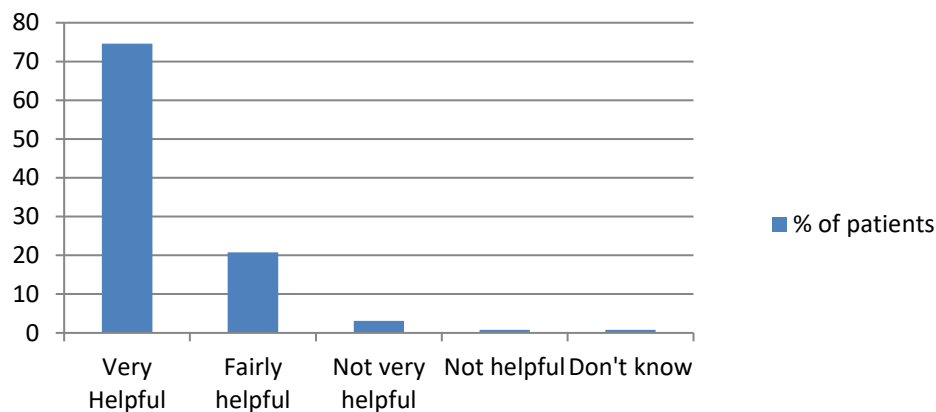


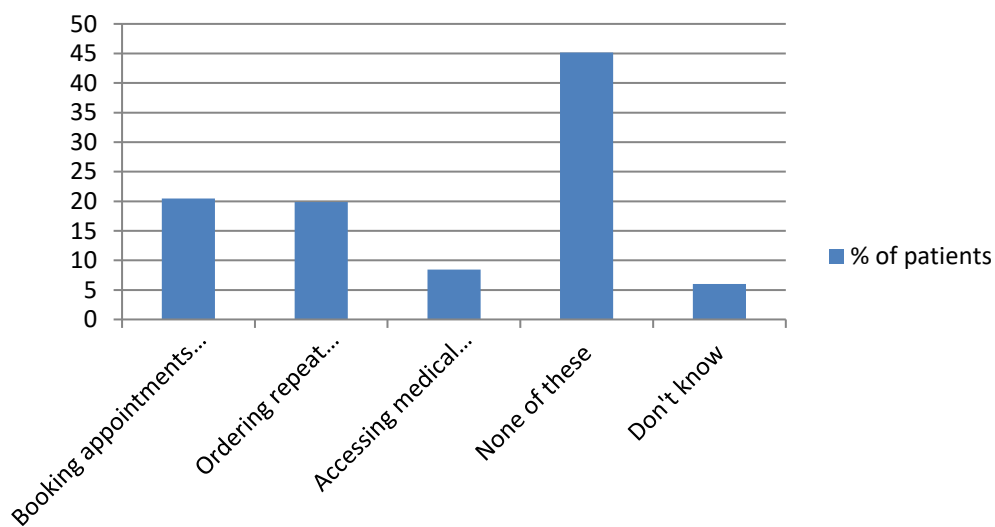
Eastfield House Surgery - Patient Survey Results

Autumn 2019

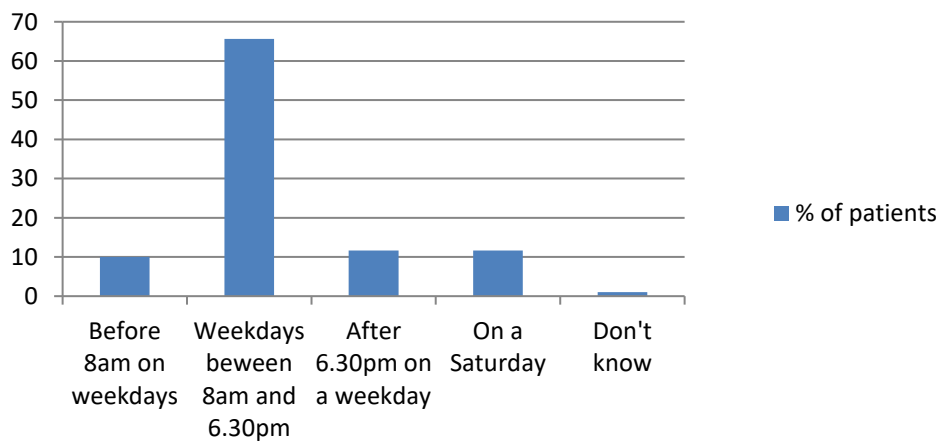
1. How helpful are the receptionists at the practice?



