

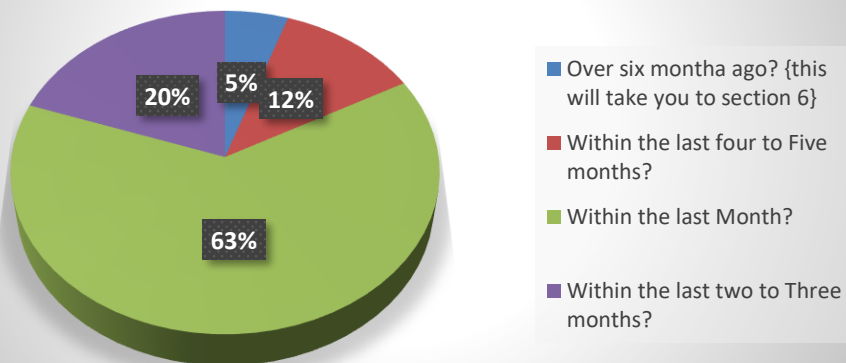
St Stephens House Surgery

Survey Results February 2020

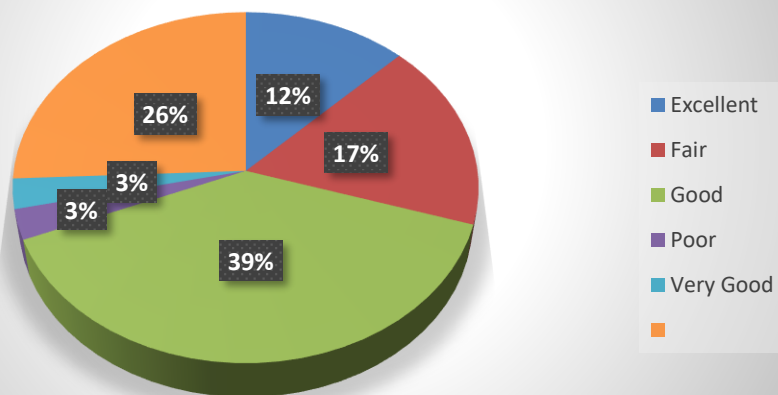
The survey was completed at the surgery and online by 153 customers.

Section 1 About the Surgery

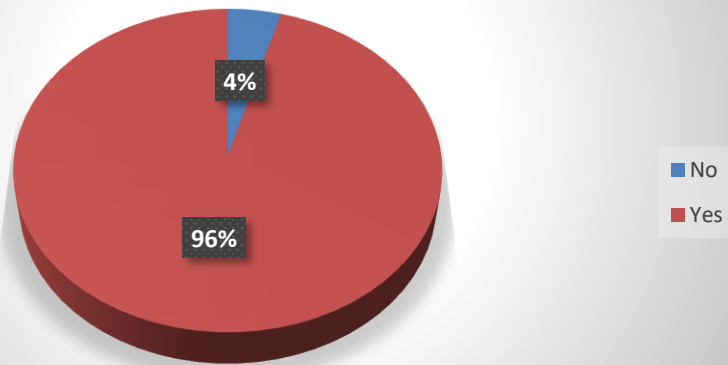
When did you last attend or contact the surgery?



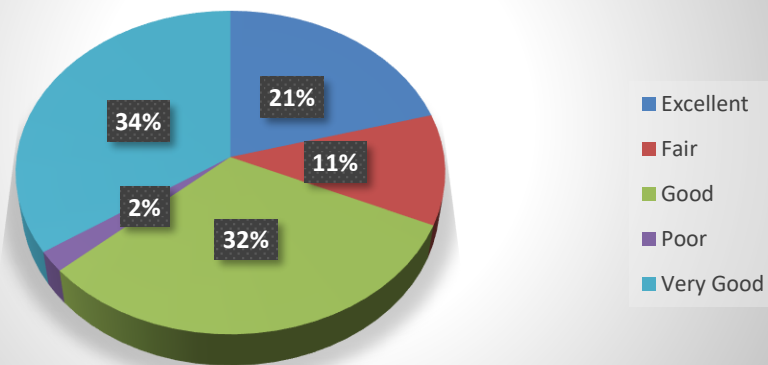
Generally, how easy do you find it to contact the surgery by telephone?



