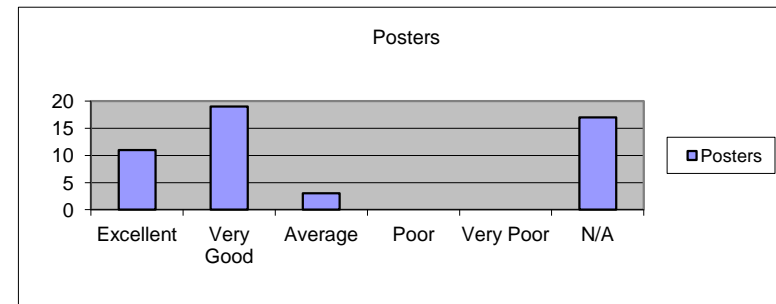
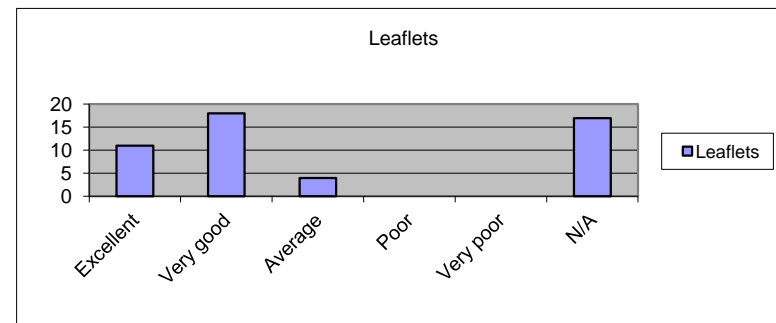
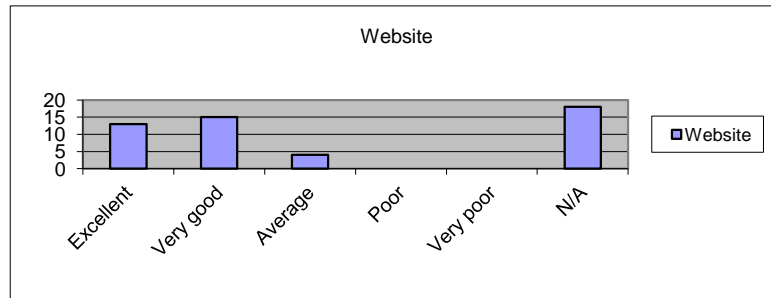
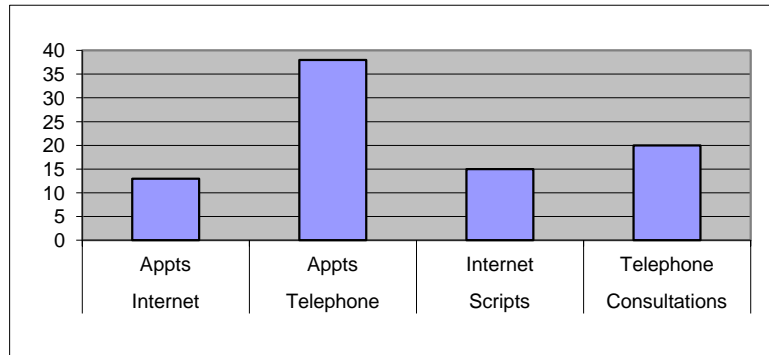


## PATIENT SURVEY - DR HUDSON

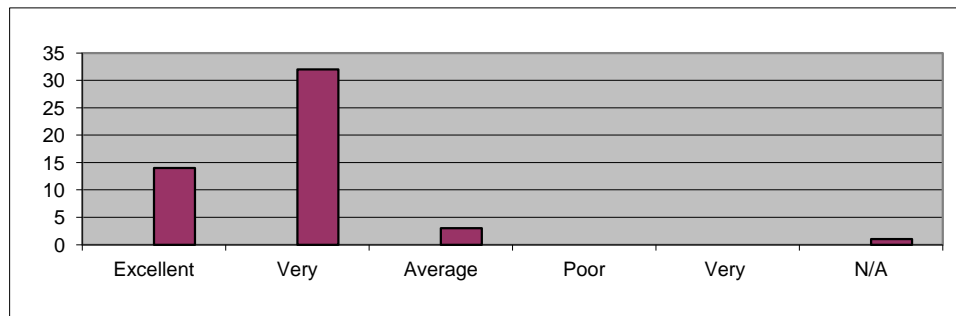
How helpful is the information we provide about the different ways you can contact and get the help or advise from the surgery?