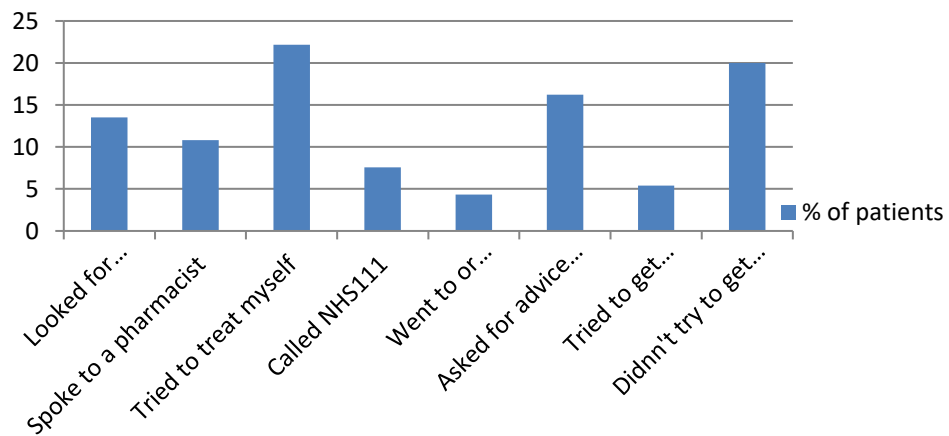
2. Which on line services have you used or you are aware of?



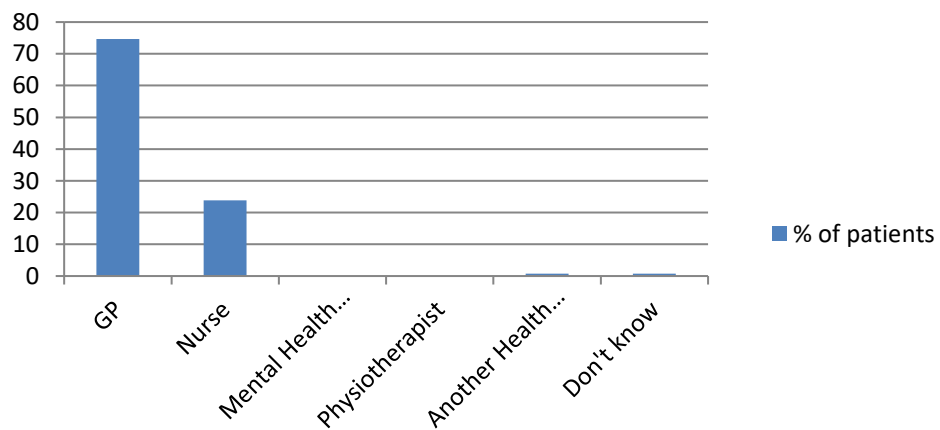
3. Which appointment times have you booked/are you aware of?



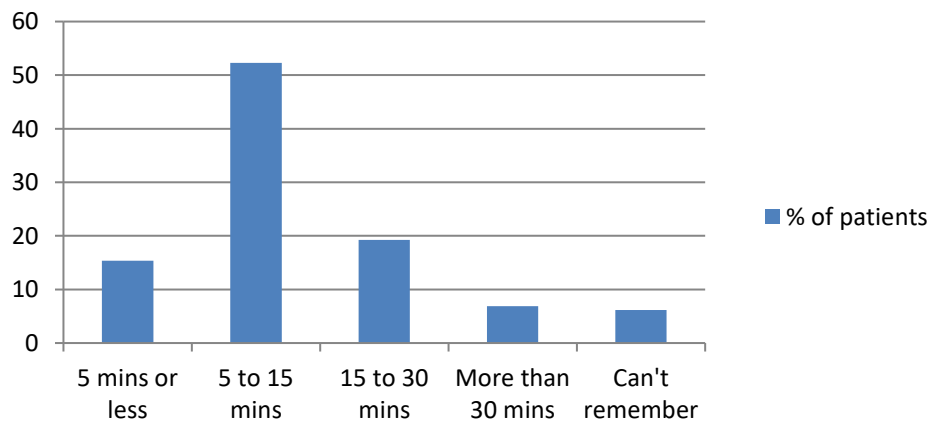
4. Which of the following did you do before booking your last appointment?