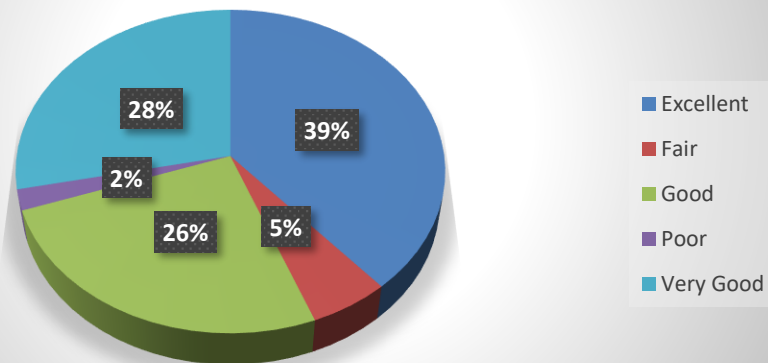
Were you able to speak to someone the last time you tried?



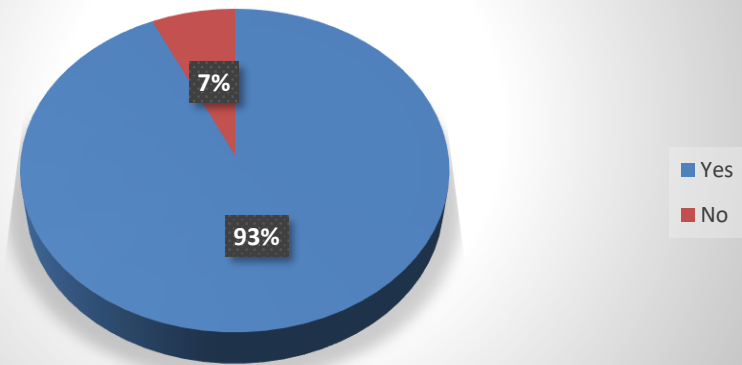
How satisfied are you with the Surgery's opening hours?



How would you rate your overall experience of this surgery?

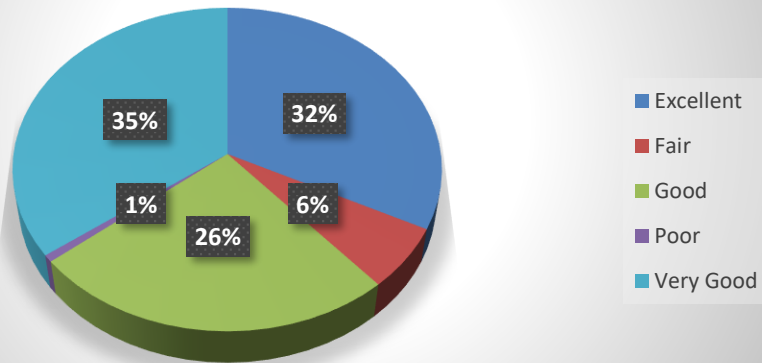


Would you recommend this surgery to someone new to the area?

