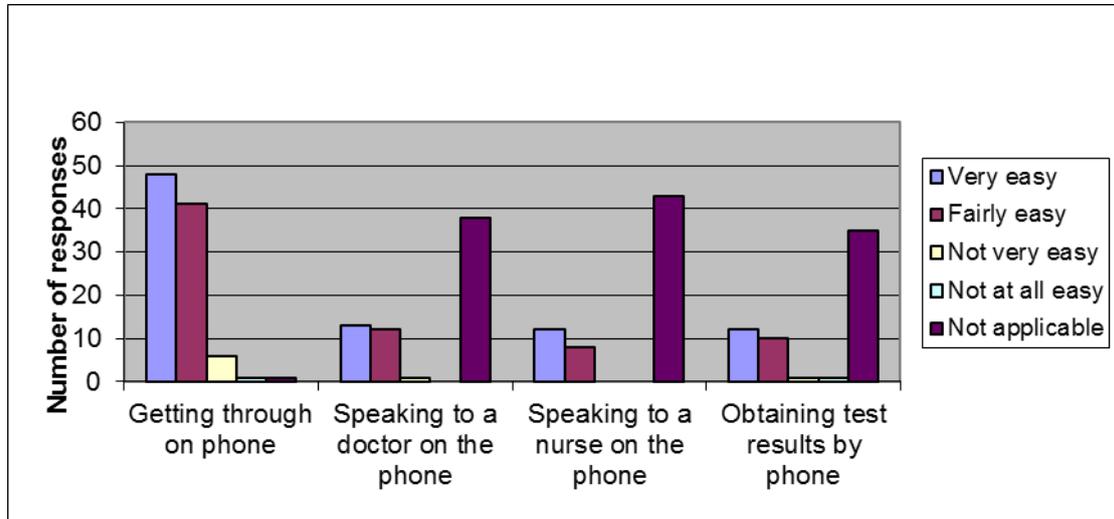


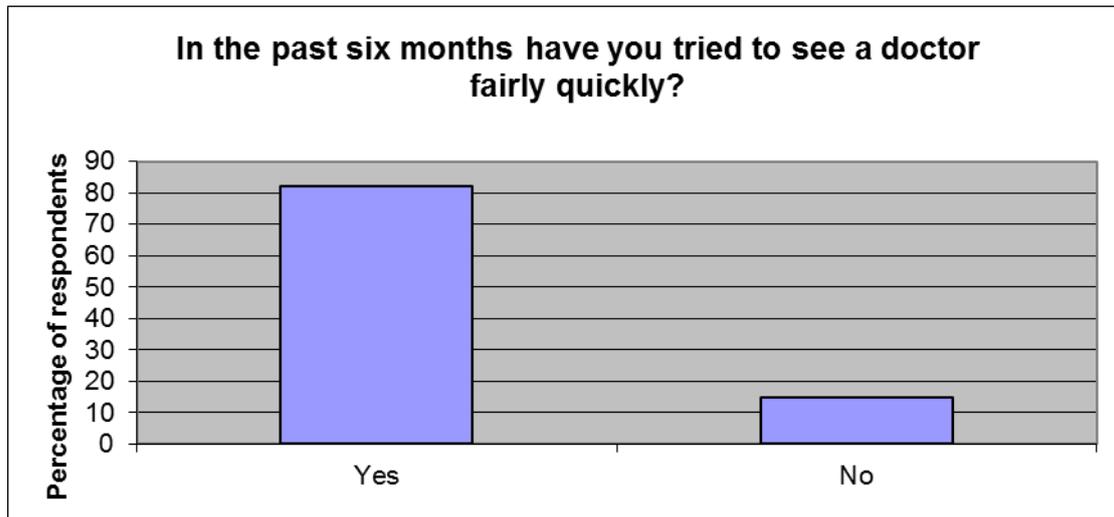
Patient Survey 2013/2014

100 surveys were given out in early October 2013. 98 were returned.