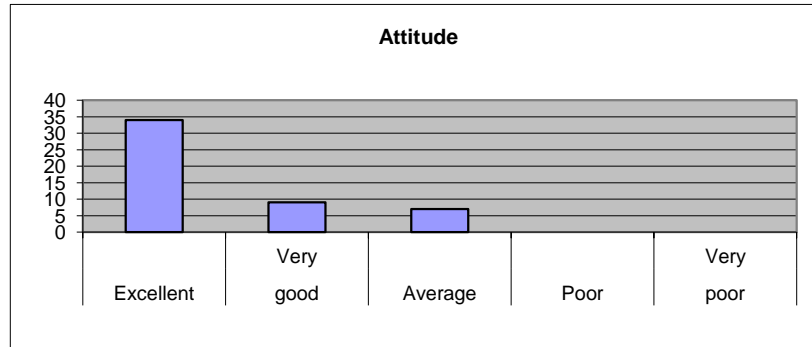
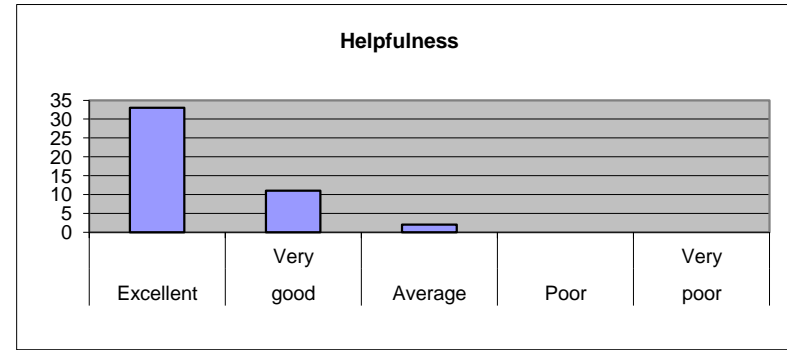
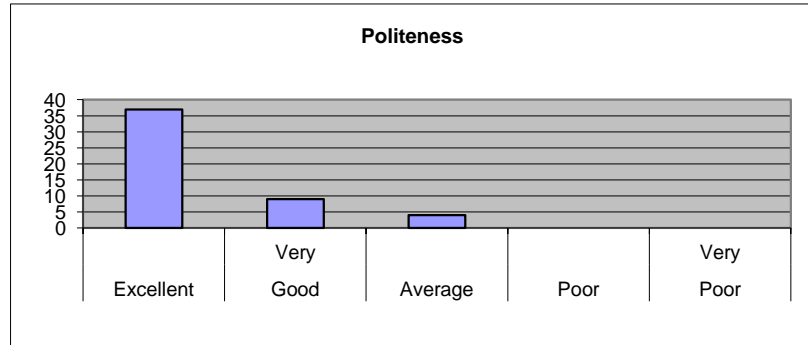
**Given the choice, please mark the different ways that you would consider making contact with the surgery in the future  
(Please note most patients marked more than one option)**



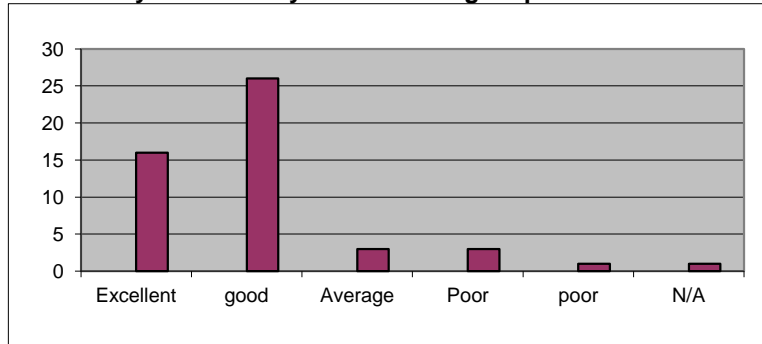
**Generally, how easy do you find it to get through to the surgery on the telephone?**



