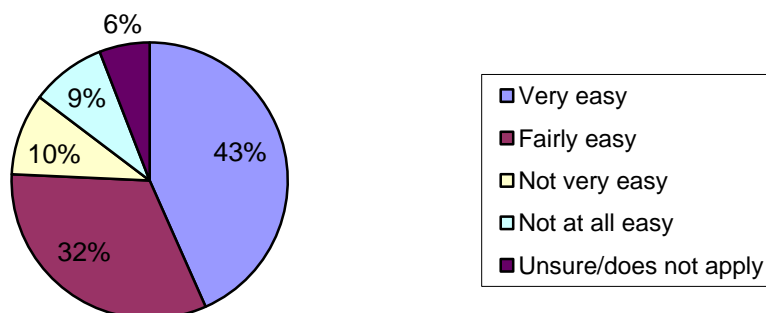


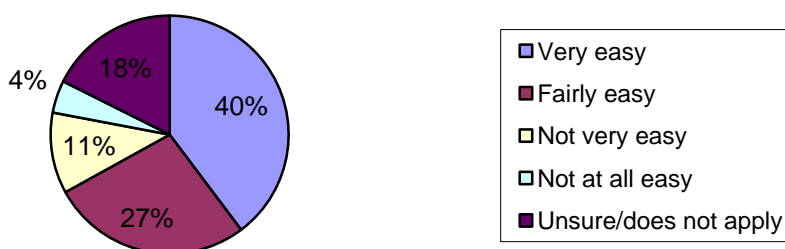
CLIFTON MEDICAL CENTRE PATIENT SURVEY RESULTS February 2012

Telephone Access

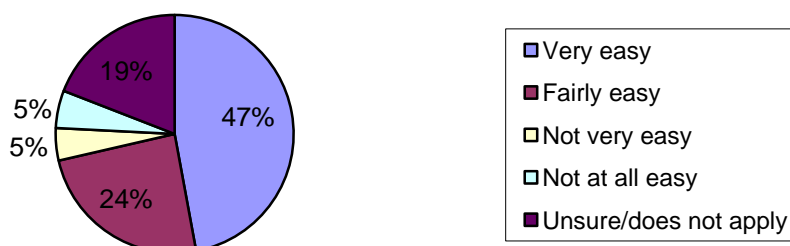
How easy was it to get through on the telephone?



How easy was it to speak to a Doctor on the telephone?

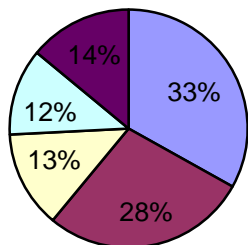


How easy was it to speak to a Nurse on the telephone?



Appointments

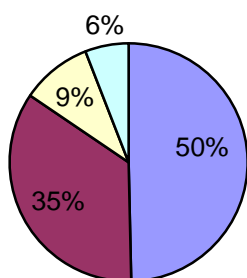
How easy was it to book an appointment in advance?



advanc

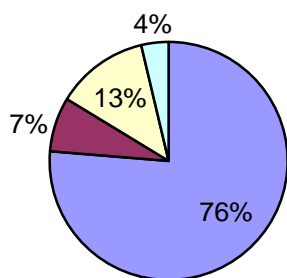
- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Unsure/does not apply

How important is it to you to be able to book appointments in advance?



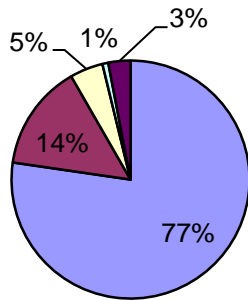
- Very important
- Fairly important
- Not very important
- Unimportant

If you need to see a GP urgently, can you usually get seen on the same day?



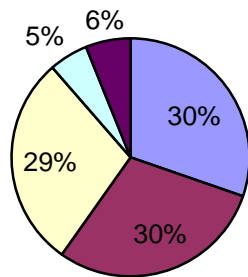
- Yes
- Never need to
- Sometimes, it can vary
- Can't remember

How long does it take to get an appointment with any Doctor?



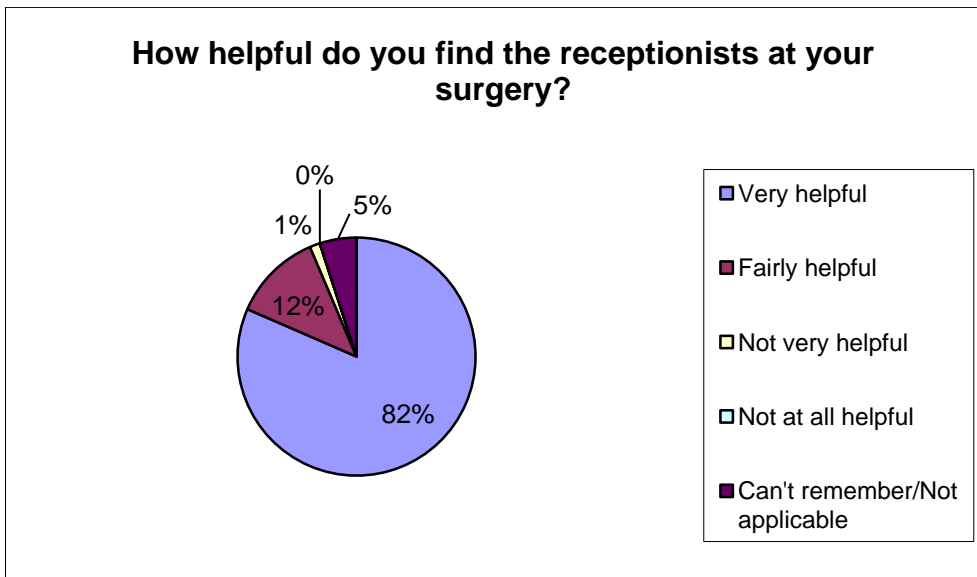
- Same day or next day
- Within 2-5 days
- 5 days or longer
- Don't usually need to be seen quickly
- Doesn't apply

How long does it take to get an appointment with your preferred Doctor?



- Same day or next day
- Within 2-5 days
- 5 days or longer
- Don't usually need to be seen quickly
- Doesn't apply

Reception



Satisfaction