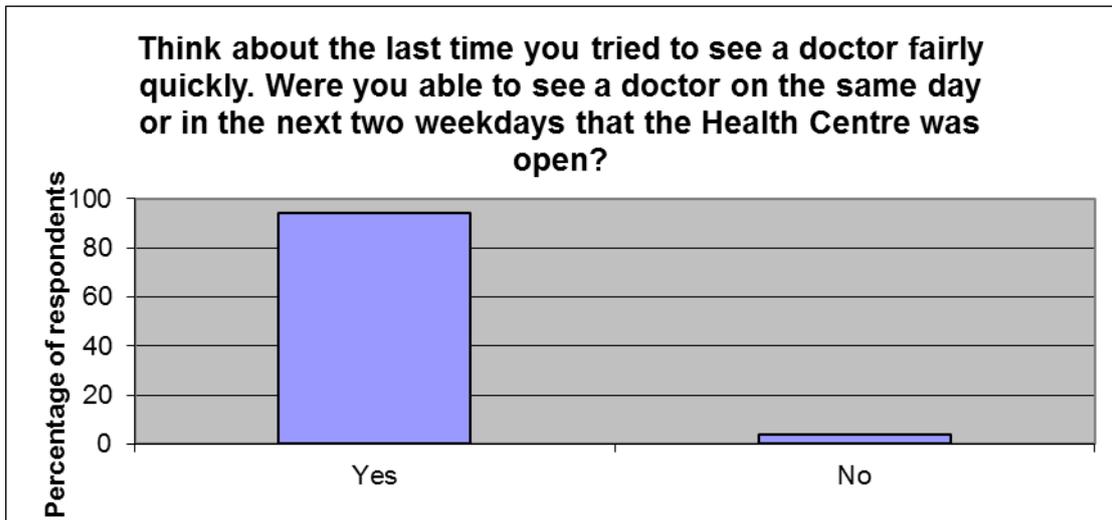
Q1. In the last 6 months how easy have you found the following?



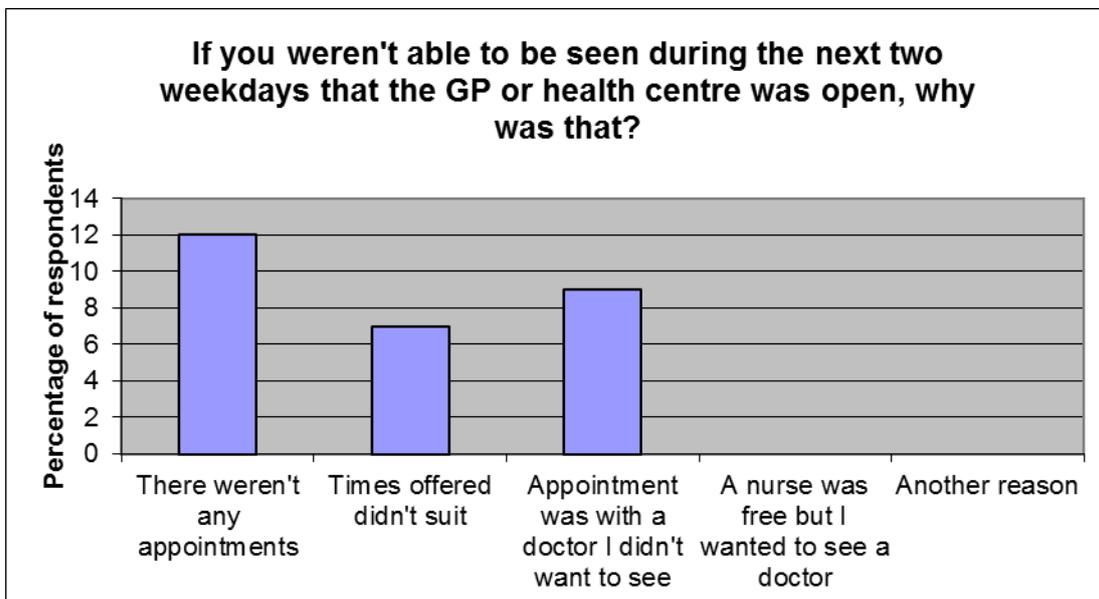
Q2. In the past 6 months have you tried to see a Doctor fairly quickly?



