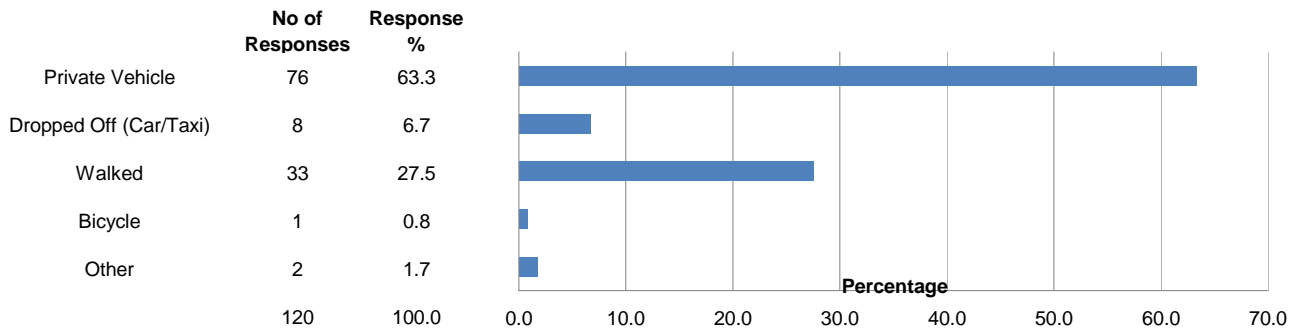


Abbey Medical Centre

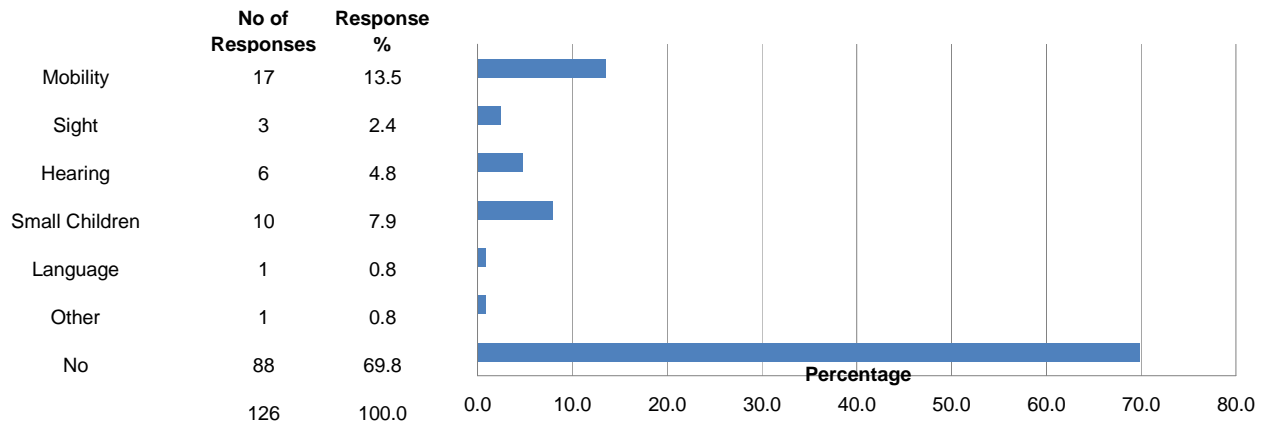
Patient Services Questionnaire

September 2012

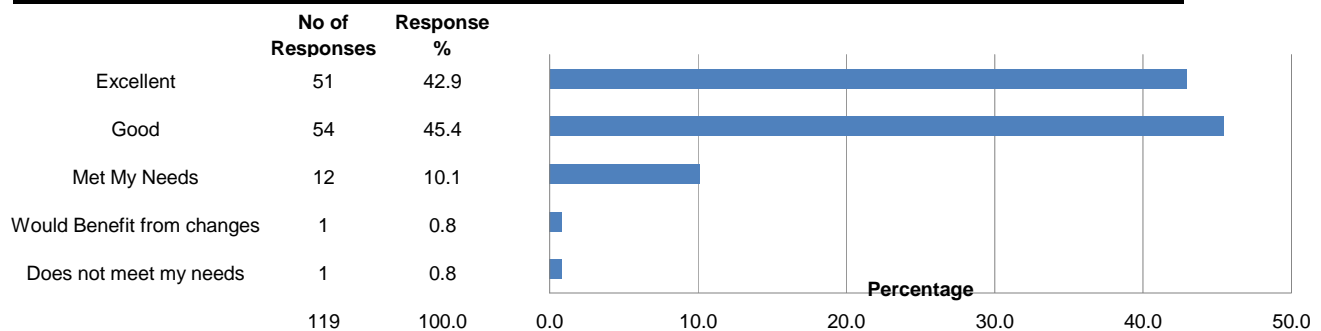
Q1 - By which method did you arrive at the surgery today?



