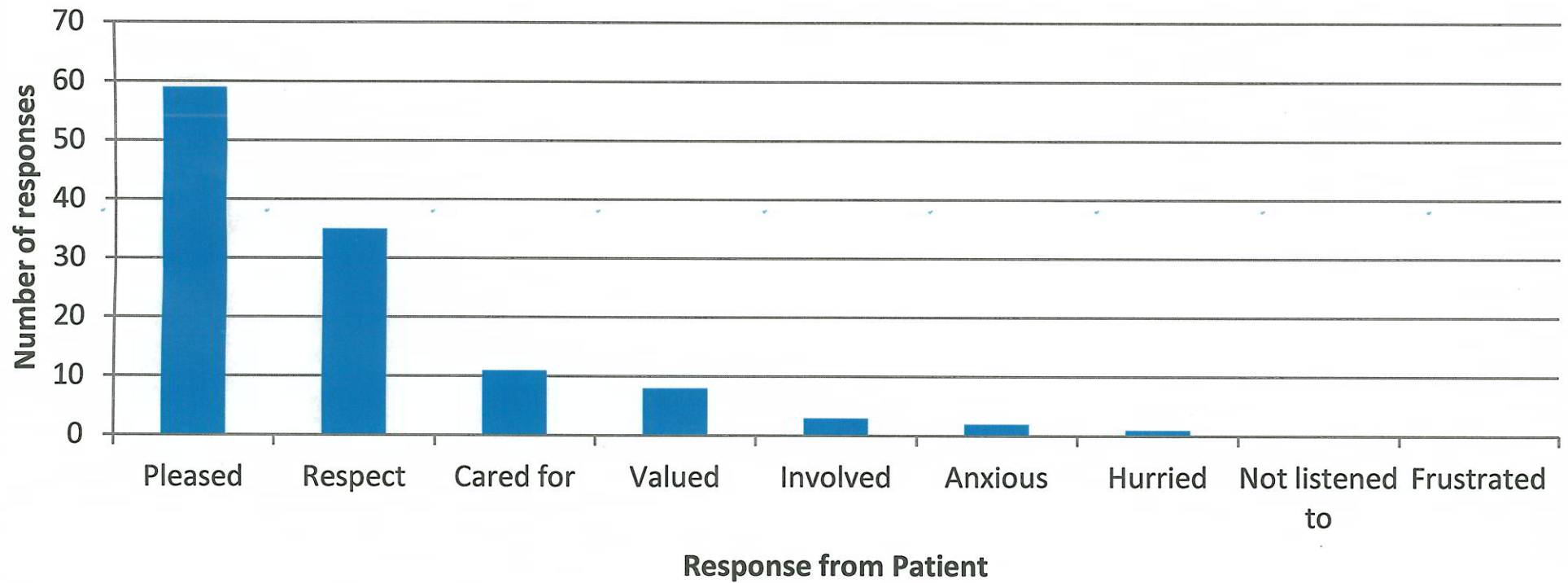
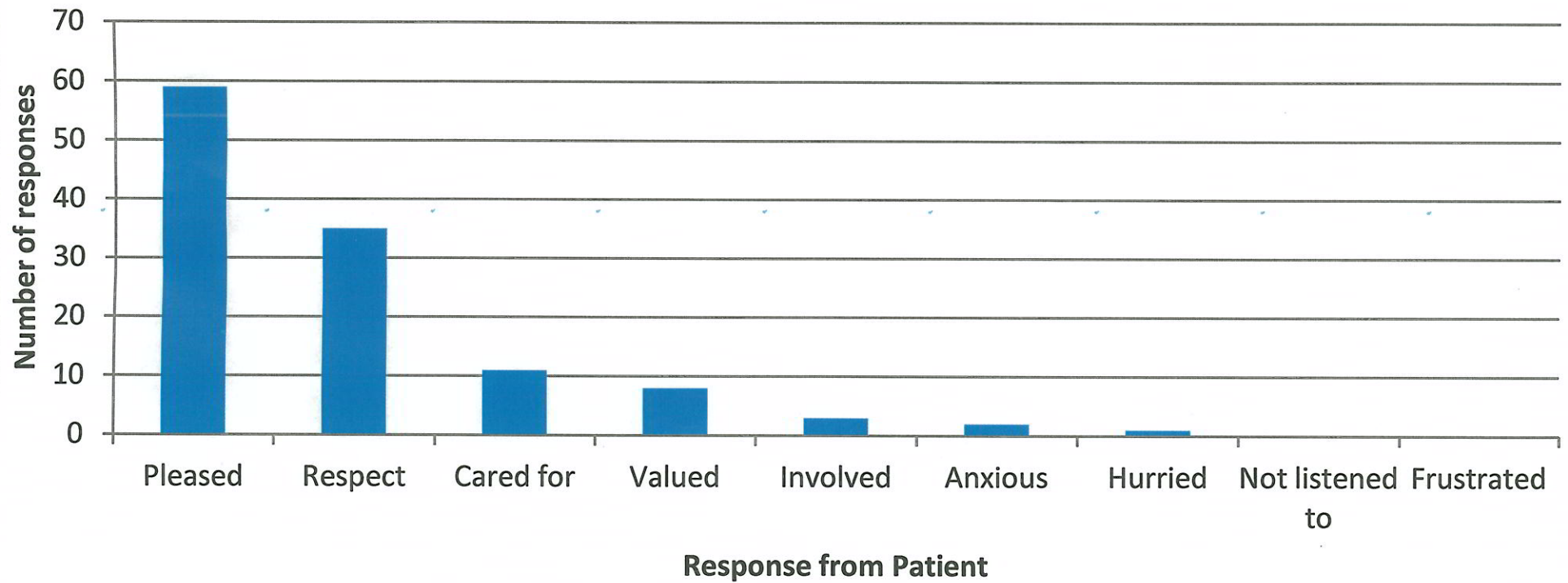