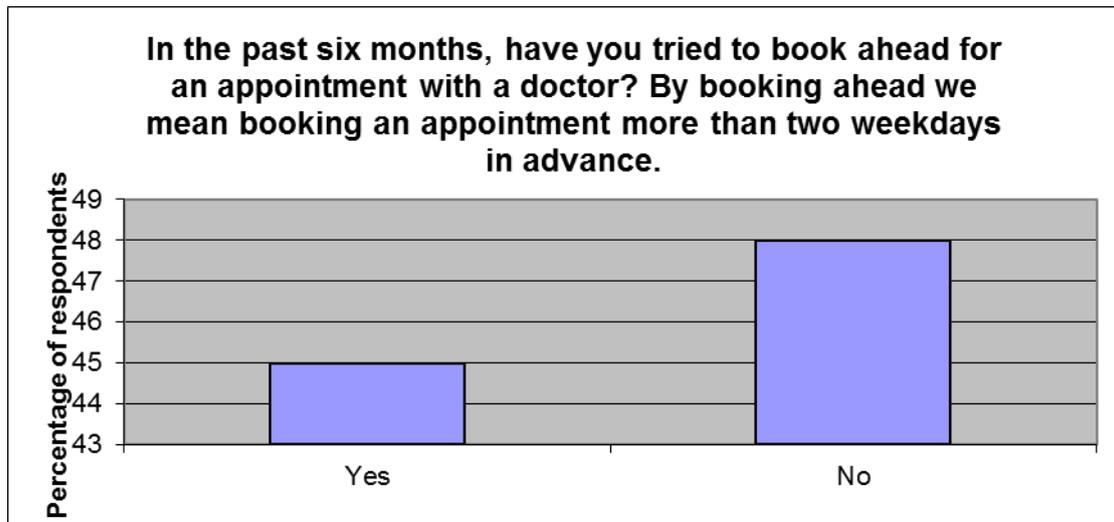
Q3. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the GP or Health Centre was open.



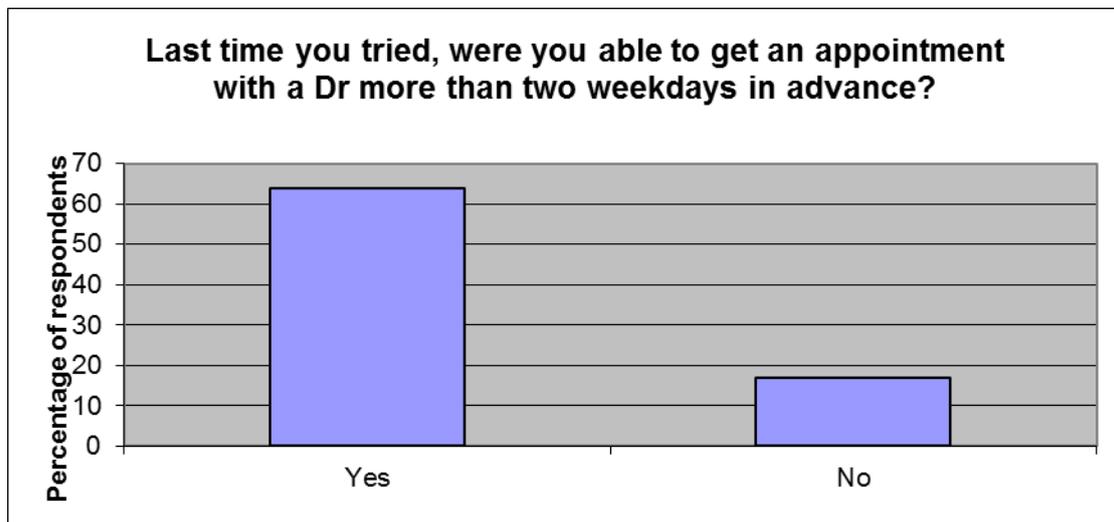
Q4. If you weren't able to be seen during the next two weekdays that the GP or Health Centre was open, why was that?