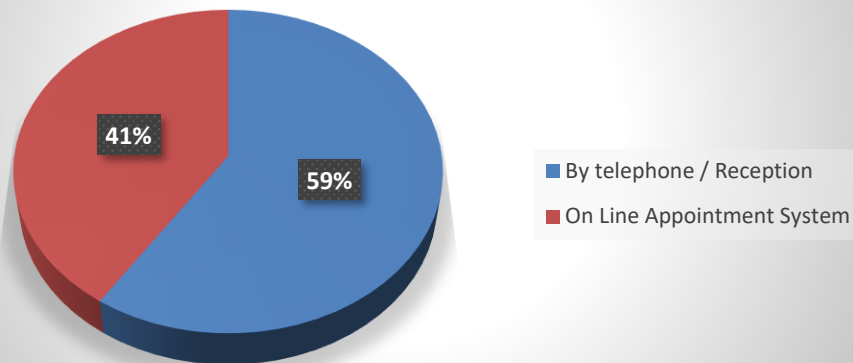


Section 2 About Reception Staff

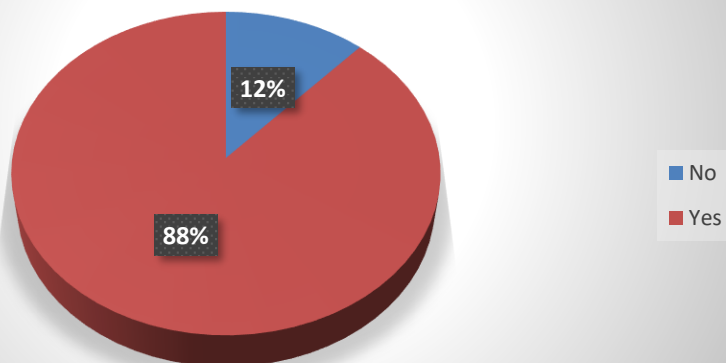
How helpful do you find the Receptionists at the Surgery?



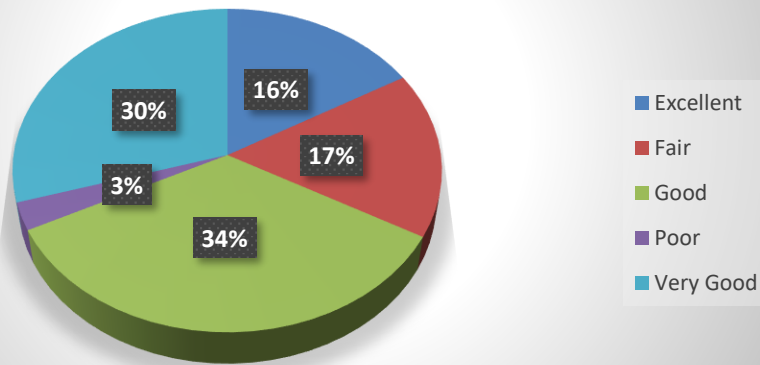
How do you usually book appointments at the surgery?



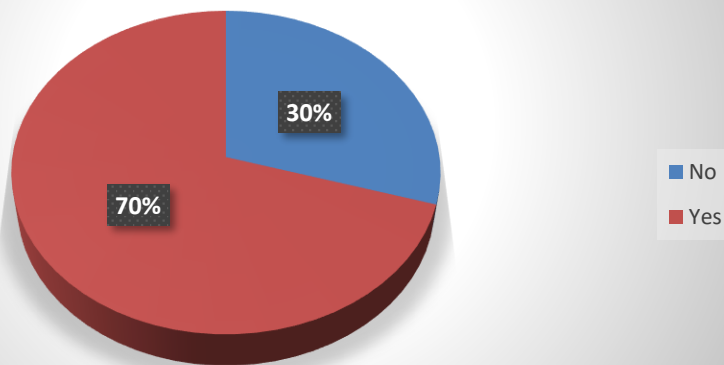
Were you able to get an appointment the last time you tried?



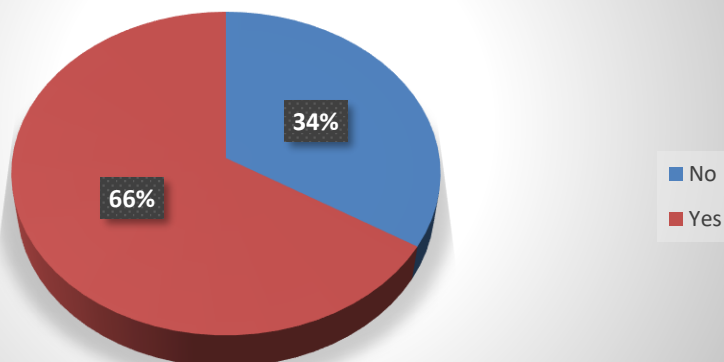
How convenient was your appointment time?



