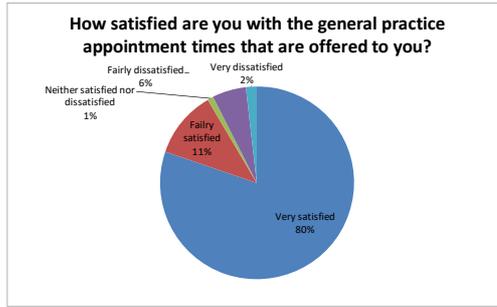


Patient Questionnaire

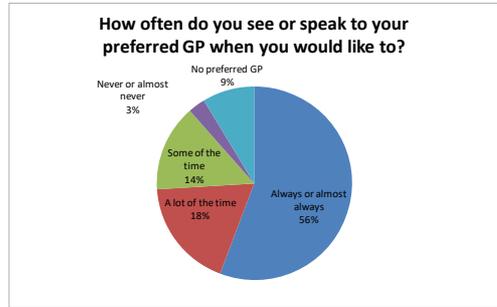
1. How satisfied are you with the general practice appointment times that are offered to you?

Very satisfied	85
Fairly satisfied	12
Neither satisfied nor dissatisfied	1
Fairly dissatisfied	6
Very dissatisfied	2



2. How often do you see or speak to your preferred GP when you would like to?

Always or almost always	58
A lot of the time	19
Some of the time	15
Never or almost never	3
No preferred GP	9



3. If you were unable to see or speak to your preferred GP but were offered a choice of place or other healthcare professional, were you satisfied with the care provided?

Very satisfied	72
Fairly satisfied	19
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	3
Very dissatisfied	2
Not applicable	5

4. When you last booked an appointment, were you offered a choice?

Yes, a choice of place	45
Yes, a choice of time or day	23
Yes, a choice of healthcare professional	33
No I was not offered a choice of appointment	3

5. If you were seen at an alternative place of by a different healthcare professional, would you be happy to be seen by them again?

Yes, happily	48
If no other appointments were available	27
No, I would not take one of these appointments	6
Not applicable	23

6. If you request to see your preferred GP, is this for a long-term or an acute problem?

Long-term condition	24
Acute problem	67
Both acute and chronic problems	6
Not applicable	3

7. How long would you be willing to wait to see your preferred GP for a routine appointment, regarding a long-term or non-urgent problem?

Up to 1 week	15
1-2 weeks	23
2-3 weeks	40
3-4 weeks	26
No preferred GP	0

8. Have you been able to see or speak to a GP regarding an urgent problem on the day of requesting an appointment?

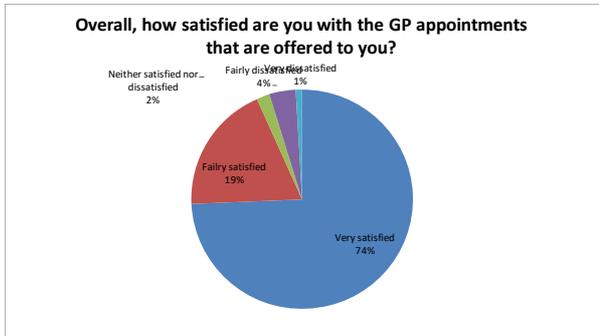
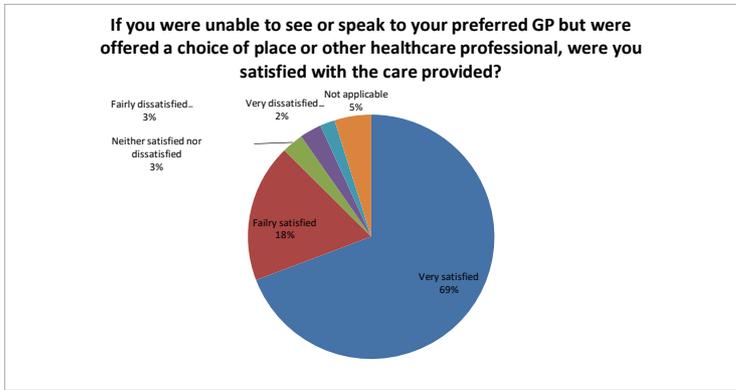
Yes, always or almost always	78
A lot of the time	19
Some of the time	2
No, never or almost never	1
Not applicable	3

9. If you were not consulted by a GP on the day of requesting an appointment regarding an urgent problem, how long did you have to wait for an appointment?

The following day	30
Within the same week	14
More than a week	3
Not applicable	6

10. Overall, how satisfied are you with the GP appointments that are offered to you?

Very satisfied	78
Fairly satisfied	20
Neither satisfied nor dissatisfied	2
Fairly dissatisfied	4
Very dissatisfied	1



Patient Comments

An excellent practice. Patient care at all levels is paramount by all staff
 I think 3 weeks to see my GP is unsatisfactory
 As a practice I think they communicate very well with the patients. Services are very good and the GP very friendly and professional
 Excellent practice offering great standard of care and professionalism. Always treat you as an individual and good at listening and acting on your concerns
 The surgery seems to work very well and the waiting room is very comfortable and pleasant
 Dr ? Is a superb GP but sometimes there is a wait to see him
 Doctors are brilliant
 When you have a problem and you are in pain the very first thing you need is to see a GP and Marden are always available when you need them
 Bearing in mind the non-existent state of sexual health support in Shropshire it would be very helpful if you could offer this service to patients
 Please improve the music in the waiting area. We need to relax but not pass out.
 First class service
 I find it hard to see me preferred GP, especially if I have to come back to see them within a few days
 Very professional and caring surgery
 Very pleased with this practice
 It would be helpful to have a brief telephone consultation if appropriate within a day or so - I assume this is more time effective for the GP
 Great surgery
 very satisfied with the practice
 Very happy with care