**We would like your feedback so that we can hopefully aim to improve the services we provide if required. Your feedback will be treated in the strictest confidence.**

**Please email your response to** **receptionists.longfurlong@nhs.net** **Thank you.**

**Please state your Age Group:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  **16-21** |  **22-30** |  **31-45** |  **46-60** |  **61-75** |  **76+** |

**How long have you been a patient at the practice?**

|  |  |  |  |
| --- | --- | --- | --- |
|  **0-5 years** |  **6-15 years** |  **16-30 years** |  **More than 30 years** |

1. **Generally, how easy is it to get through to someone at your GP practice on the phone?**

Very easy

Fairly easy

Not very easy

Not at all easy

Haven’t tried

Please tell us the reason for your rating:

1. **How helpful do you find the receptionists at your GP practice?**

Very helpful

Fairly helpful

Not very helpful

Not at all helpful

Don’t know

Please tell us the reason for your rating:

1. **How satisfied are you with the general practice appointment times that are available to you?**

Very satisfied

Fairly satisfied

Neither satisfied nor dissatisfied

Fairly dissatisfied

Very dissatisfied

I’m not sure when I can get an appointment

Please tell us the reason for your rating:

1. **How often do you see or speak to your preferred GP when you would like a ‘review appointment’?**

Always or almost always

A lot of the time

Some of the time

Never or almost never

I have not tried

Please tell us the reason for your rating:

1. **How often do you see or speak to your preferred GP when you would like a ‘same day appointment’?**

Always or almost always

A lot of the time

Some of the time

Never or almost never

I have not tried

Please tell us the reason for your rating:

1. **What single change would improve your experience of the practice?**
2. **Overall Experience**

Overall, how would you describe your experience of your GP practice?

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

Any other comments or feedback:

**Thank you for your time!**