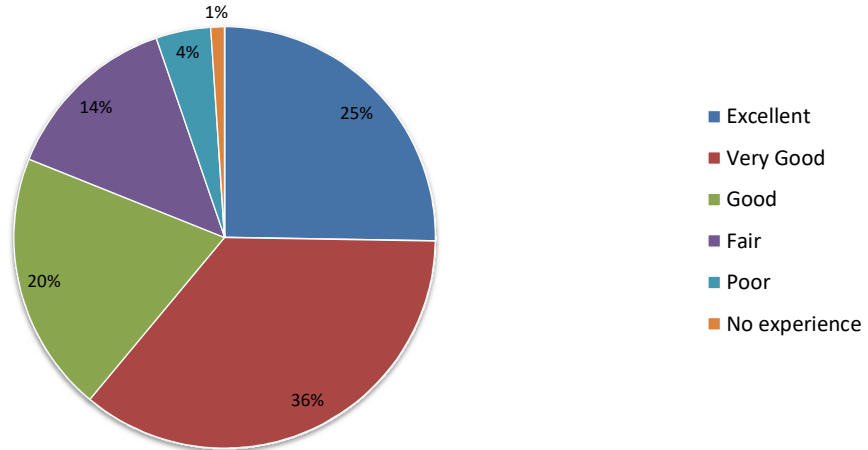
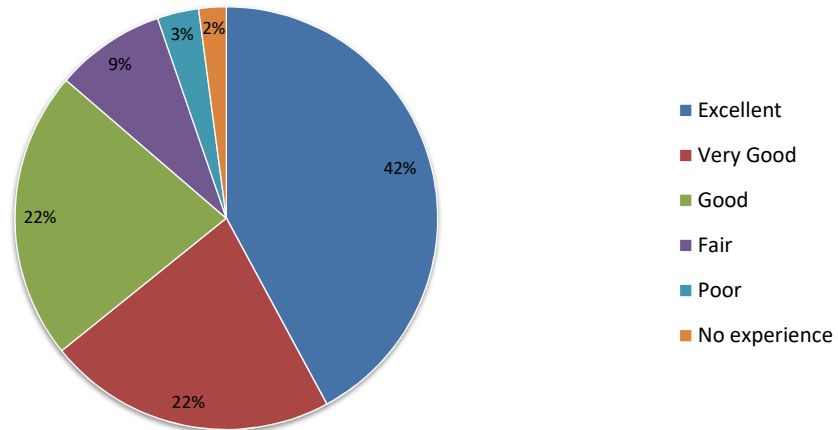


