

PATIENT QUESTIONNAIRE 2012

Which of the following best describes the reason you saw the doctor today:

- To ask for advice 20
- For treatment including prescriptions 3
- For a routine check 49
- Because of an on-going problem 11
- Because of a one off problem 20
- Other travel vaccinations, referral, company request

On a scale of 1 to 5 how important to your health and wellbeing was your reason for visiting the doctor today?

Not very important 1 2 3 4 5
Very important 2 13 24 40

How good was your doctor today at each of the following	Poor	Less Sat	Satisf	Good	Very good	Does not apply
Being polite				1	99	
Making you feel at ease			1	2	97	
Listening to you			1	3	96	
Assessing your medical condition			1	4	91	4
Explaining your condition and treatment			1	3	84	12
Involving you in decisions about your treatment			1	1	85	13
Providing or arranging treatment for you			1	1	81	17

Please decide how strongly you agree or disagree with the following. Tick one box	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Does not apply
I am confident that this doctor will keep information about me confidential				3	97	
I am confident that this doctor is honest and trustworthy				1	99	

I am confident about this doctor's ability to provide care Yes 100 No

I would be completely happy to see this doctor again Yes 100 No

Please add any other comments you want to make about this doctor

Delightful! So helpful, so thoughtful!
 Fabulous!
 I have been a patient since 1989 – which speaks for itself
 It is always a pleasure to visit Dr Susan!
 Impeccable!
 A brilliant and highly qualified doctor
 She is wonderful! The best doctor I have ever had!!
 You all rock!

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Excellent!

Is like visiting a good wise friend

Always fantastic

Perfect!

Excellent care for a long time

She is great, feel so at ease with Susan

I've consulted Dr Susan Horsewood-Lee for over 12 years. She's marvellous ...

May she never retire or change location, I'd be lost completely. The whole team is incredible.

Lovely!

The best practice I know of!

Always pleased with the doctor's appointments