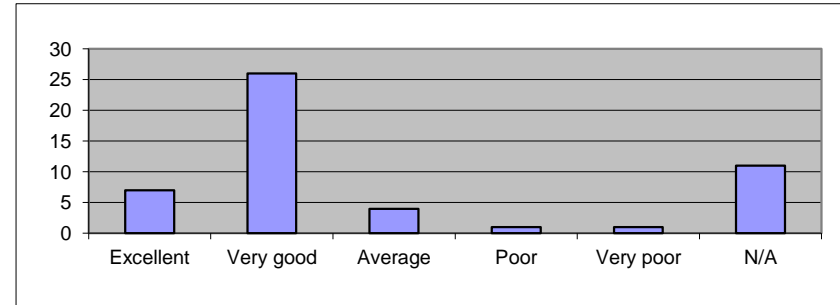
In general, how would you rate the way our Reception staff dealt with you?



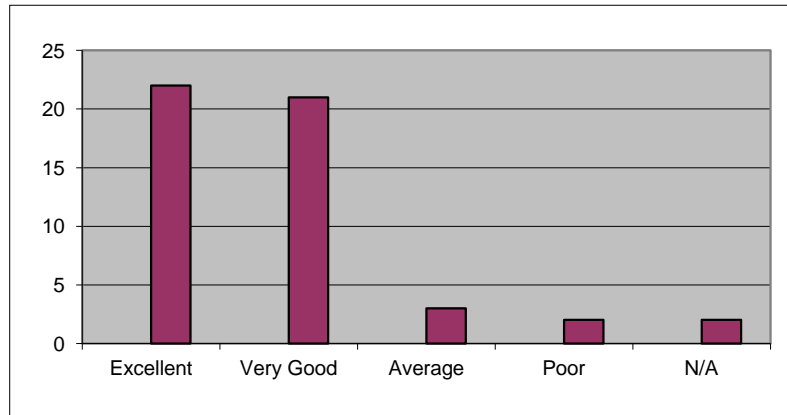
**How good is our system for providing you with an appointment on the same day with a Doctor when you feel that you have an urgent problem**



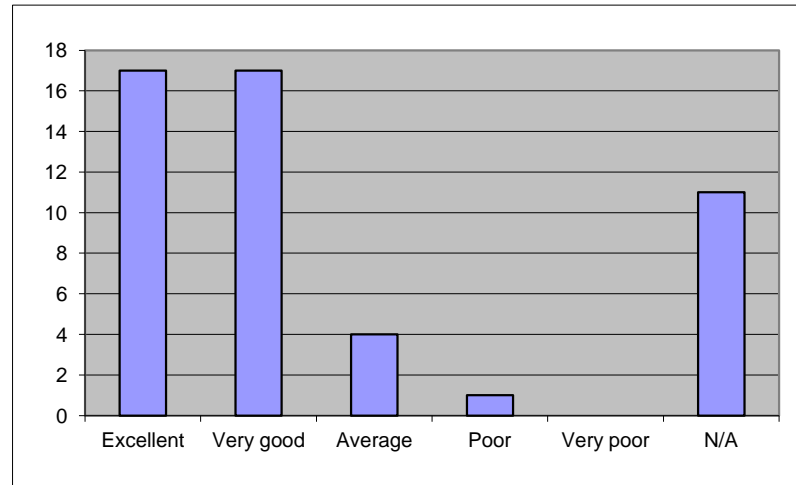
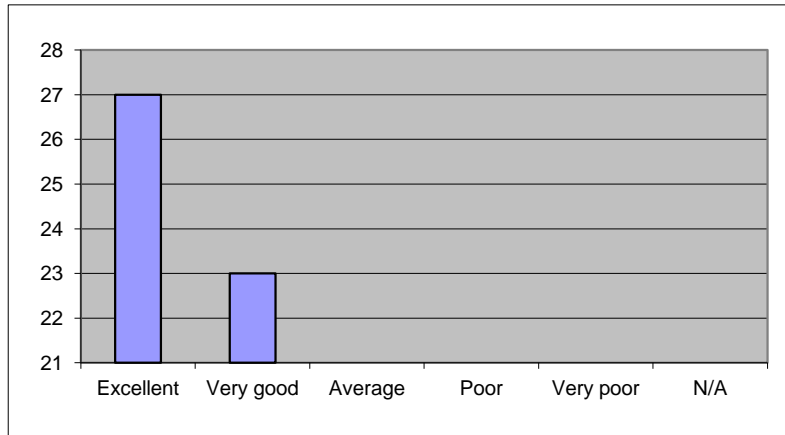
**If we cannot offer you an appointment as soon as you need, how good are we at helping you find the right medical help elsewhere?**



