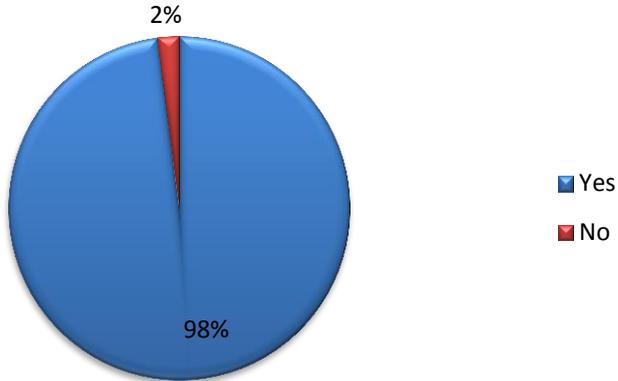
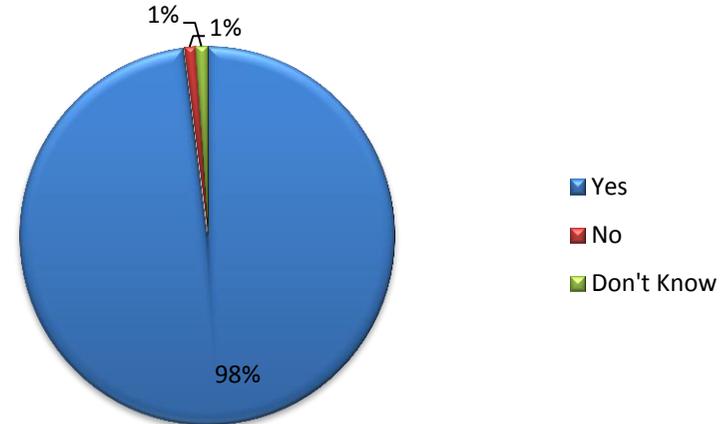


The Meridian Practice Patient Survey 2018

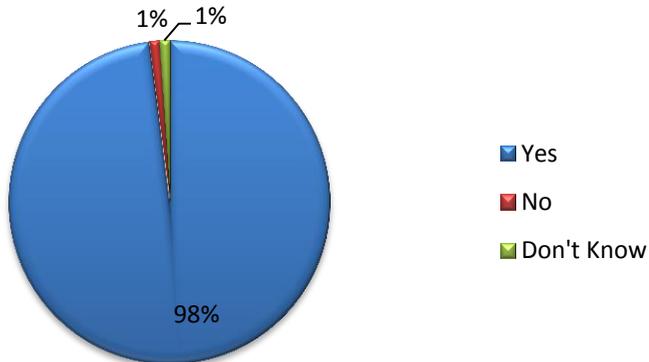
Q1: In general are you satisfied with the helpfulness of the staff?



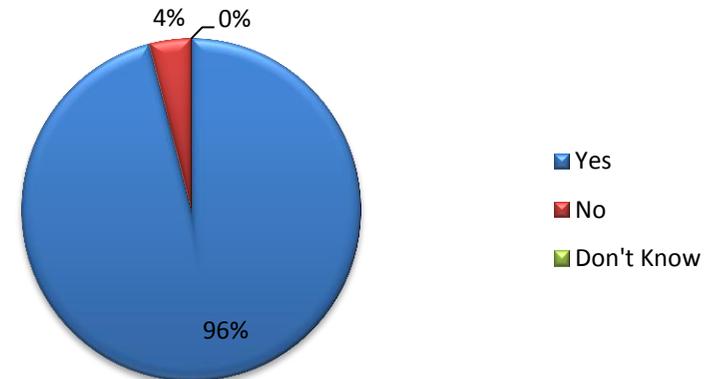
Q2: Do you feel welcomed by the staff?



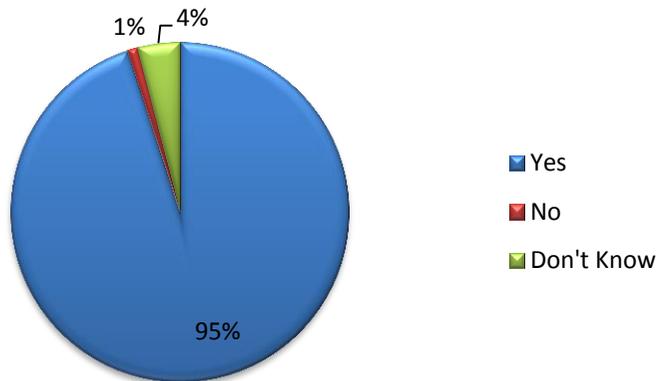
Q3: Do you feel you are able to spend enough time with the nurses/doctor?