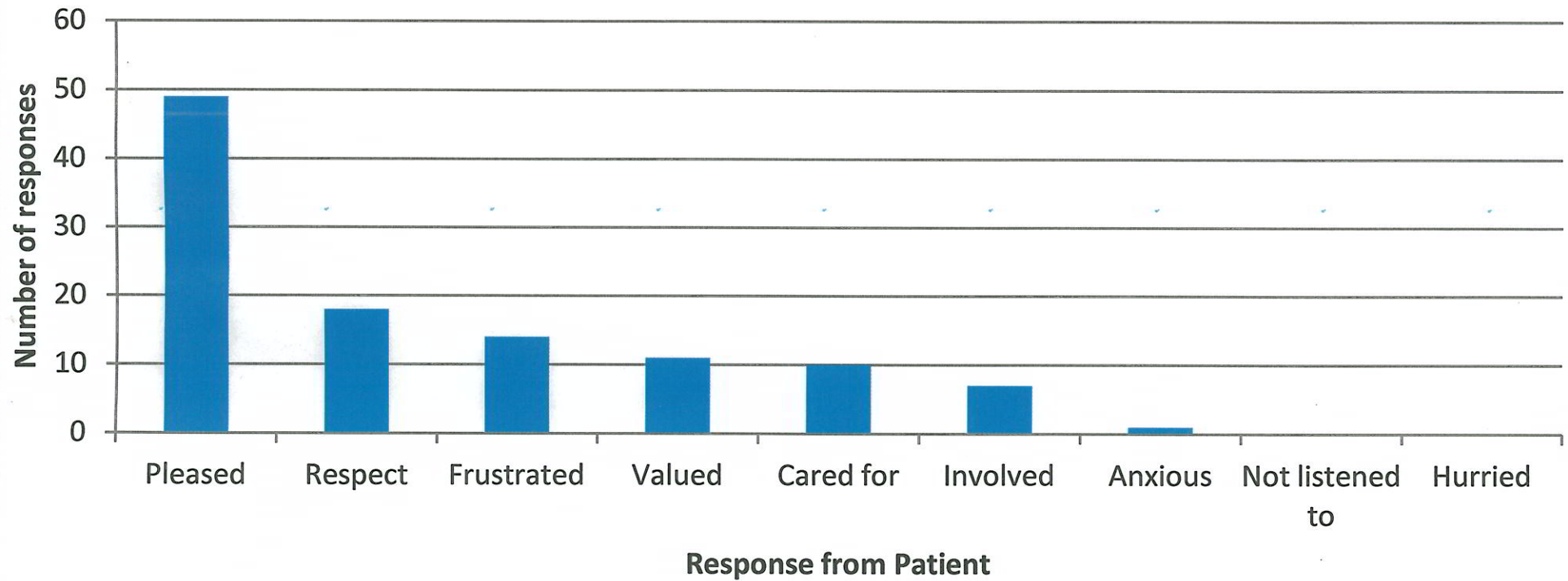
Patient Experience Survey - Arriving and checking in (Spring Hall Group Practice)