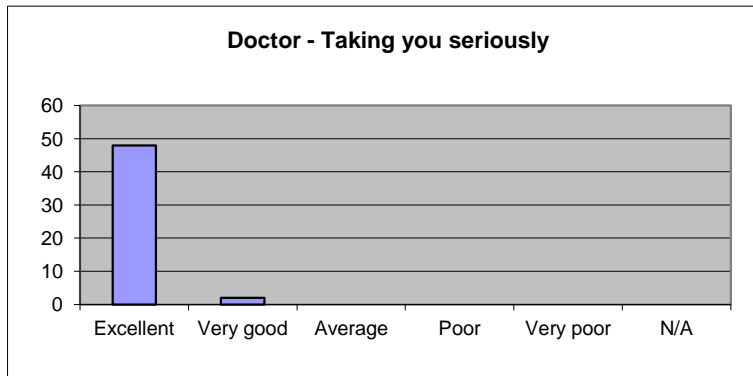
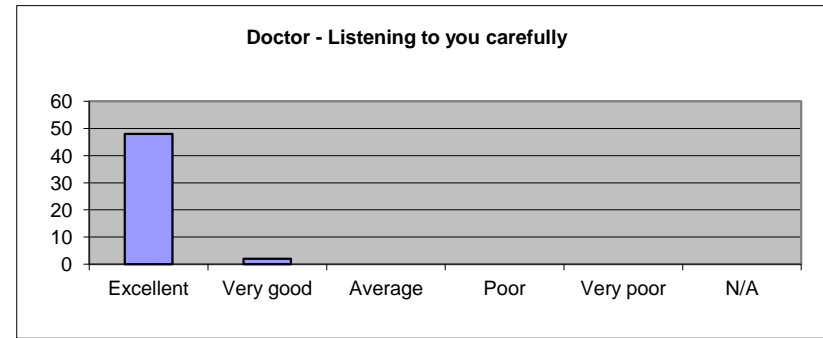
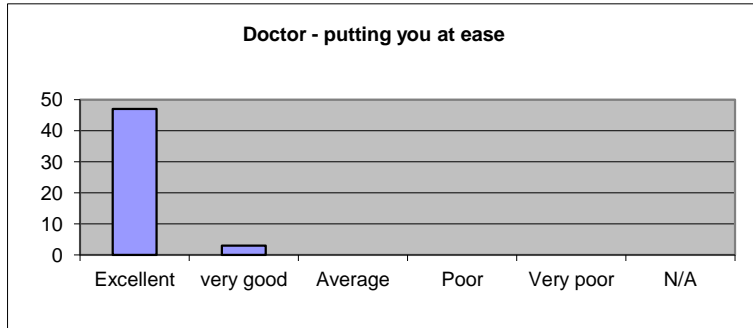
**How good are we at meeting your needs when you have a problem which is not an emergency but which you need some immediate medical attention for?**

