**Westminster Surgery**

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**1.How easy is to make an appointment with the doctor?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Very easy** | **Fairly easy** | **Fairly difficult** | **Difficult** |
| **8** | **6** | **2** | **1** |

**2. How did you book your appointment?**

|  |  |  |
| --- | --- | --- |
| **By phone** | **In surgery** | **Online** |
| **14** | **3** | **1** |

**3.How easy is it to contact the surgery by phone?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Very easy** | **Fairly Easy** | **Fairly difficult** | **Difficult** | **Have not tried** |
| **8** | **7** | **4** | **0** | **0** |

**4. Would you prefer a face to face appointment or a telephone ring back?**

|  |  |
| --- | --- |
| **Face to face** | **Telephone appointment** |
| **18** | **3** |

**5. Are you happy with the current appointment system or would you like more pre-bookable appointments with Doctors?**

|  |  |
| --- | --- |
| **Happy with current system** | **More pre-bookable** |
| **7** | **12** |

**6. Are you aware that you can email your non-urgent problem to the Doctor using the**

**e-consult app (You will receive a respond in two working days).**

|  |  |
| --- | --- |
| **Yes** | **No** |
| **7** | **12** |

**7. Are you aware that you can book an appointment and request a repeat prescription online?**

|  |  |
| --- | --- |
| **Yes** | **No** |
| **9** | **10** |

**8. Overall how happy are you with our appointment system?**

|  |  |  |  |
| --- | --- | --- | --- |
| **Very happy** | **Fairly happy** | **Fairly unhappy** | **Very unhappy** |
| **7** | **10** | **1** | **0** |

**9. Based on your most recent visit how effective was the Doctor /Nurse at helping you to understand decisions about your care?**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Very good** | **Good** | **Neither good nor poor** | **Poor** | **Very poor** | **n/a** |
| **13** | **5** | **0** | **0** | **0** | **0** |

**Comments:**

**“Excellent service supportive and friendly.”**

**“Very good telephone manner by Dr Huston and Nickie.”**

**“I transferred to this surgery in 2018. I am very happy with my decision to transfer. All the Doctors are brilliant and it is nice to get to see one straightaway.”**

**“Once you have an appointment the Doctors are very good with you very helpful and check every issue. Cannot fault any of the Doctors at this surgery the only problem I find is making an appointment by phone by the time you get through all appointments have gone hence I try to call in."**

**Suggestions:**

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