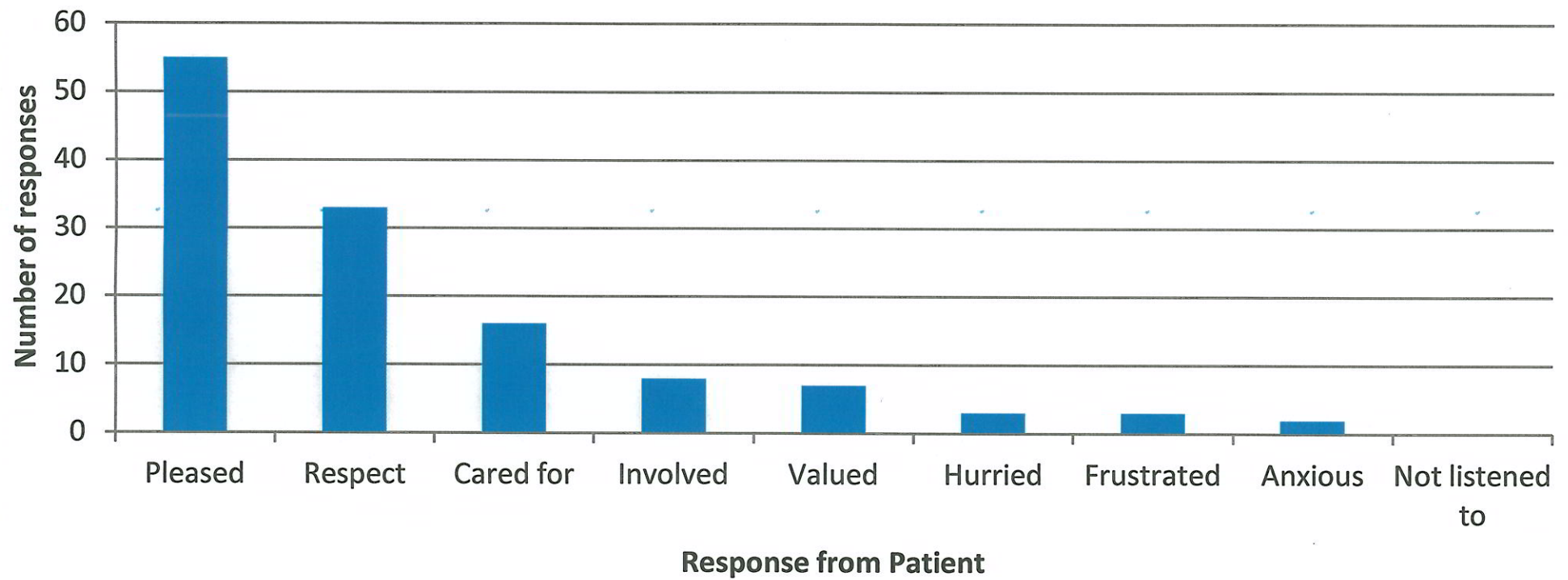
Patient Experience Survey - Arriving and checking in (Spring Hall Group Practice)



