

Patient Satisfaction at The Oaks Medical Centre

We are interested in your experience at The Oaks and would be grateful if you could spend a few minutes answering the questions below. Put a tick in the box that best expresses your view of your **most recent contact with us**. Once complete, please hand in at reception or post back in the supplied envelope. This questionnaire is anonymous and will not affect your care in any way. **Tell us about your satisfaction level with each area of our service.**

Contacting Us By Telephone	Highly Satisfied	Fairly Satisfied	Mildly dissatisfied	Very dissatisfied	Does not apply
How quickly was the phone answered?					
How helpful was the receptionist on the phone?					
Getting to speak to a Dr on the phone?					
Overall ease of using the phone to contact us?					

Getting an Appointment	Highly Satisfied	Fairly Satisfied	Mildly dissatisfied	Very dissatisfied	Does not apply
How long you had to wait to be seen urgently?					
How long you had to wait to see any doctor routinely?					
How long you had to wait to see the doctor of your choice?					
Overall how do you rate our appointment availability?					

Reception and Waiting	Highly Satisfied	Fairly Satisfied	Mildly dissatisfied	Very dissatisfied	Does not apply
How helpful was the receptionist when you arrived?					
How would you rate the checking in experience?					
How would you rate the waiting area at The Oaks?					
When checked in, how satisfied were you with how long you waited ?					
Overall how would you rate our receptionists?					

Nurses and Phlebotomists	Highly Satisfied	Fairly Satisfied	Mildly dissatisfied	Very dissatisfied	Does not apply
How easy was it to get a nurse appointment at our surgery?					
If you've seen a nurse recently, how satisfied were you with our service?					
How convenient was it to get a blood sample taken with us?					
If you had a blood test done recently, how would you rate our service?					
Overall how would you rate our in-house nursing services?					

Doctor's Consultations

Thinking of your most recent consultation -	Highly Satisfied	Fairly Satisfied	Mildly dissatisfied	Very dissatisfied	Does not apply
Did the Dr spend enough time with you?					
Did you feel at ease and able to say anything you needed to say?					
How well did they ask you about your symptoms?					
How well did they listen to you?					
Did they take your problem seriously enough?					
Did they treat you with care and concern?					
Did they involve you sufficiently in decisions about your care?					
How well did they explain your diagnosis and treatment?					
How patient was the doctor with your questions or worries?					
Overall, how satisfied were you with your Dr's consultation?					

Please complete the statements below -

Can you tell us something about The Oaks that you really like -

If there was one thing about The Oaks you would change, it would be –

Overall Satisfaction	Highly Satisfied	Fairly Satisfied	Mildly dissatisfied	Very dissatisfied	Does not apply
Overall, how do you rate the whole package of care you get at The Oaks?					

Thank you for your help with improving our surgery.

If you wish to be involved in future feedback about our surgery or get involved in healthcare locally, then please email or telephone our Practice Manager -

Mrs Helen Nixon at helen.nixon@gp-c84030.nhs.uk or on 0115 9254566.