

How long have you been visiting this practice?

- This is my first visit
- Less than one year
- Between 1-2 years
- More than two years

How easy or hard is it to interact with the practice?

	☹			☺	N/A
	Disagree		Neutral	Agree	
The urgency of my needs are identified when I phone the practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to see the Doctor of my choice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am able to see a Doctor quickly when I need to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's easy to make an appointment for a day and time that suits me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When you arrived today, to what extent to you agree or disagree with the following

	☹			☺	N/A
	Disagree		Neutral	Agree	
The reception staff are helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am treated respectfully by everyone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The waiting area is comfortable and well set up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The practice is clean and tidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Who did you see today?

- My usual GP
- A GP that I have seen before
- A GP that I have never seen before
- Nurse
- OTHER

How satisfied or dissatisfied are you with your consultation today?

☹				☺
Dissatisfied		Neutral		Satisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How could the practice team improve the quality of the care they provide you?

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Overall how satisfied or dissatisfied are you with the service you received today?

Satisfaction with today's service

To what extent do you agree or disagree with the following:

	☹			☺
	Disagree		Natural	Agree
I will follow the advice I received today	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I will recommend this practice to my family and friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am happy to visit this practice again	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>