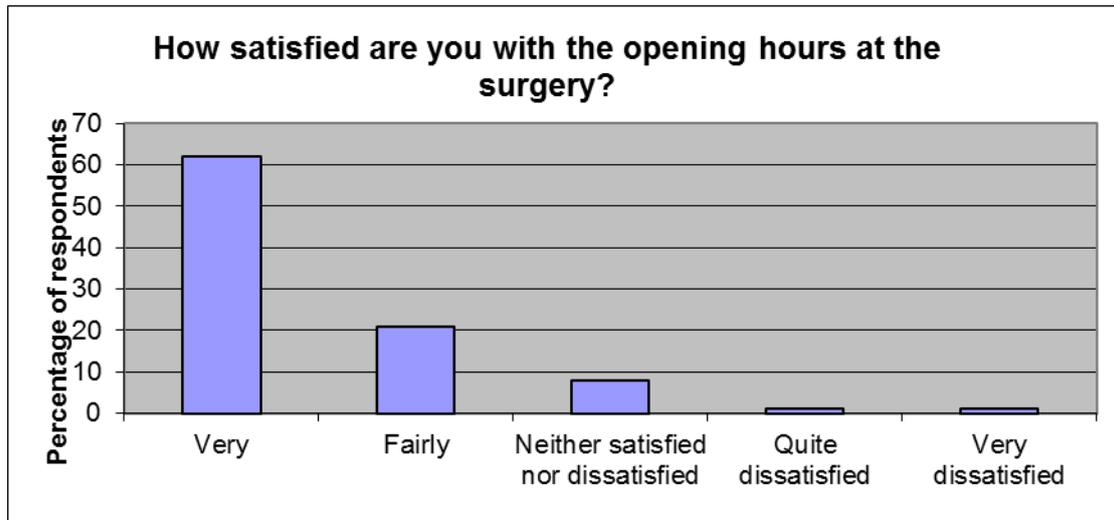
Q5. In the past 6 months, have you tried to book ahead for an appointment with a Dr?



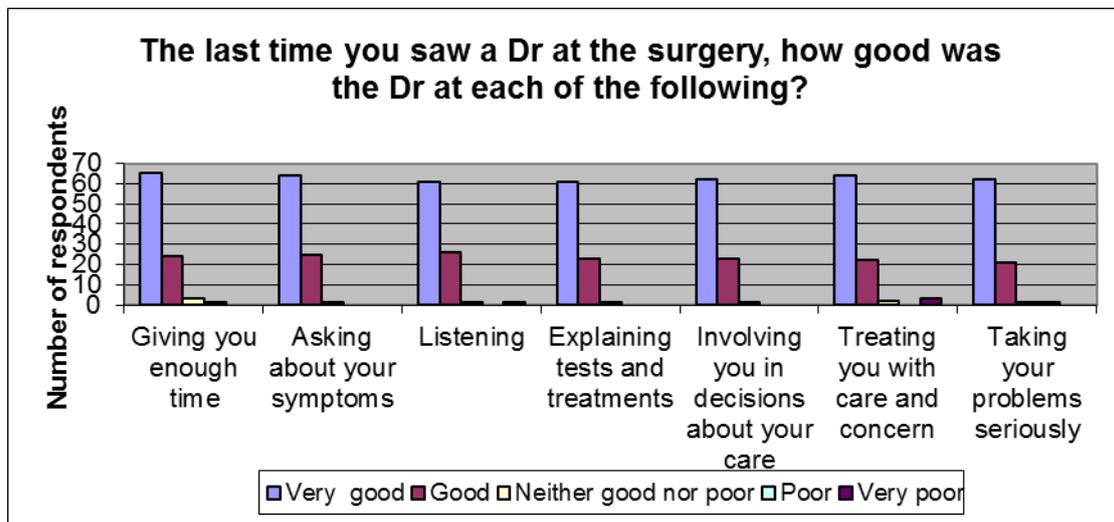
Q6. Last time you tried, were you able to get an appointment with a Dr more than two weekdays in advance?



Q7. How satisfied are you with the opening hours at the surgery?