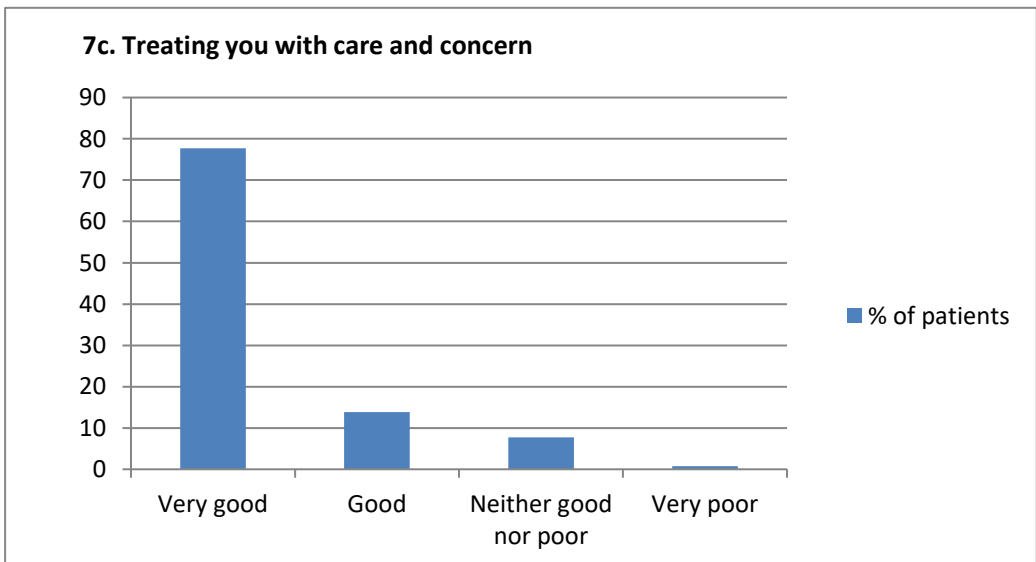
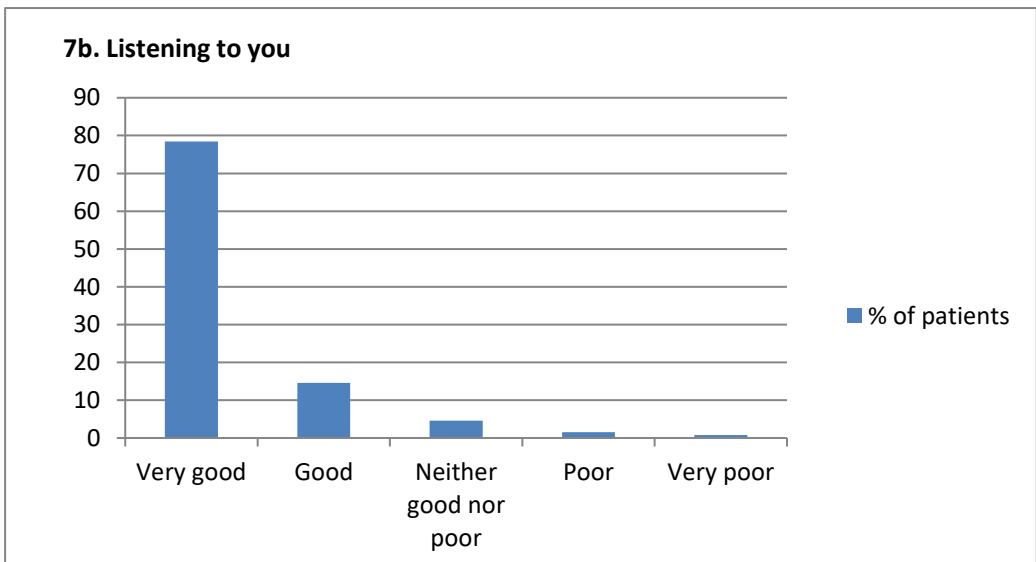
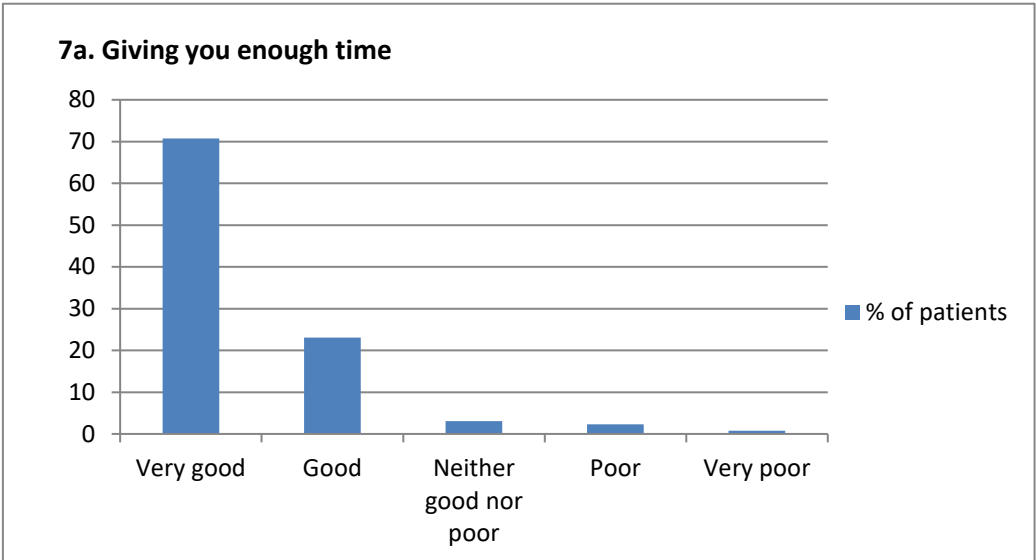
5. Who was your last appointment with?