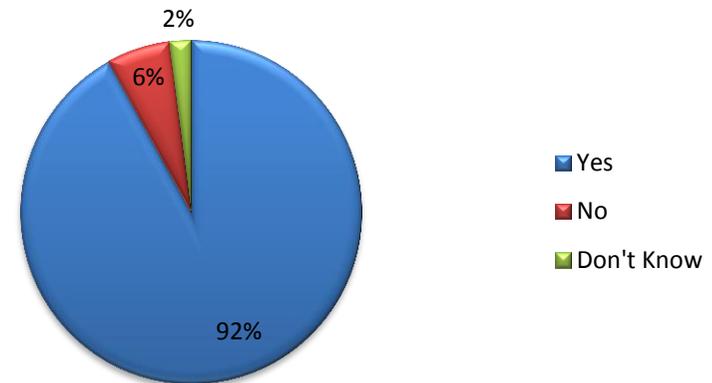
Q4: Do you think the doctor/nurses properly listen to your concerns?



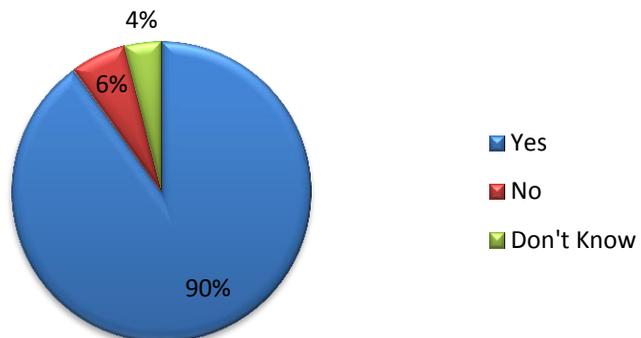
Q5. Do you feel fully informed about any medical questions that you have?



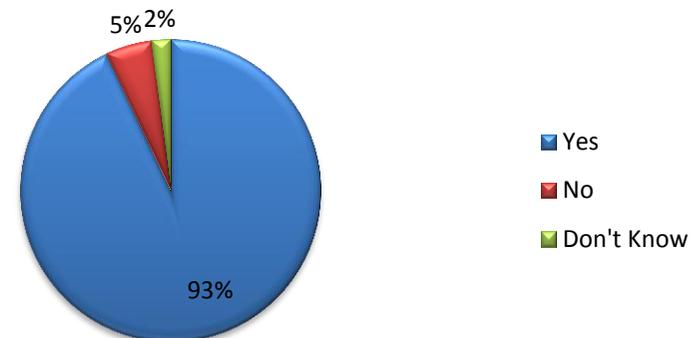
Q6. Do you feel on the whole you get the right treatment for your health problems?



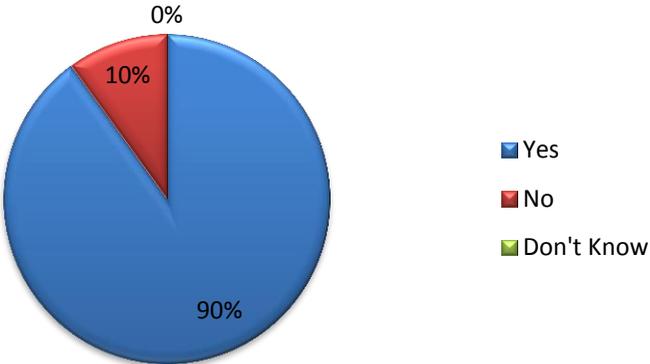
Q7. Do you feel that the opening hours are adequate? Are you able to access the service when you need to?



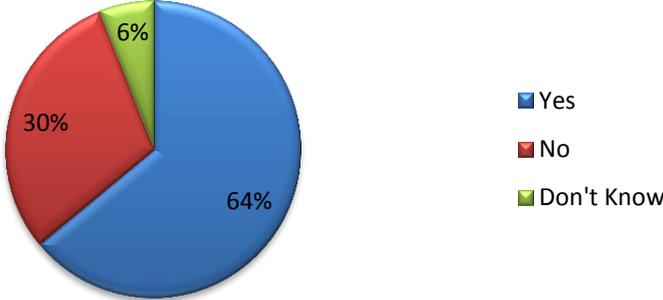
Q8. Do you think that the service meets all of your health needs? If not could you state any service developments that you would like to see?



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: 104 patients participated)

Comments and Suggestions:

1. Sometimes I cant get appointment because of telephone service. I don't know phones are working properly or not.
2. Just keep up the good service you are providing.
3. Good staff! I'm happy with the service.
4. Happy with it .
5. Very difficult to get any appointment whether doctor or nurse patients are asked to phone at 8, so everyone can't get through at same time. Also why don't you phone patients at home if there are cancellations. That way resources are used effectively.
6. It's fine just the appointment by phone is difficult.
7. Overall satisfied with the service.
8. Everything fine.
9. Could let us know about when patient meetings take place and where.
10. I feel satisfied with the service I get.
11. Very friendly staff.
12. I request the reception staff to give us more time and clarity when we book appointment through telephone because we don't get interpreter at this point. Thank you .
13. I like your service and your advice for my low blood pressure.
14. Very good they understand customer care.
15. Would not change the service for anything .Great staff and very good service provided.