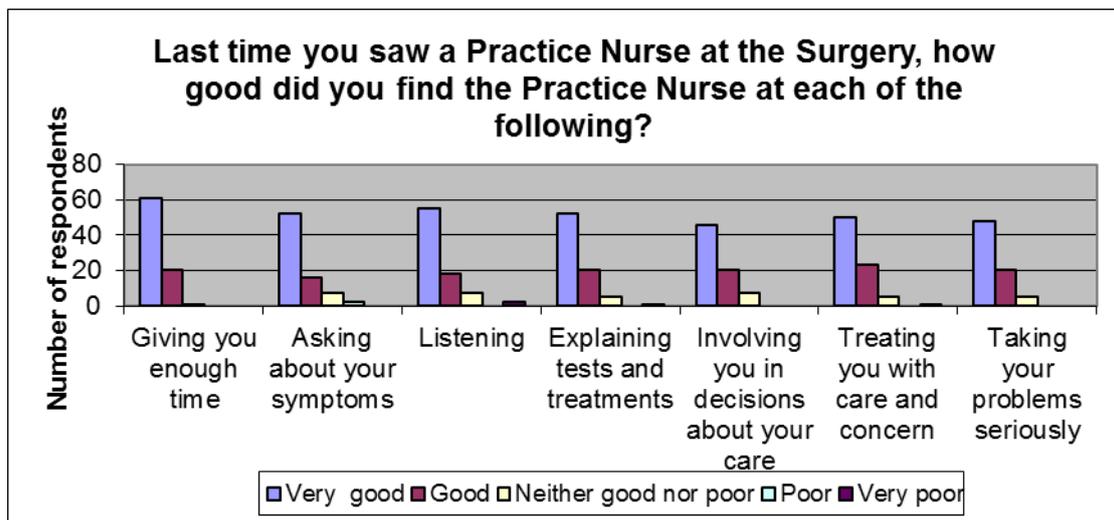
Q8. The last time you saw a Doctor at the surgery how good was the Doctor at each of the following?



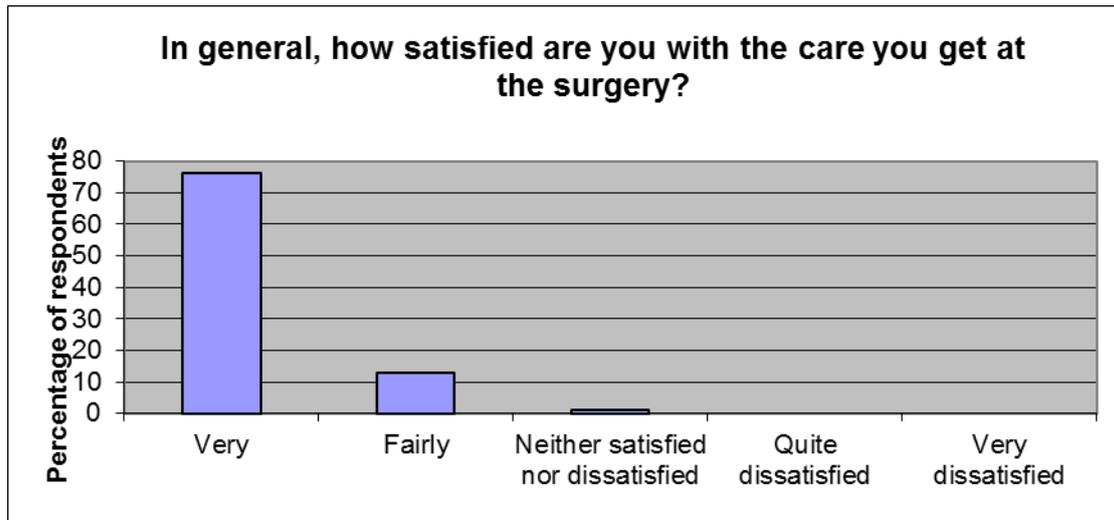
Q9. Did you have confidence and trust in the doctor you saw?



