

Dr. J. Stevenson  
Dr. A. Lipner  
Dr. Teresa Roberts  
Dr. Lorraine Ekong  
Dr. R. Mahalingam  
Dr. Rini Saha  
Dr. V. Ramkisson  
Dr. R. Paramour



## PATIENT LIAISON GROUP SURVEY 2011

**1. How many times in the last 6 months have you attended the surgery to see the Doctor or Nurse?**

Never	Once or twice	3 to 6 times	7 to 10 times	11 to 15 times	More often
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**2. How do you rate the overall service given at King George Surgery?**

Very poor	Poor	Fair	Good	Very good	Extremely good
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**3. Compared with any previous surgery you have been registered with, how do you rate King George Surgery (if applicable)?**

Very poor	Poor	Fair	Good	Very good	Extremely good
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4. Would you consider registering elsewhere? Yes  No**

**Why ?**

**5. In the past 6 months, how do you rate getting through on the phone?**

Very poor	Poor	Fair	Good	Very good	Extremely good
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☺ you can now book, cancel or rearrange appointments in advance **out of normal opening hours** using our automated **telephone** booking system (Patient Partner)

☺ and you can book, cancel or rearrange appointments in advance **24 hours a day** via the **internet** using our on-line services

**PLEASE ASK AT RECEPTION FOR FURTHER DETAILS**

**6. In the past 6 months, how do you rate getting a Doctor appointment the same day or within the next 2 days?**

Very poor	Poor	Fair	Good	Very good	Extremely good
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**7. In the past 6 months, how do you rate getting a Doctor appointment more than 2 days in advance?**

Very poor	Poor	Fair	Good	Very good	Extremely good
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. How do you rate the current opening hours at King George Surgery?**

Very poor	Poor	Fair	Good	Very good	Extremely good
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. How do you rate the receptionists?**

Very poor	Poor	Fair	Good	Very good	Extremely good
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**THANK YOU FOR COMPLETING THIS SURVEY - PLEASE RETURN IT TO RECEPTION OR THROUGH THE LETTERBOX**

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[www.kinggeorgesurgery.co.uk](http://www.kinggeorgesurgery.co.uk)