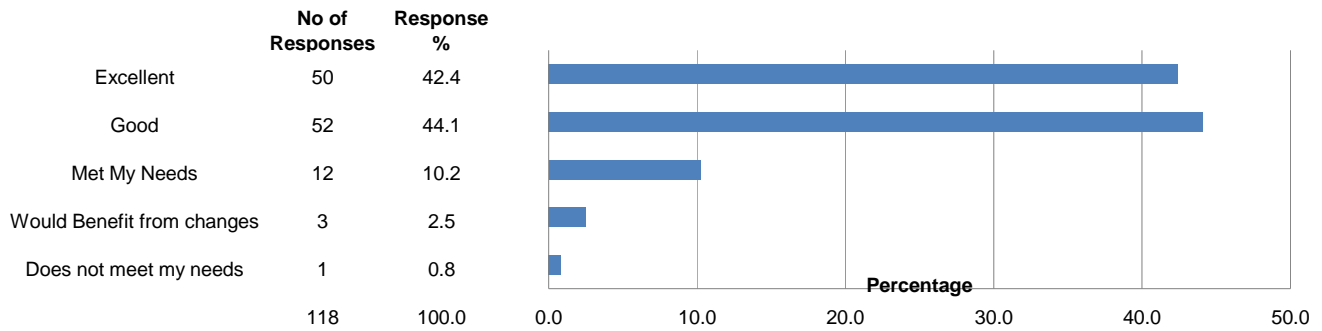
Q2 - Do you have any of the following access needs?



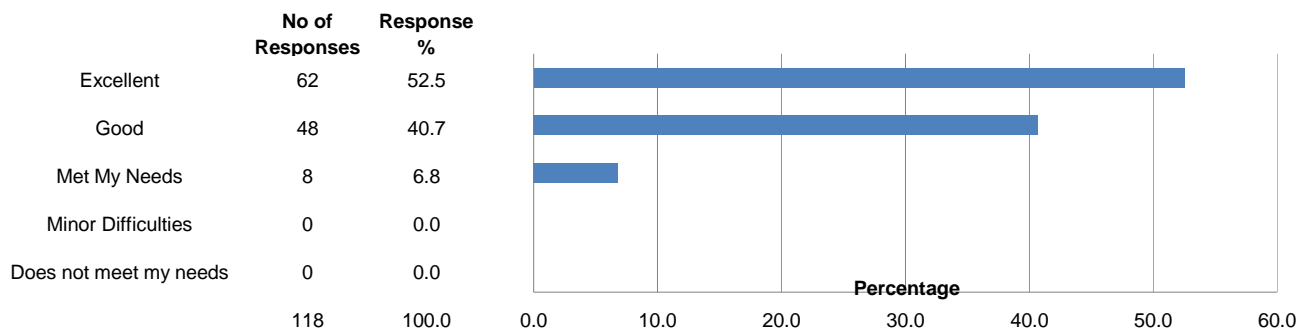
Q3 - The external access to the building would be best described as?



