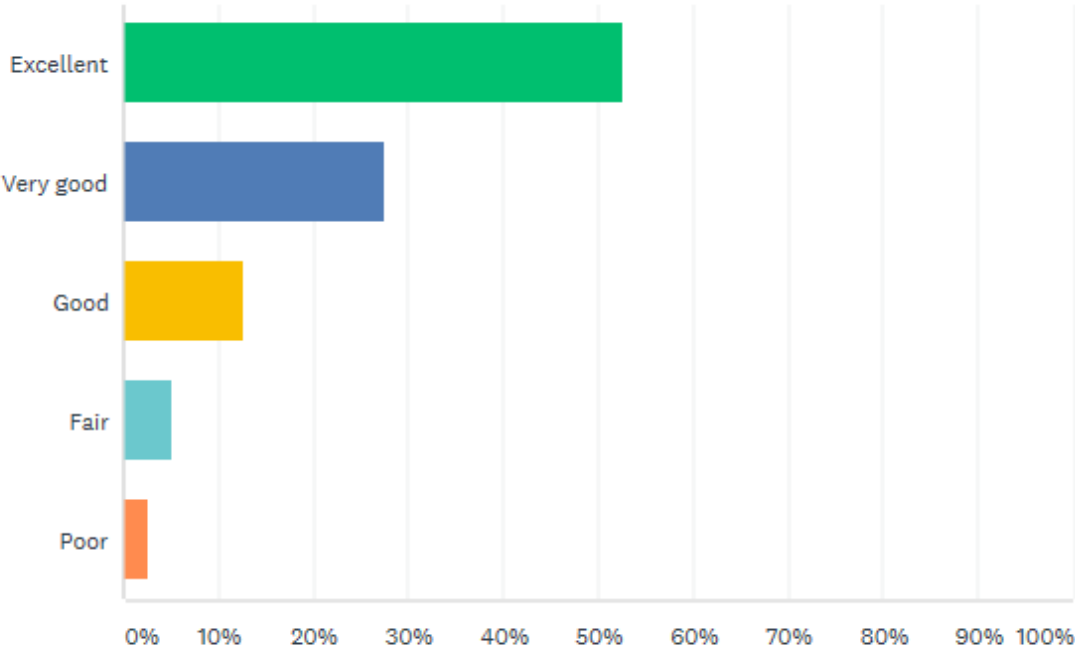


HANDSWORTH MEDICAL PRACTICE

Please find attached below the results of the patient survey conducted using SurveyMonkey in February 2021.

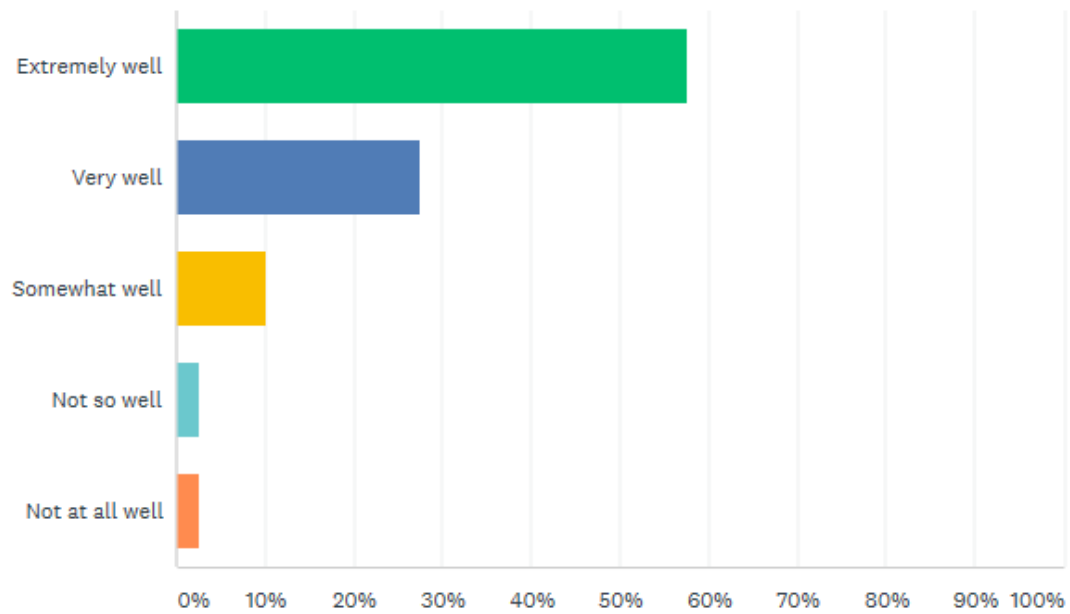
Q1

Overall, how would you rate the service you received from the reception?