Do you find that you are usually able to see or speak to your preferred GP?

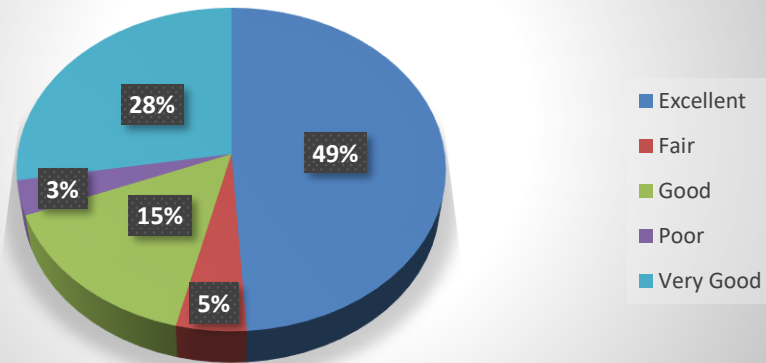


Were you seen within 15 Minutes or less of your appointment time?

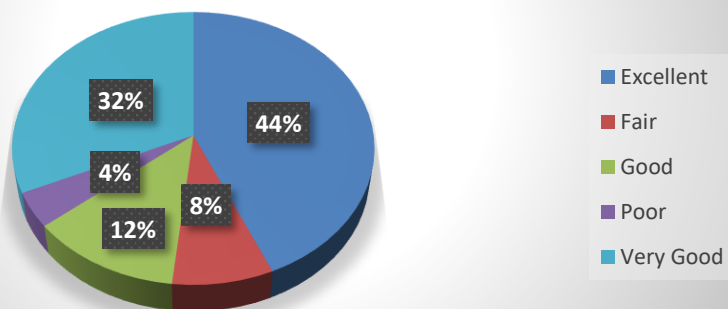


Section 3 About the Doctors

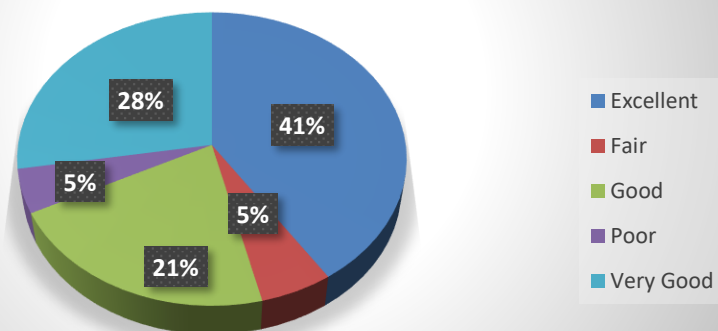
How good was the GP you last saw or spoke to at listening to you?



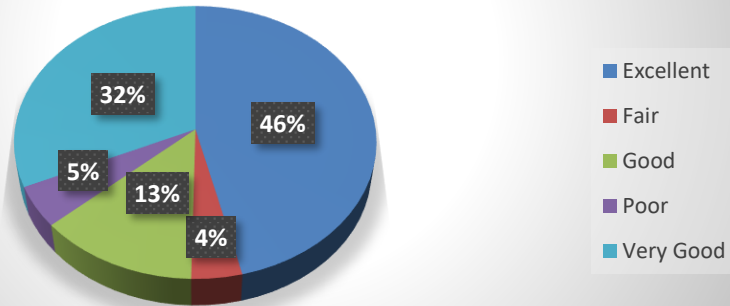
How good was the GP you last saw or spoke to at explaining tests and treatments?