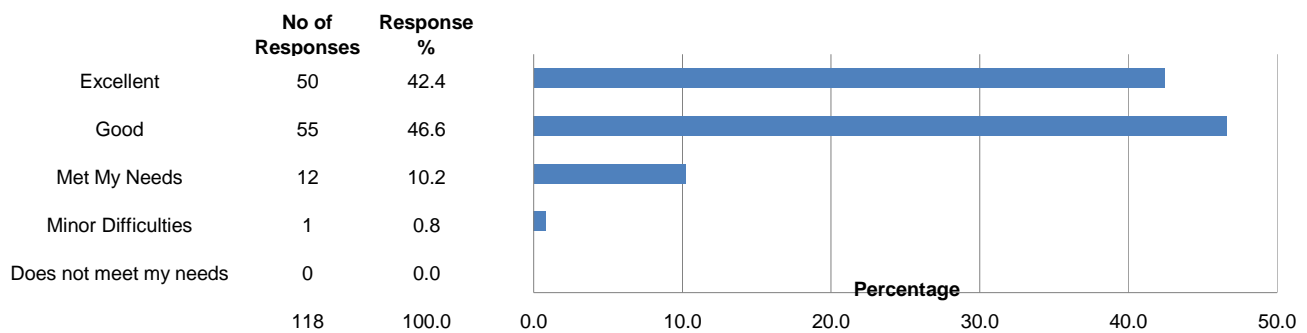
Q4 - The entrance/exit to the building would be best described as?



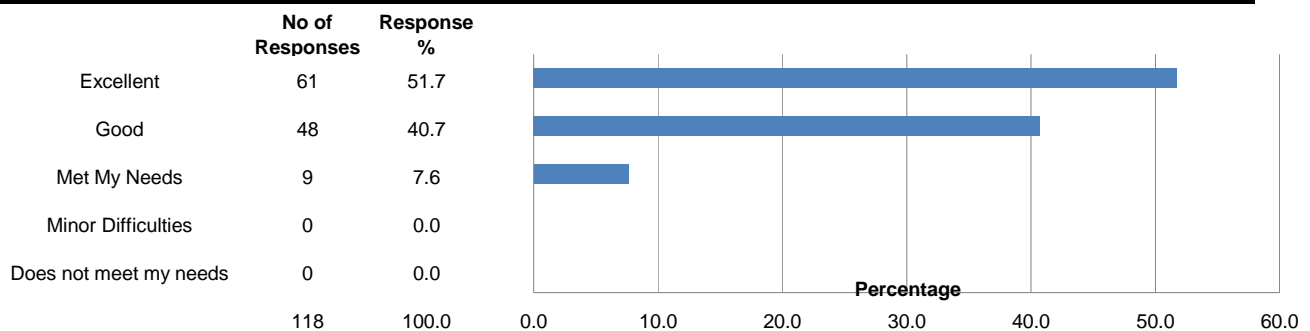
Q5 - My use and access to the reception desk area would be best described as?



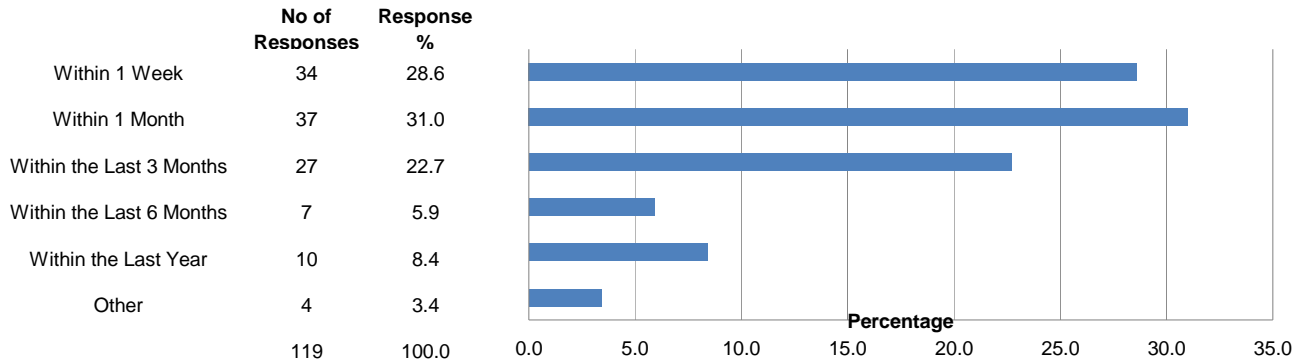
Q6 - My use and access within the patient waiting area would be best described as?