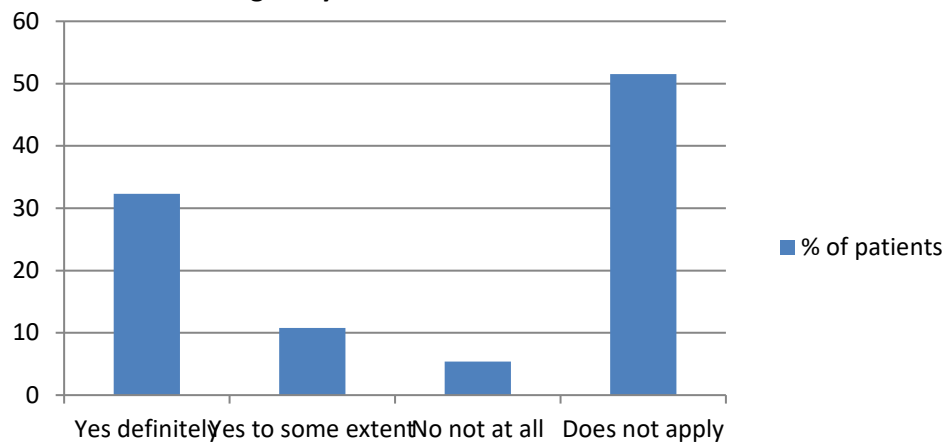
6. How long after your appointment time did you wait before being seen?



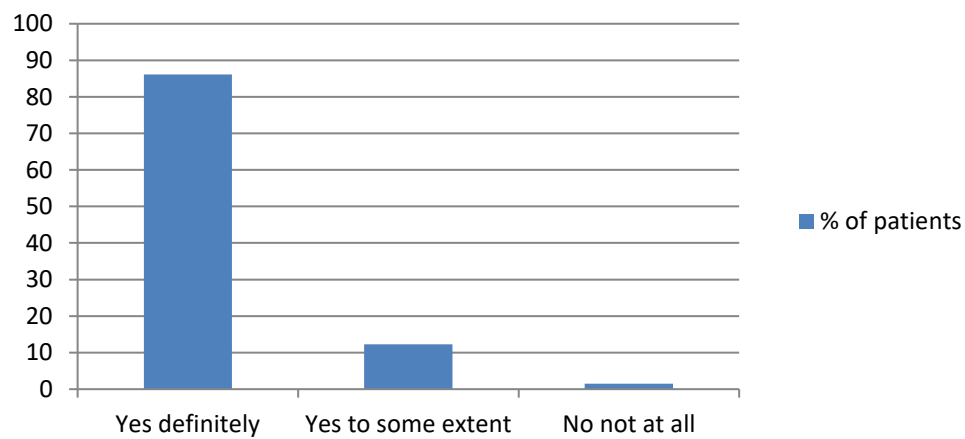
7. Thinking of your last appointment, how good was the healthcare professional at each of the following?