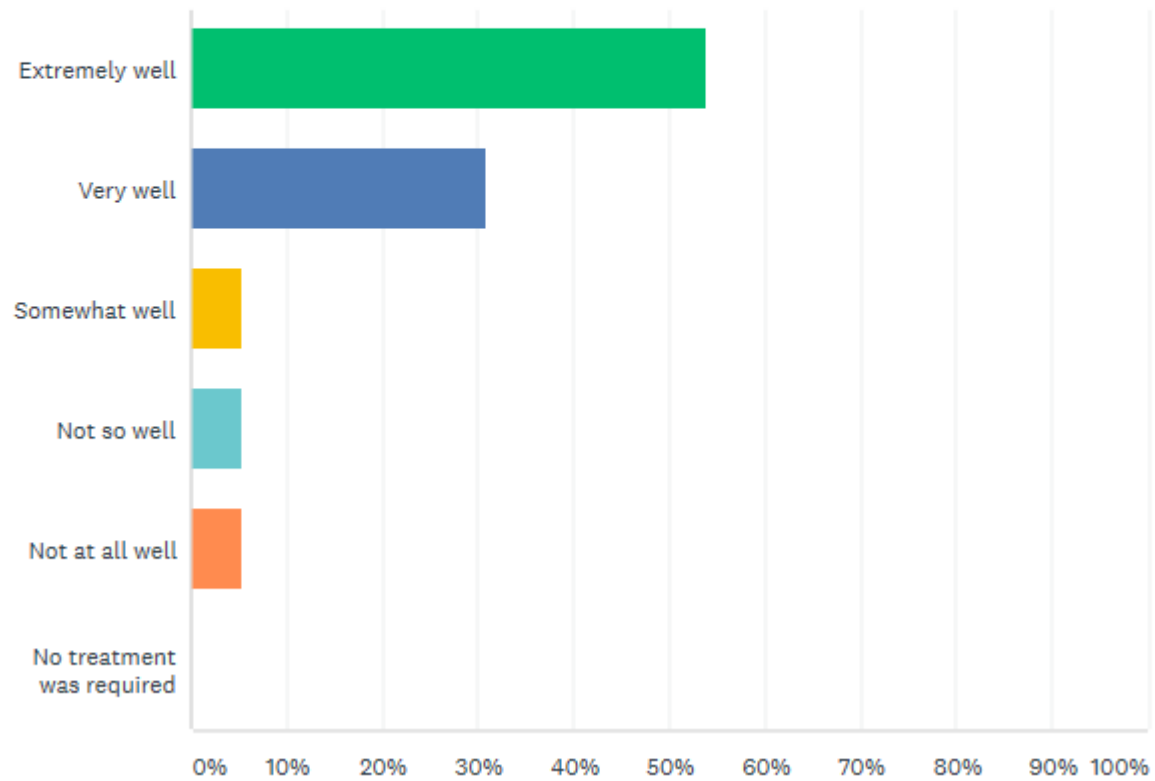
Q2

How well did the doctor / Advanced Nurse Practitioner listen to your needs?