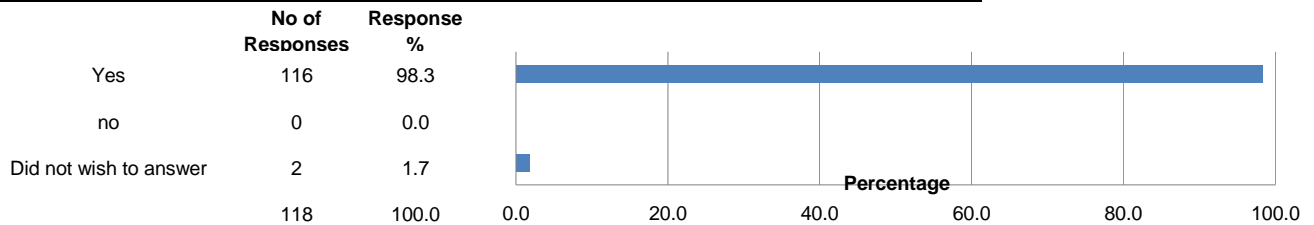
Q7 - Usually my access to the surgery rooms would be best described as?



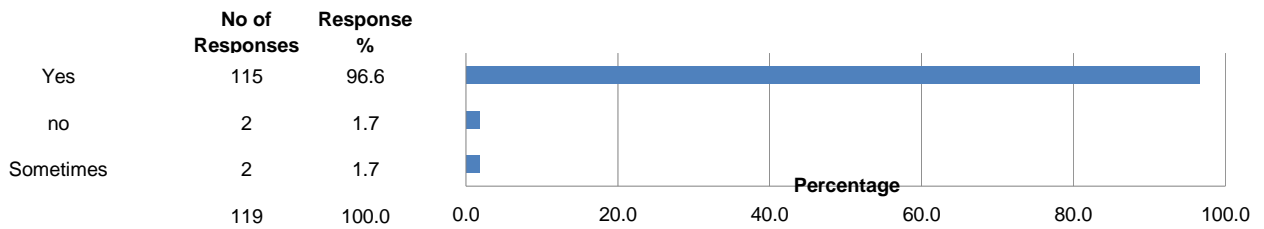
Q8 - How long is it since your last visit to the surgery?



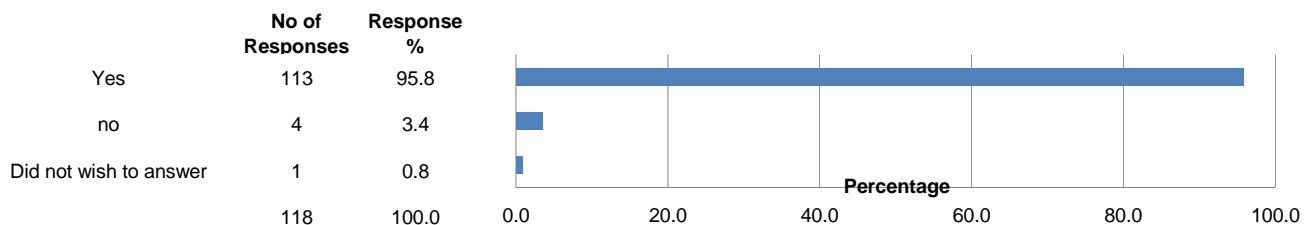
Q9 - Were the staff courteous and sensitive to your needs?



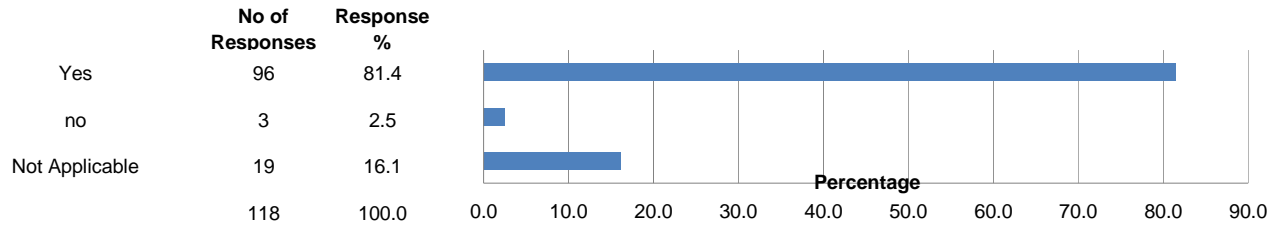
Q10 - Were you given enough privacy when discussing your condition/treatment?