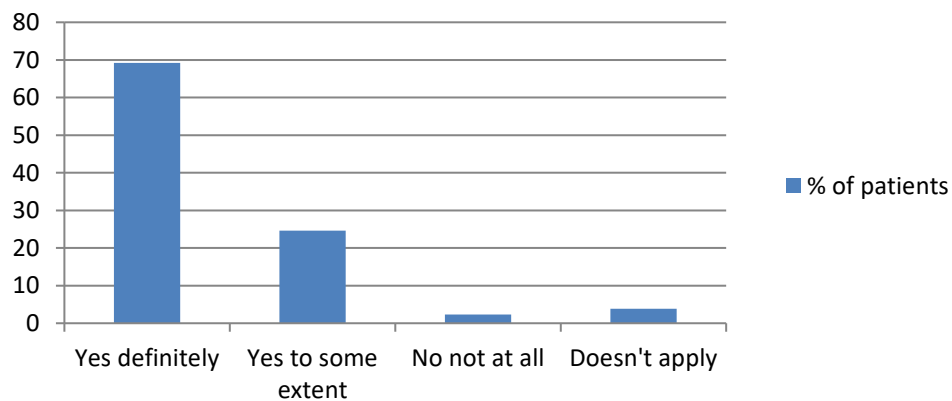
8. At your last appointment did the healthcare professional understand and recognise your mental health needs?



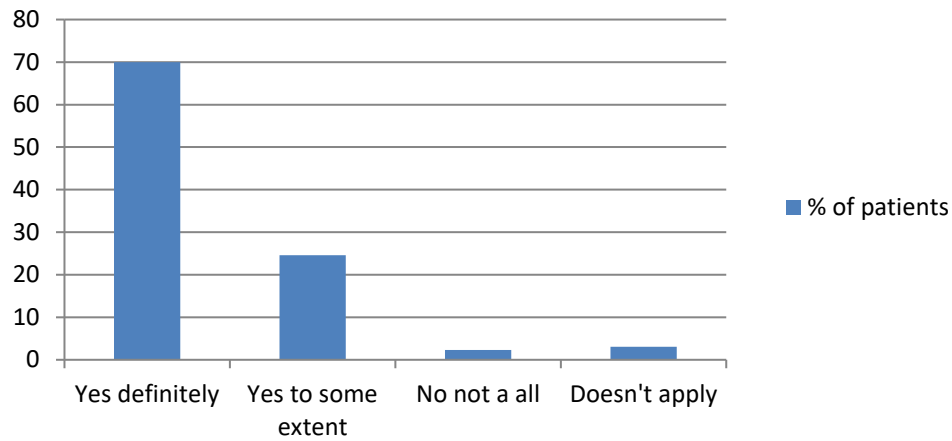
9. At your last appointment did you have confidence and trust in the healthcare professional you saw?



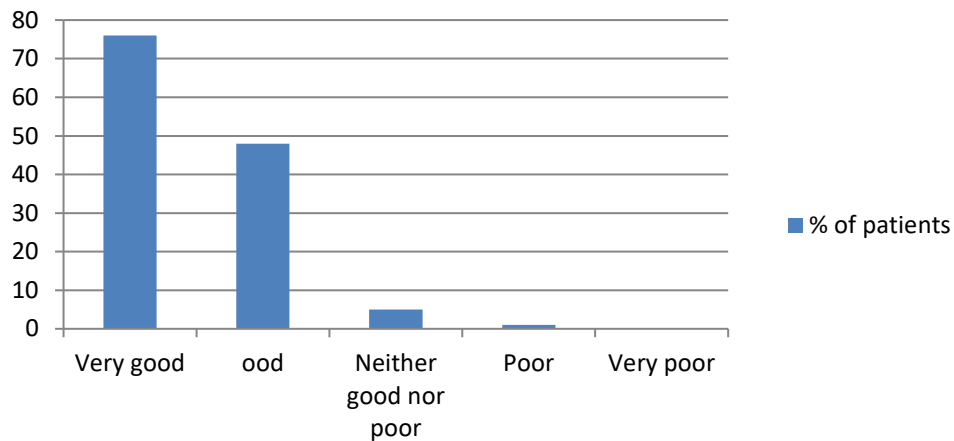
10. During your last appointment were you involved, as much as you wanted o be, in decisions about your care and treatment?



11. Thinking about your last appointment were your needs met?



12. Overall how would you describe your experience of Eastfield House Surgery?



Survey Details

Date of survey: October 2019

Duration of survey: 2 weeks

No. of surveys completed: 130

No. of incomplete surveys: 6

The survey was carried out at Eastfield House. The surveys were available on the reception desk and handed out to patients coming into the surgery by members of the PPG.