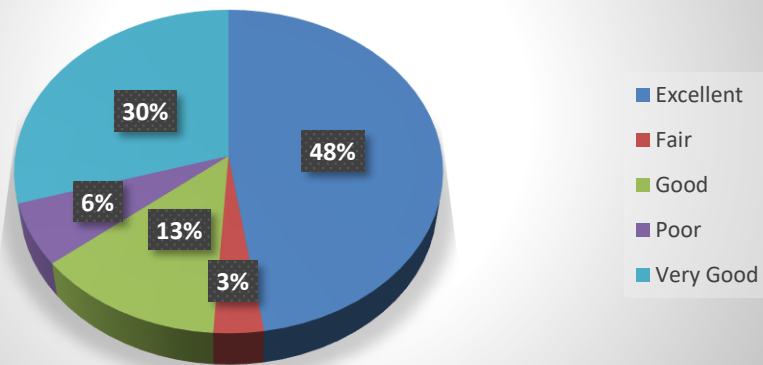
How good was the GP you last saw or spoke to at involving you in decisions about your care?



Do you feel that the GP you last saw or spoke to treated you with care and concern?

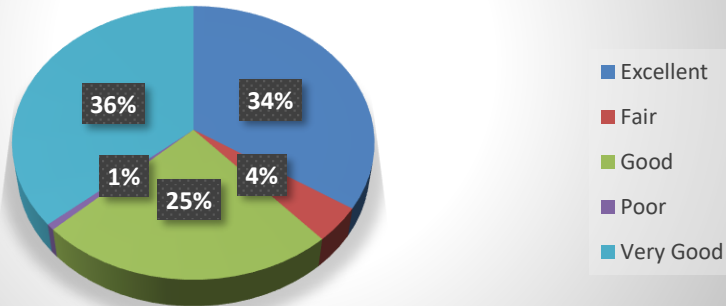


Do you have confidence and trust in the last GP you saw or spoke to?

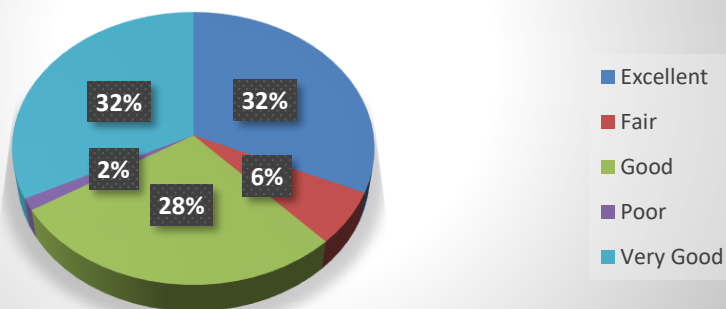


Section 4 About the Nurses

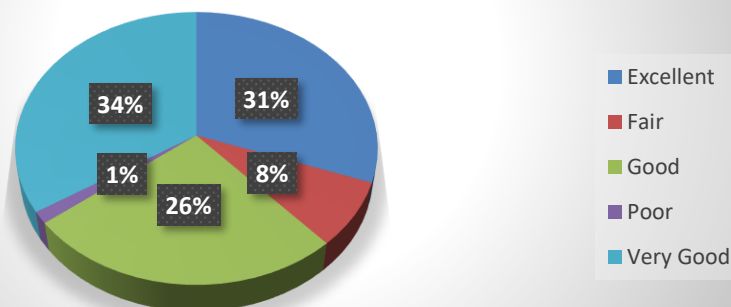
Do you feel that the last nurse you spoke to or saw was good at giving you enough time?



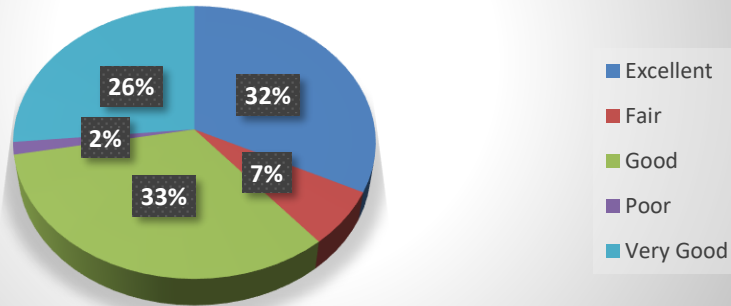
Do you feel that the last nurse you spoke to or saw was good at listening to you?