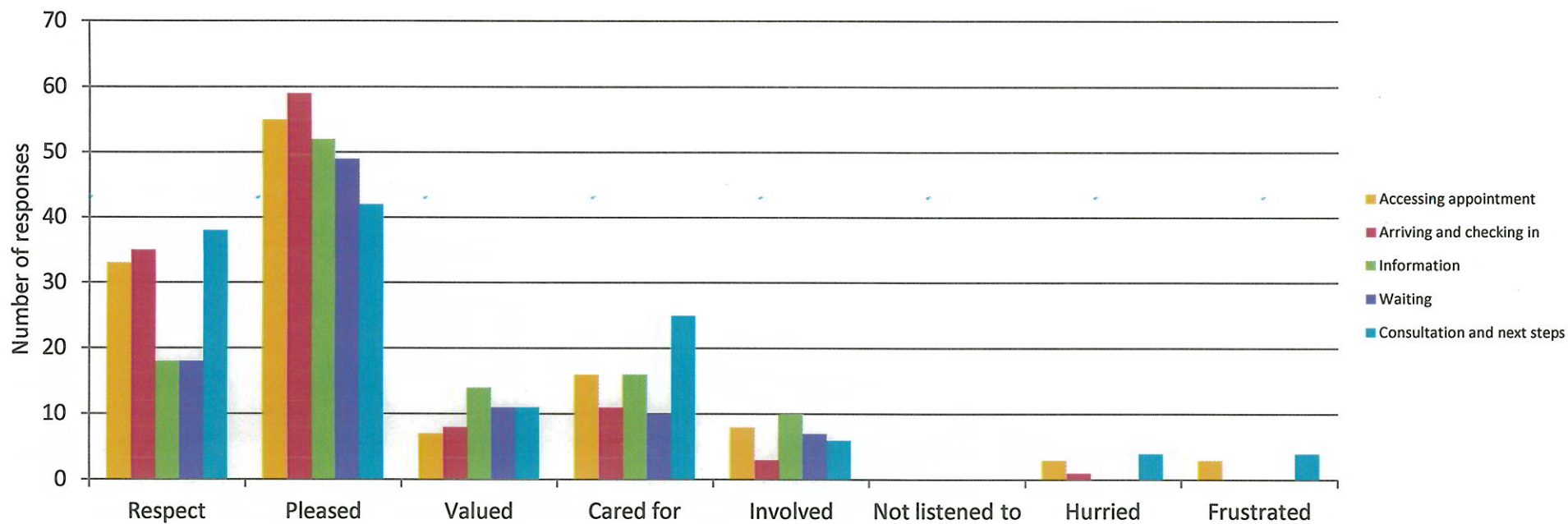
Patient Experience Survey - Waiting (Spring Hall Group Practice)



Patient Experience Survey - Accessing appointment (Spring Hall Group Practice)



Overall Patient Experience Survey Results (Spring Hall Group Practice)



Please circle only one word from each column

Accessing your appointment	Arriving and checking in	Information (eg, from reception staff, information leaflets, posters, TV screen)	Waiting (eg length of wait, environment, information on wait)	Consultation and next steps (eg whilst seeing the GP or nurse, information provided following consultation)
respected pleased valued cared for involved not listened to hurried frustrated anxious	respected pleased valued cared for involved not listened to hurried frustrated anxious	respected pleased valued cared for involved not listened to hurried frustrated anxious	respected pleased valued cared for involved not listened to hurried frustrated anxious	respected pleased valued cared for involved not listened to hurried frustrated anxious
Comments – we would also like to know why you felt like this.	Comments – we would also like to know why you felt like this.	Comments – we would also like to know why you felt like this.	Comments – we would also like to know why you felt like this.	Comments – we would also like to know why you felt like this.

Patient experience questionnaire

This experience questionnaire will help you think about how you feel at different stages in your journey. We will use this information to improve the service we provide.

How to complete it:

Accessing your
appointment

respected
pleased
valued
cared for
involved
not listened to
hurried
frustrated

Your journey stage

Think about each stage of your journey for this appointment.

How did you feel?

Circle one word only that best describes how you feel at each stage.

Why?

We'd like to know why you felt like this. Was it friendly staff, a nice conversation, or a long wait?

*The reception
staff made me
feel welcome and
the staff were
very friendly*