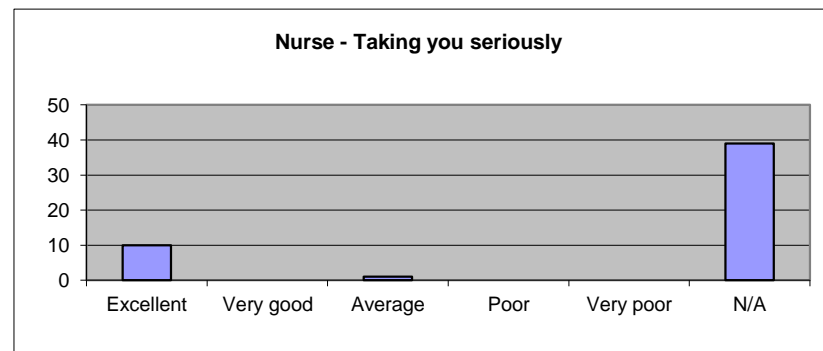
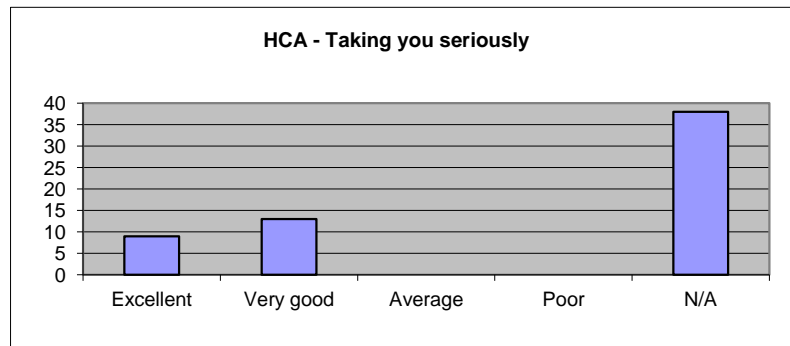
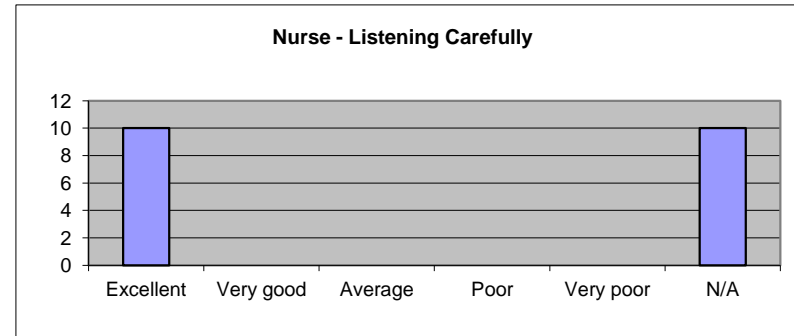
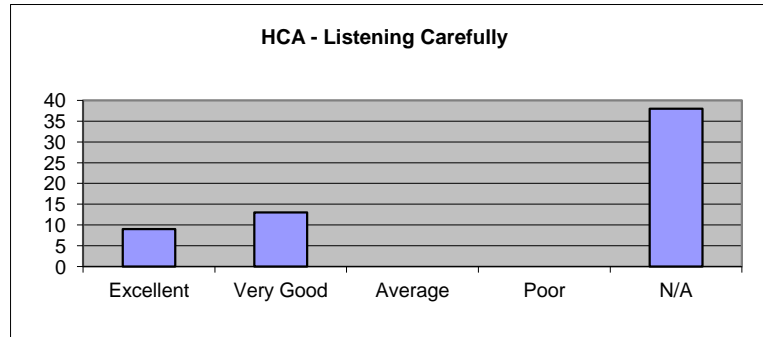
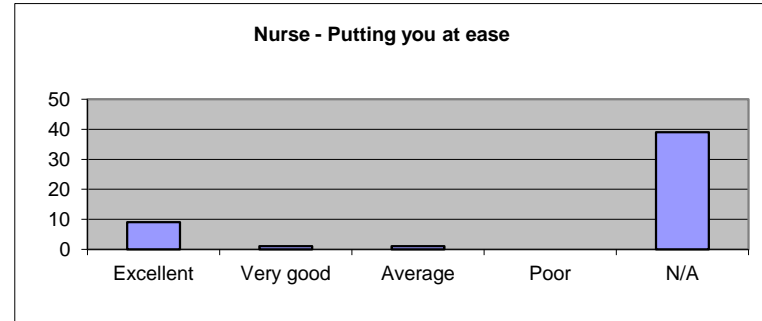
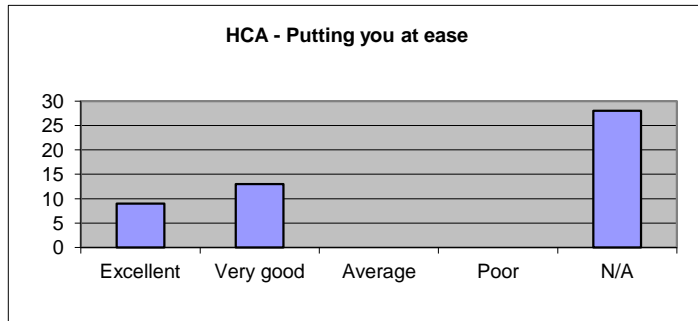