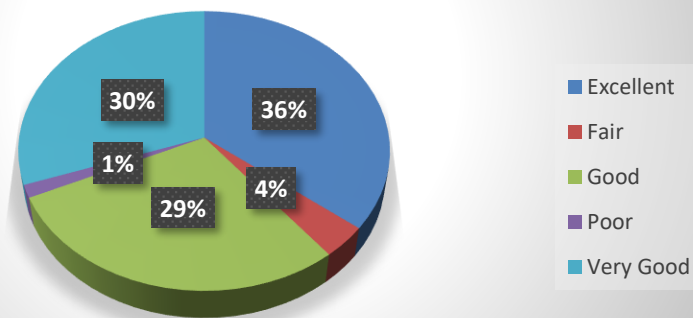
Do you feel that the last nurse you spoke to or saw was good at explaining tests and treatments?



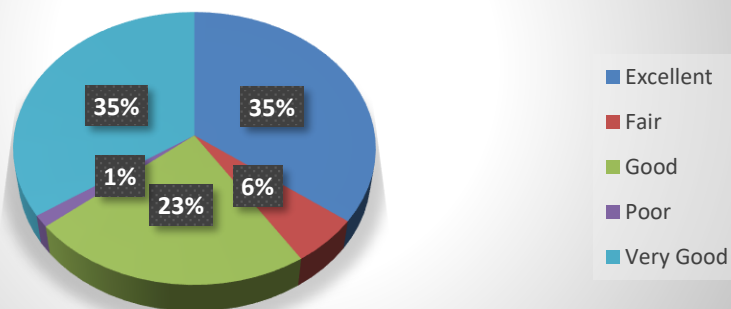
Do you feel that the last nurse you spoke to or saw was good at involving you in decisions about your care?



Do you feel that the last nurse you spoke to or saw was good at treating you with care and concern?

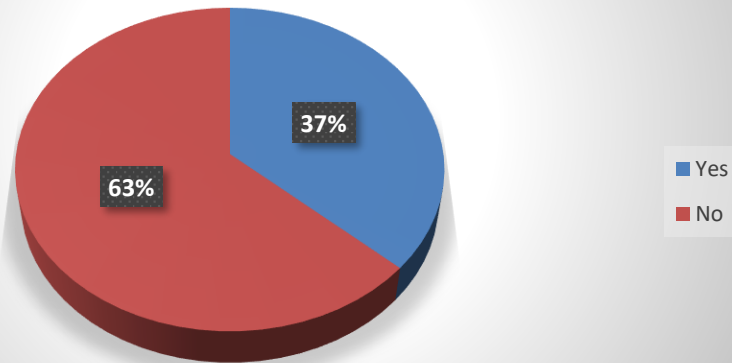


Do you have confidence and trust in the last nurse that you saw or spoke to?

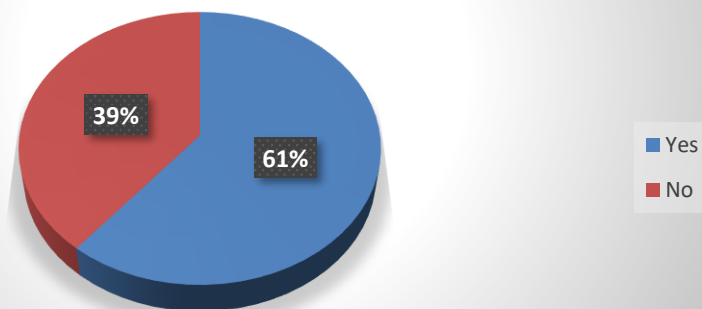


Section 5 About the Patient Participation Group

Are you a member of the PPG - Patients Participation Group?



If you are not a member of the PPG would you like to join and receive the twice yearly newsletter?



Are you aware of our Facebook Page? PPG-St Stephens House Ashtead