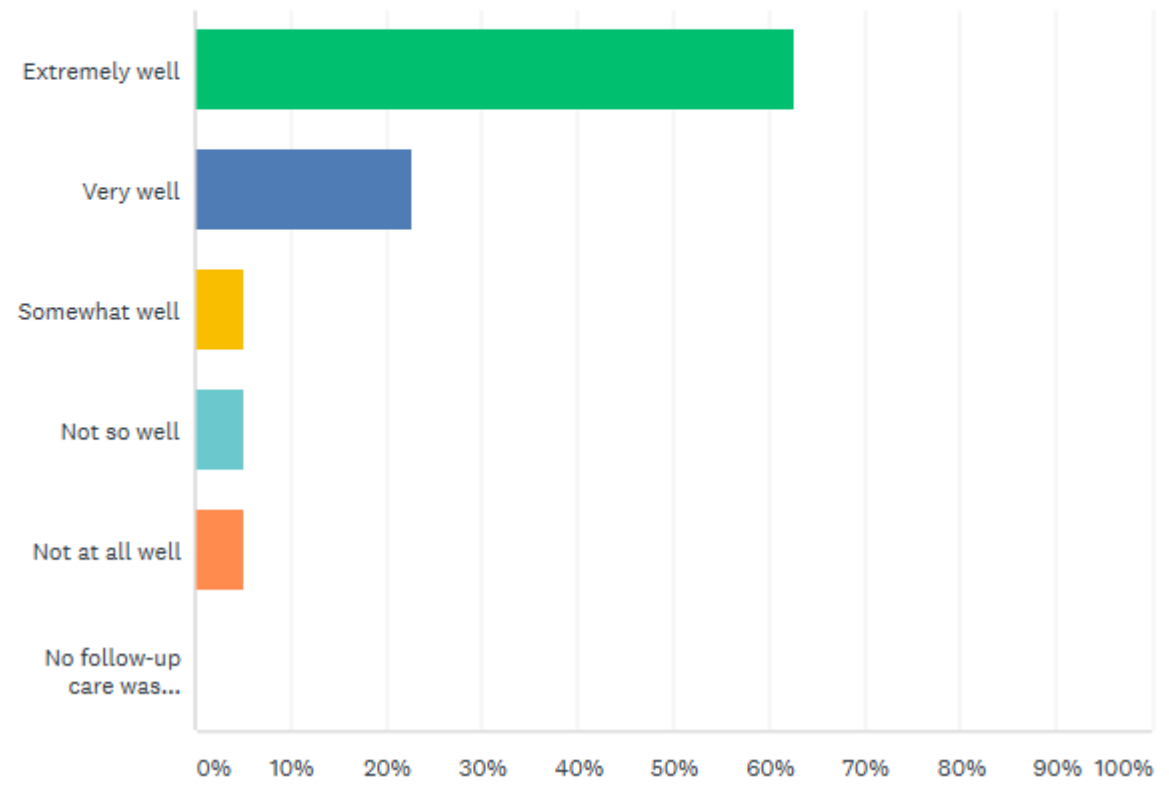
Q3

How well did the Doctor / Advanced Nurse Practitioner involve you in your treatment options?



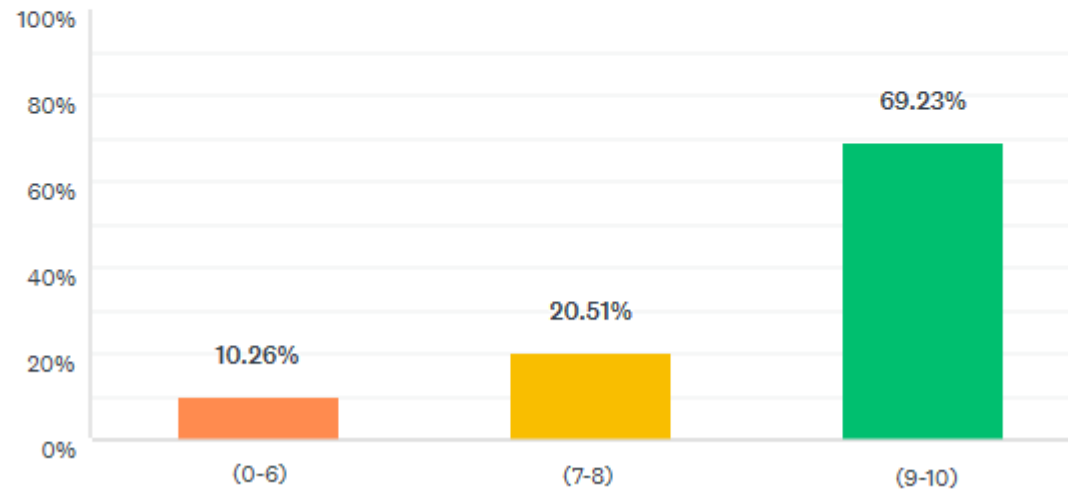
Q4

How satisfied were you with the consultation with the clinician?