**How good is our system for booking differen types of apointment with the Doctor or Nurse of your choice more than 2 days in advance**

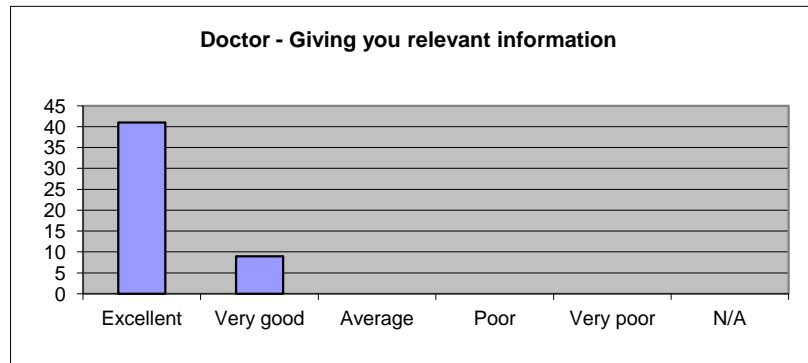
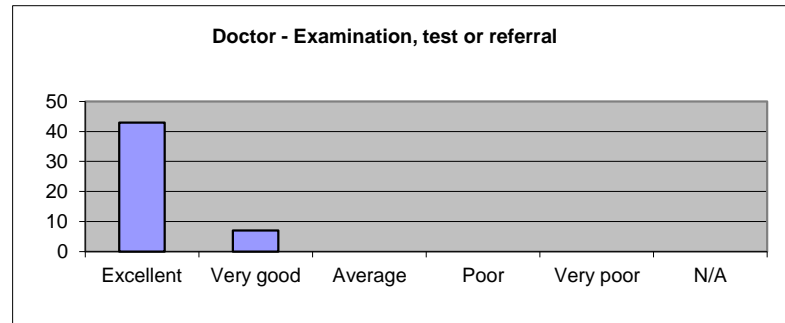
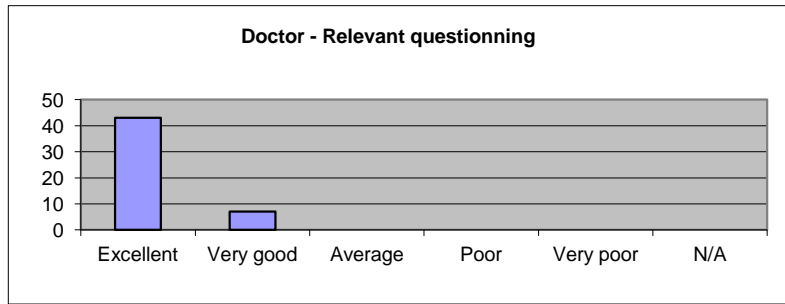


When you last saw a Doctor or Nurse, how would you rate their attitude when:



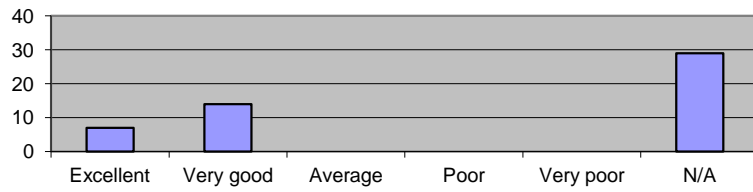


When you last saw a Doctor or Nurse, how well did you feel they dealt with your urgent problem or ongoing condition?

