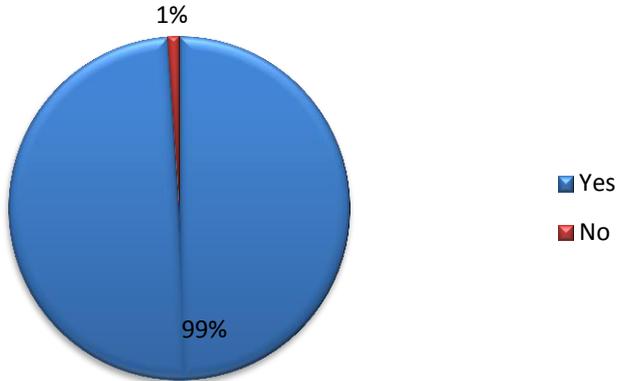
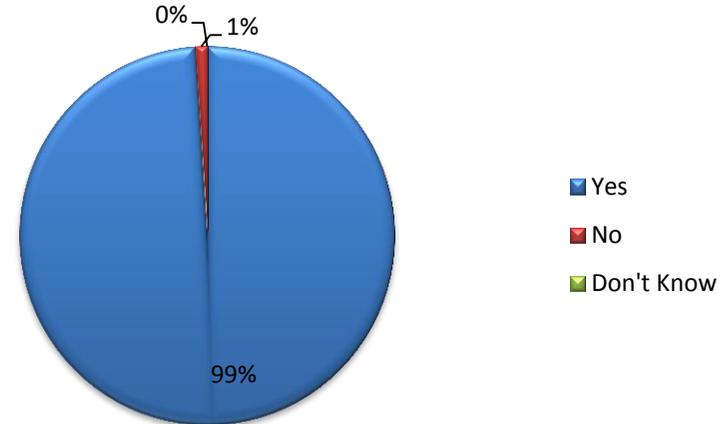


The Meridian Practice Patient Survey 2017

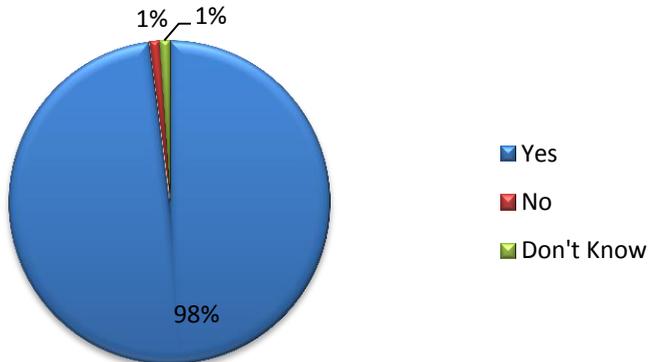
Q1: In general are you satisfied with the helpfulness of the staff?



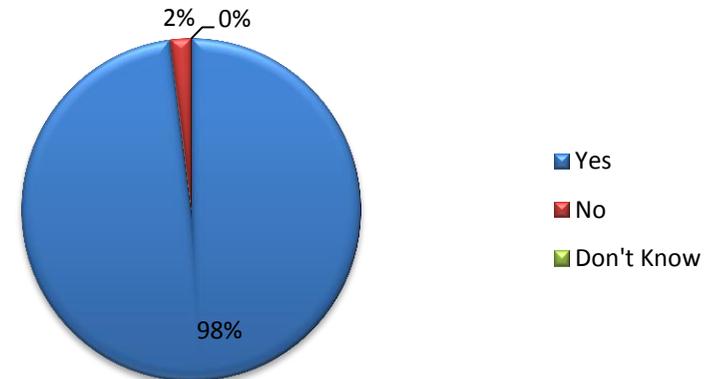
Q2: Do you feel welcomed by the staff?



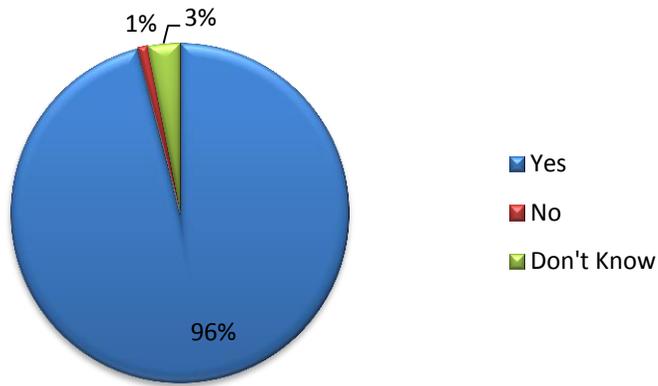
Q3: Do you feel you are able to spend enough time with the nurses/doctor?



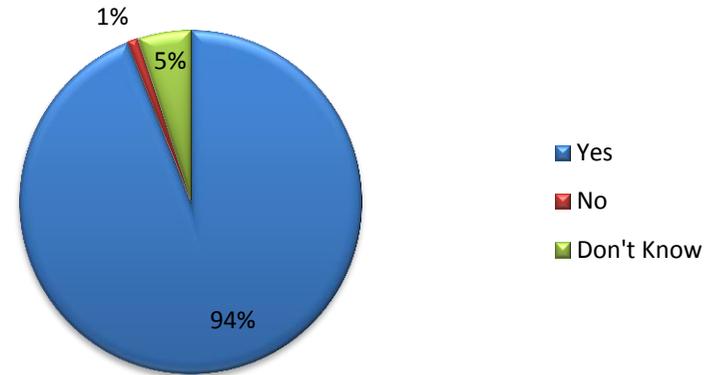
Q4: Do you think the doctor/nurses properly listen to your concerns?