Q5

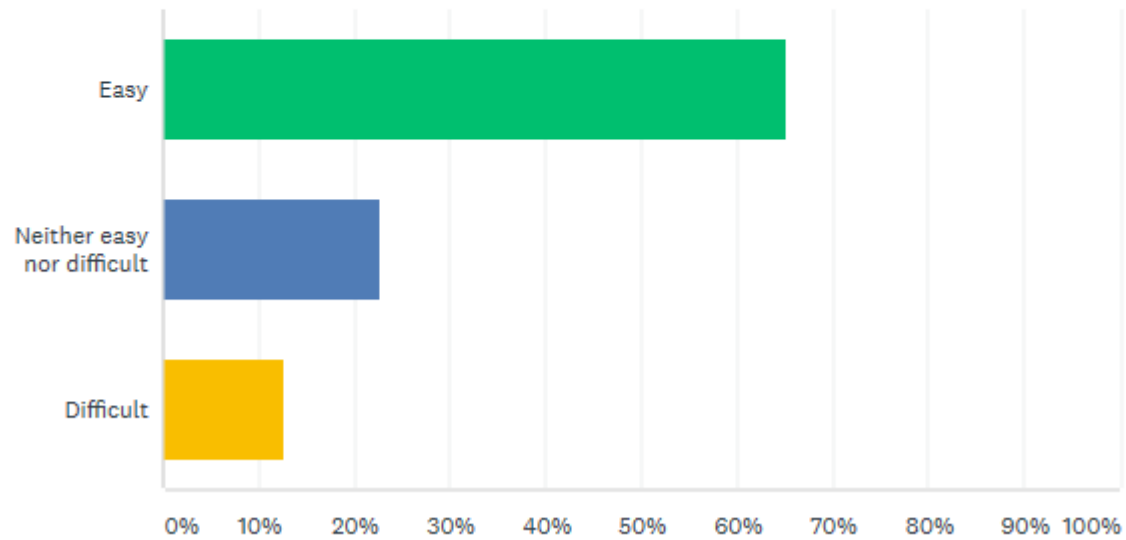
How likely is it that you would recommend your doctor to a friend or family member?



Key – 0-6 Unlikely, 7-8 Likely, 9-10 Extreme Likely

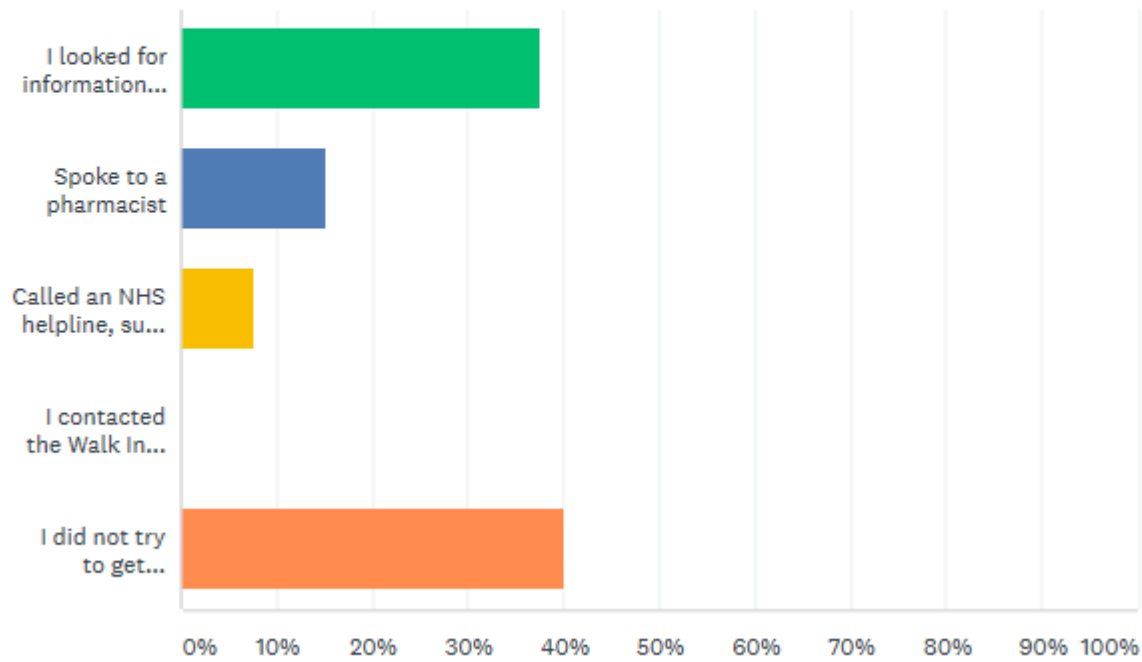
Q6

How easy is it to get through to someone at your GP practice on the phone during the current pandemic?