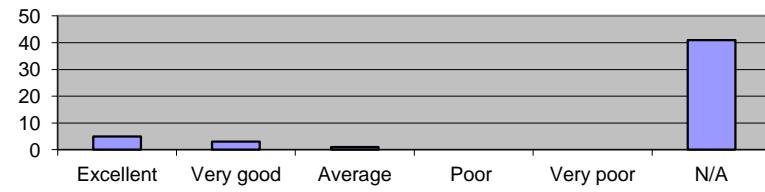




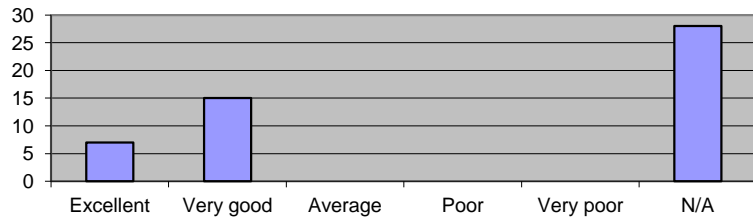
**HCA - Relevant questioning**



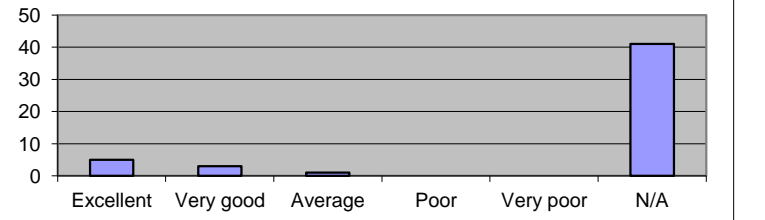
**Nurse - Relevant questioning**



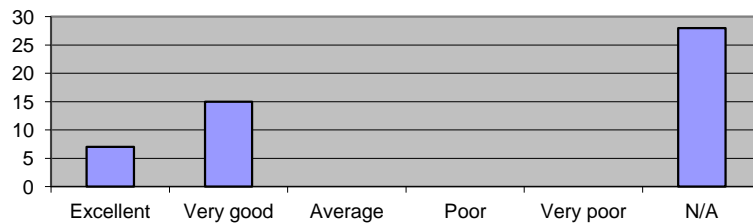
**HCA - Examination, test or referral**



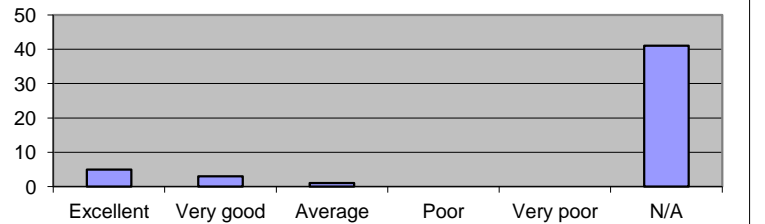
**Nurse - Examination, test or referral**



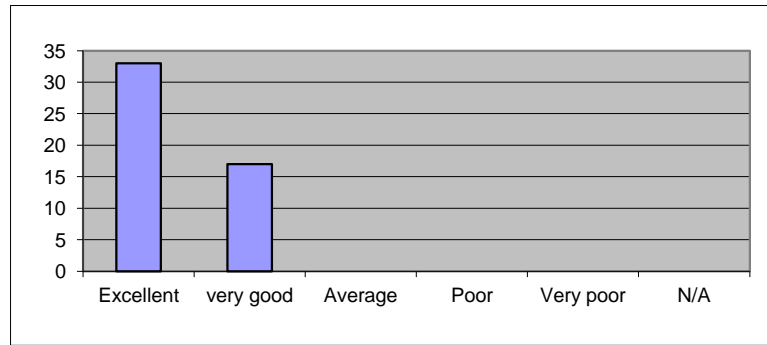
**HCA - Giving you the relevant information**



**Nurse - Giving you the relevant information**



**Overall, when you contact the surgery for help or medical advice, how would you rate our ability to help you with any urgent problems or ongoing conditions?**



**Comments**

I am under the impression that one cannot book an appointment with a Doctor more than 2 days in advance

Maybe this facility is available on the internet?

Haven't had to see a Nurse for ages

Don't change anything.

I think this surgery is one of the few I know, who know their patients and provide a knowledgeable outstanding personal service. All my friends belong to large health centres and never see the same GP twice, needless to say, they would much rather attend my surgery