

**PATIENT SATISFACTION QUESTIONNAIRE AUTUMN 2016**

This questionnaire is intended to ensure that the Barton Surgery doctors and staff know how you rate the healthcare they provide, and to seek to improve it, year on year.

This survey is designed and managed by patients for patients and the team who will read your replies are all themselves patients of the practice. Please do not give any personal details that would enable you to be identified. The advantage of the questionnaire is that it is anonymous.

**PLEASE TICK THE BOX THAT MOST SHOWS YOUR OPINION**

**1 = POOR/NOT VERY    4 = VERY GOOD/VERY MUCH**

	1	2	3	4
How likely are you to recommend this surgery to you friends and family?				
When you contact or visit the surgery how do you rate the reception team?				
When you visit the surgery how do you rate the doctors				
When you visit the surgery how do you rate the nursing team?				
How easily can you make an appointment?				
How easily can you make an appointment in person?				
How easily can you get an appointment with a named doctor?				
How easily can you get an appointment with any doctor?				
How easily can you get an appointment with a nurse?				
How involved do you feel in your care?				
How do you rate the practice overall?				

**PLEASE TURN OVER, MORE QUESTIONS ON THE REVERSE**

What is done well? (please comment)	
What could be done better? (please comment)	
What would you change? (please comment)	

It would help us in our analysis if you would complete the following:

		Please tick		Please tick
<b>GENDER</b>	MALE		FEMALE	
<b>AGE</b>	16 – 24		65 – 74	
	25 – 44		Over 75	
	45 – 64			
<b>ETHNICITY</b>				
<b>WHITE</b>	BRITISH		IRISH	
	ANY OTHER			
<b>MIXED</b>	WHITE & BLACK CARIBBEAN		WHITE & BLACK AFRICAN	
	WHITE & ASIAN		ANY MIXED BACKGROUND	
<b>ASIAN OR ASIAN BRITISH</b>	INDIAN		PAKISTAN	
	BANGLADESHI		OTHER ASIAN BACKGROUND	
<b>BLACK OR BLACK BRITISH</b>	CARIBBEAN		AFRICAN	
	OTHER BLACK BACKGROUND			
<b>OTHER ETHNIC GROUPS</b>	CHINESE		ANY OTHER ETHNIC GROUP	
<b>ARE YOU THE CARER FOR A PATIENT?</b>	YES		NO	
<b>DO YOU HAVE A CARER?</b>	YES		NO	
<b>DO YOU HAVE A DISABILITY?</b>	YES		NO	

Once the questionnaires have been evaluated the doctors will work on an action plan and the results will be published on the practice website [www.bartonsurgery.co.uk](http://www.bartonsurgery.co.uk), in the local press, practice newsletter, etc.

**PLEASE PLACE YOUR COMPLETED QUESTIONNAIRE IN  
THE BOX PROVIDED AT THE RECEPTION DESK - THANK YOU FOR YOUR ASSISTANCE**