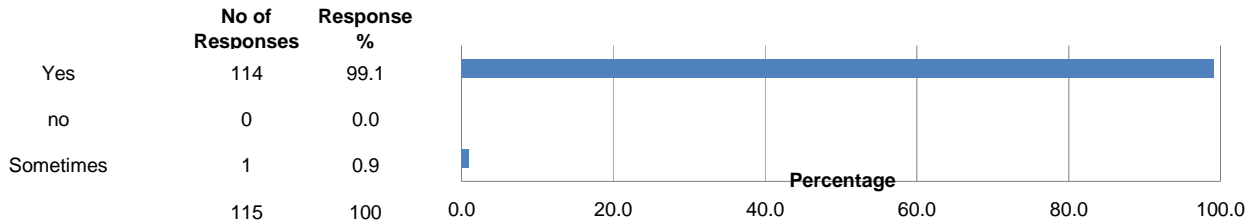
Q11 - Was your treatment/diagnosis explained fully in a way that you could understand?



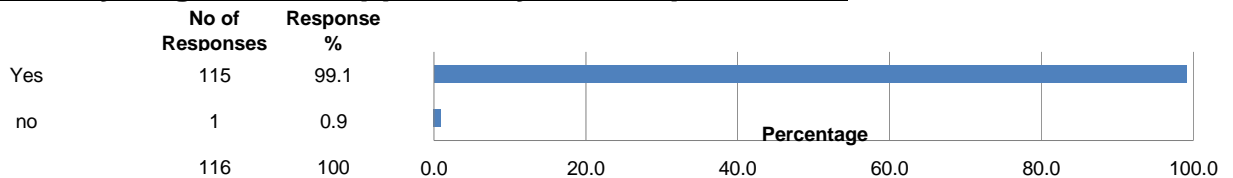
Q12 - If you were prescribed medication was its use explained fully in a way you could understand?



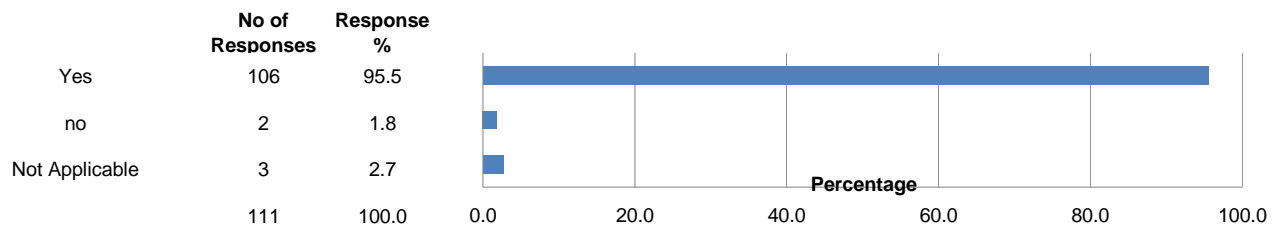
Q13 - Were you given enough privacy when being examined?



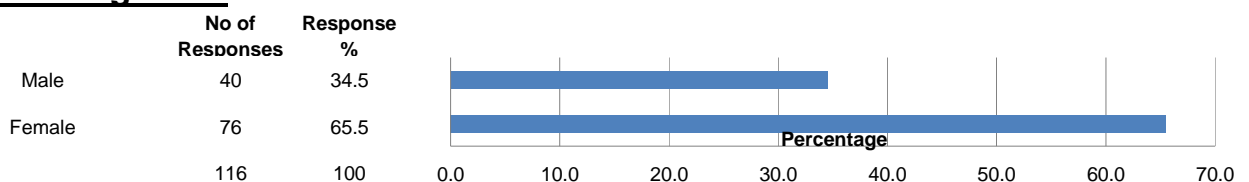
Q14 - Were you given the opportunity to ask questions?



Q15 - If Yes to Q14, did the staff answer your questions in a way that you could understand?



Q16 - Your gender



Q17 - Your age range

	No of Responses	Response %
15 -24	3	2.6
25-44	24	20.5
45-64	46	39.3
65 and upwards	44	37.6
	117	100