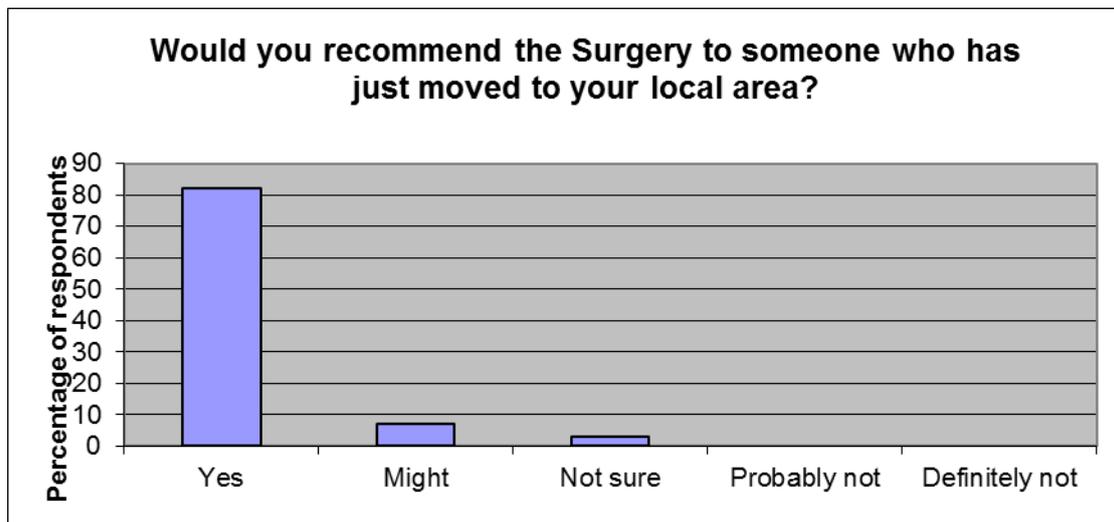
Q10. Last time you saw a practice nurse at the surgery how good did you find practice nurse at each of the following?



Q.11 In general, how satisfied are you with the care you get at the surgery?



Q12. Would you recommend the Surgery to someone who has just moved into your local area?



- receptionists always helpful and accomodating, can't fault the service
- I am very happy with my Dr Patel. He talks to me and makes me understand
- I am very happy with Dr Patel. He is a good listener.He is very good with his patients.
- Very good, but sometimes they forget to send rpts to chemist
- When ringing for an appt this is not always possible , keep getting told to ring the morning I want to be seen.
having said that I am very pleased with my Dr and the practice
- I have been very satisfied overall with the help and support from the Doctors and staff
- the ladies on reception are friendly and welcoming
- All good
- Excellent service from all the receptionists
- Everbody is very friendly and helpful and always try to accomadate you as best as they can.
- Dr Patel is very good in surgery appointments
- Think too much time is spent balancing budgets and not enough on pateint care. Cost before care!
- Well Man clinics would be useful but not offered. (blood pressure etc) for 40-45+
- Dr Patel is always professional yet friendly and trust him. He always gives advice when needed.
- Well done to all at the Whitwick Health Centre
- Very pleased with staff
- None but excellent Thank you.
- I feel that my GP is a family doctor and knows me and my husband.
- Both Dr's are very caring.
- A very good service with Dr.
- I have only ever been treated well at this practice and have never felt that I have wasted the Dr's time even when they are very busy and I have never felt pushed off and this applies to both Dr's.
everyone at the practice is very good and I have no complaints at all.
The only thing I would say is the car park is far too small and that I always park on the street but thats not a complaint .only a comment.
- All excellent
- Very good service.
- No problems Services good
- Always very pleasant
- no complaints
- Great communication .Always friendly. Very good surgery.
- DR patel is our Dr and we are more than happy
- So far -couldn't have wished for better treatment in any way. Doctor very friendly and considerate,
- I have no problems with this surgery.Always willing to help.The staff are very good.
Dr Patel is very good always the same and lookks after me ,he is very pleasant.
- Both Dr's are brilliant
- We have always been very satisfied with the service that we receive
- Not enough car park spaces
- Receptionists always very pleasant and helpful