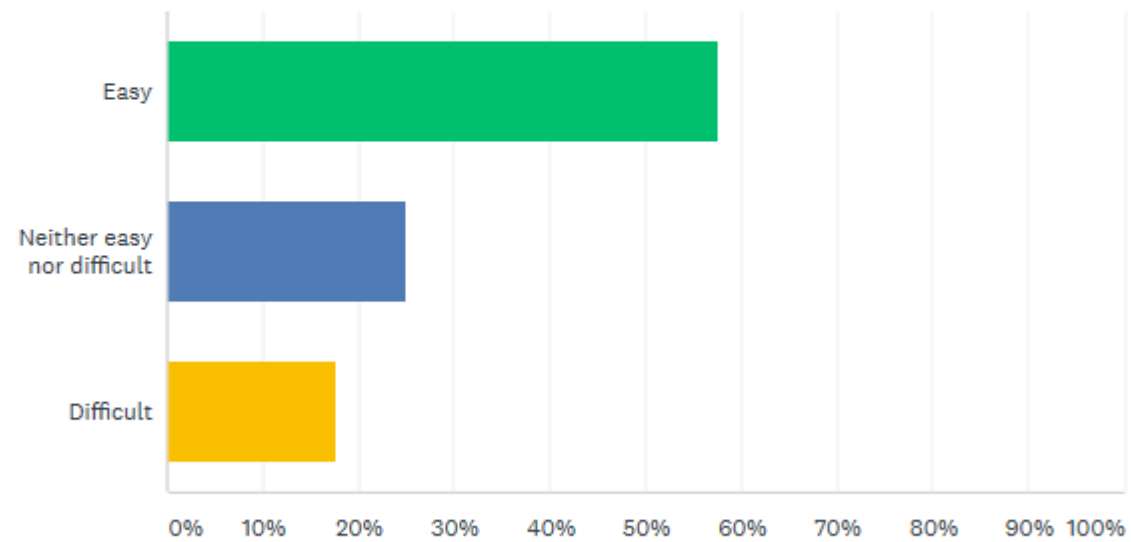
Q7

Before you tried to get this appointment, did you do any of the following?



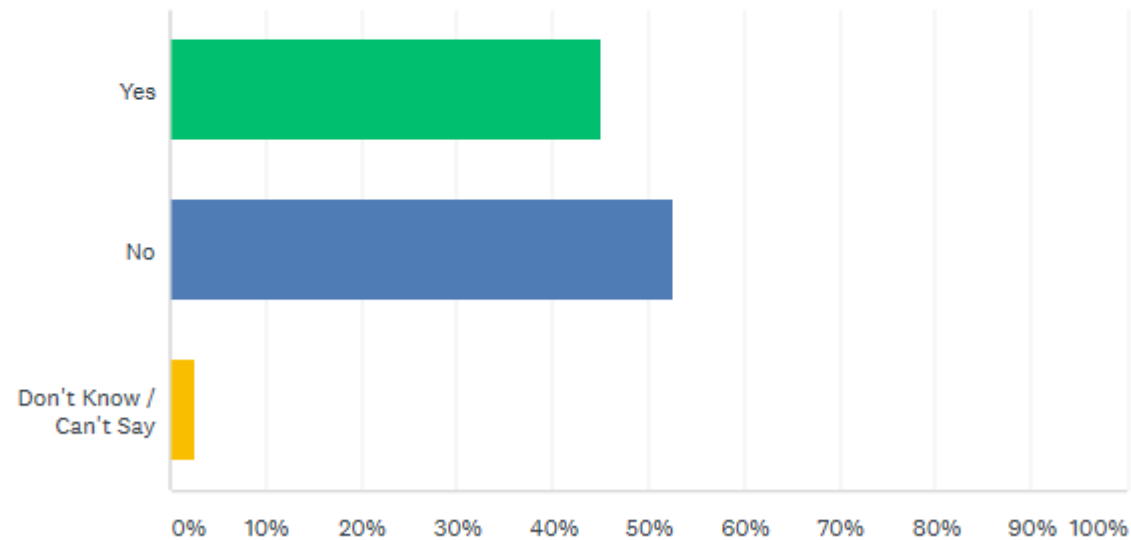
Q8

How are you finding consultations on the phone / video calls



Q9

Do you have any long-term physical or mental health conditions, disabilities or illnesses? By long-term, we mean anything lasting or expected to last for 12 months or more. Please include issues related to old age.



Q10

How confident are you that you can manage any issues arising from your condition (or conditions)?

