

## Patients' Questionnaire

Bottreaux Surgery would like to hear from you. Please take a few minutes to complete the following survey. Your answers will remain anonymous.

### Contacting the surgery

please circle your responses

**Generally how easy is it to phone the surgery-**

very easy	fairly easy	not very easy	not at all easy	haven't tried
43%	47%	6%	3%	1%

**In an emergency how easy is it to phone the surgery to make an appointment?**

very easy	fairly easy	not very easy	not at all easy	haven't tried
33%	35%	6%	4%	22%

### Transportation

**How easy is it for you to get to the surgery?**

Very easy	Fairly easy	Not very easy	Not at all easy
60%	33%	7%	

**Have you ever not attended the surgery because of transportation problems?**

No	Yes: Missed a scheduled appointment	Yes: Cancelled a scheduled appointment
94%	4%	2%

**In general, how do you get to the surgery?**

On foot	by car	by bus
16%	84%	

### Out-of-surgery treatment

**Are you aware that you can request a phone consultation with a doctor?**

Yes	No
40%	60%

**Have you used an out-of-hours service?**

Yes	No
42%	58%

**If Yes, what service did you use?**

Serco	A&E	Other
27%	15%	6%

**Were you satisfied with the service you received? If not, why not?**

Yes	No
52%	6%

If not, why not.....

### Your experience of Bottreaux Surgery

**Overall, how would you describe your experience of Bottreaux Surgery?**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
82%	14%	3%	1%	

If you wish to raise any other issues, or comment on any of the issues raised above, please use the space below or the back of the page.