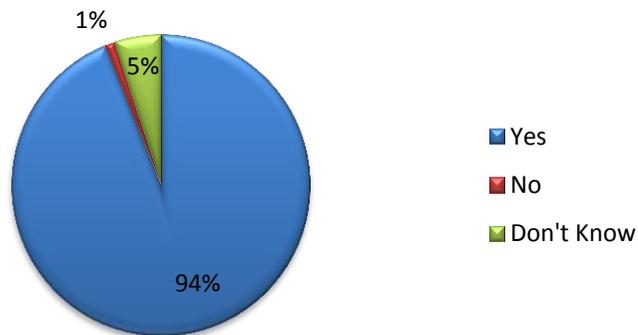
Q5. Do you feel fully informed about any medical questions that you have?



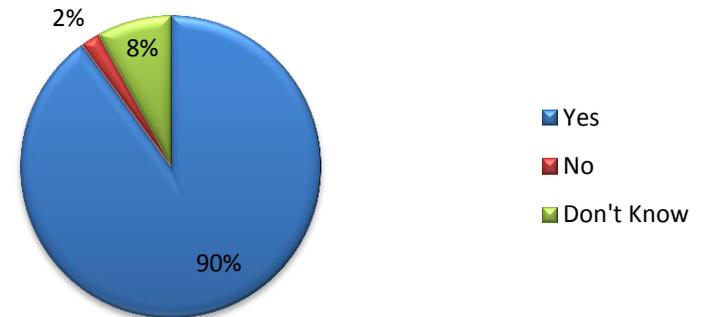
Q6. Do you feel on the whole you get the right treatment for your health problems?



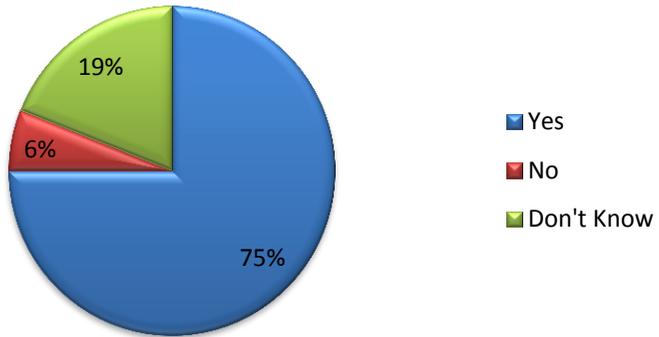
Q7. Do you feel that the opening hours are adequate? Are you able to access the service when you need to?



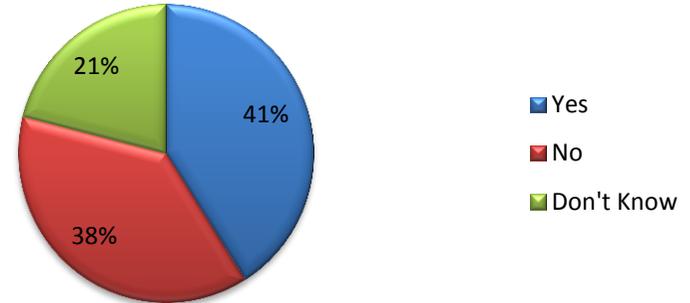
Q8. Do you think that the service meets all of your health needs? If not could you state any service developments that you would like to see?



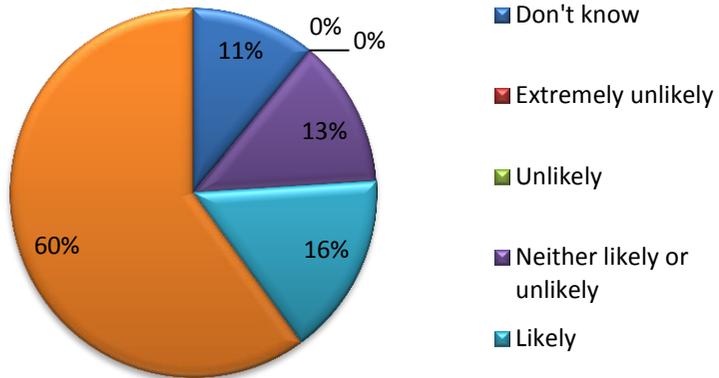
Q9. Do you feel happy with the interpretation service provided?



Q10. Would you like to become more involved in the development of the service? (Through patient meetings where you can contribute ideas)?



Q11. Overall how would you rate the practice ?



(Sample Size: 134 patients participated)

Comments and Suggestions:

1. I like Dr Ahmed he is good.
2. To give the patient a follow up appointment when patient is started on a new medication eg those for chronic diseases, to find out if to 3. continue on them or not..
4. Some times difficult to make an apt.
5. Well done.
6. If the service starts working on weekends too this will give me more choice to get appointment.
7. You keep peoples waiting so long.
8. To book to see a doctor is hard sometimes.
9. Very difficult to make appointment.
10. Very nice doctor and staff
11. Your service is excellent.
12. Everything was very helpful interpreter was provided and helpful.
13. Everything was great.
14. I am very happy with my doctor and nurse.
15. Booking system is not convenient.
16. Would like to inform me about appointment by text message as I can't speak English.
17. yes answer phone 2nd morning problem when making appointments.
18. Receptionists should be able to accept emergencies, she refused even after I said ill have advised me to see my GP makes me cry this.
19. Keep up the good work.
20. Very good service.
21. This service is excellent for me.
22. Difficult to get through for booking an appointment