**ALEXANDRA SURGERY
PATIENT SURVEY RESULTS AUGUST 2018**

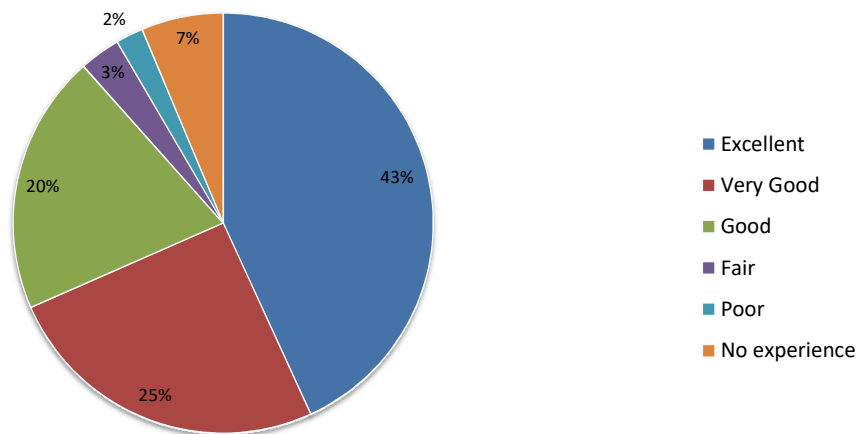
Q1 - SPEED AT WHICH TELEPHONE WAS ANSWERED INITIALLY



Q2 - CONVENIENCE OF THE DAY AND TIME OF YOUR APPOINTMENT

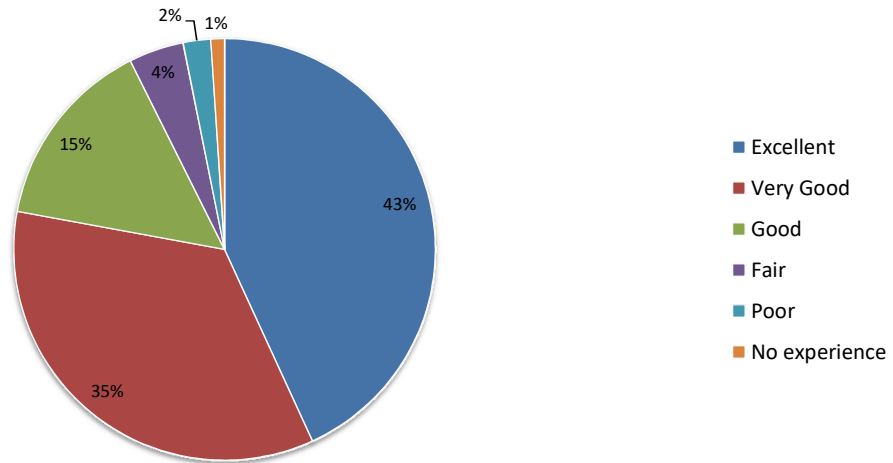


Q3 - SEEING THE DOCTOR OF YOUR CHOICE

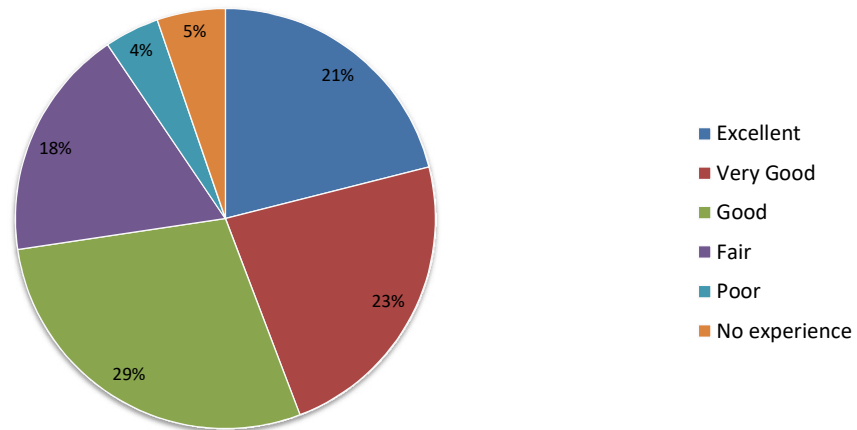


**ALEXANDRA SURGERY
PATIENT SURVEY RESULTS AUGUST 2018**

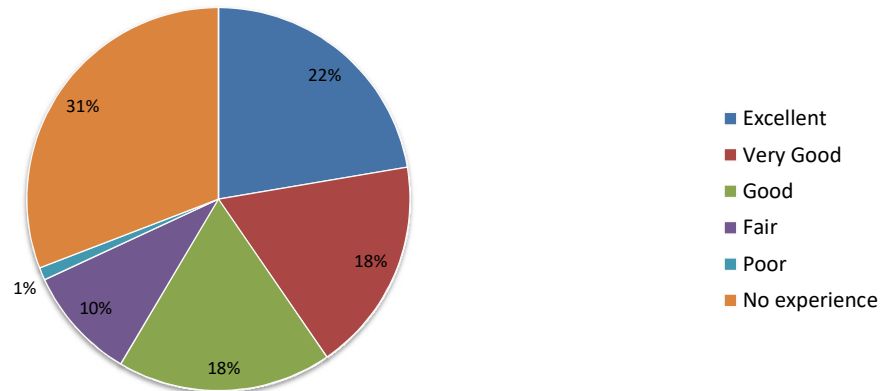
Q4 - LENGTH OF TIME WAITING TO CHECK IN WITH RECEPTION



Q5 - LENGTH OF TIME IN THE WAITING ROOM TO SEE DR OR NURSE

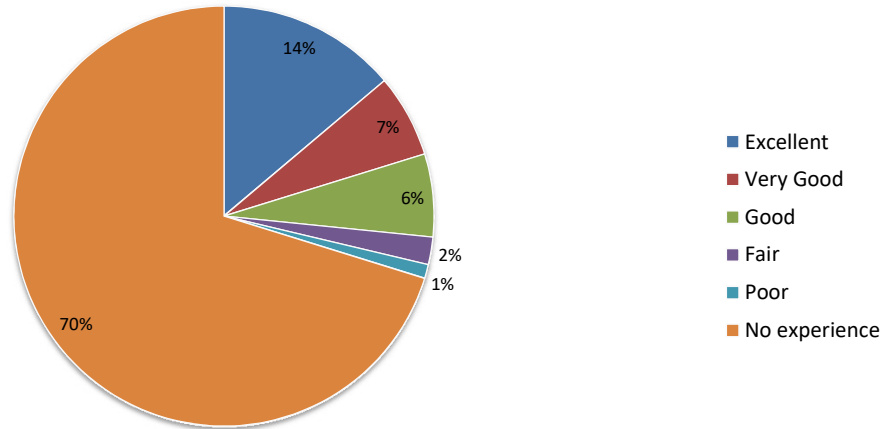


**Q6 - OPPORTUNITY OF SPEAKING TO THE DR OR NURSE ON PHONE
WHEN NECESSARY**



**ALEXANDRA SURGERY
PATIENT SURVEY RESULTS AUGUST 2018**

Q7 - OPPORTUNITY OF OBTAINING A HOME VISIT WHEN NECESSARY



COMMENTS

STAFF/DOCTORS

- * STAFF FRIENDLY ACCOMMODATING
- * STAFF EFFICIENT GOOD MANNERS ATTENTIVE HELPFUL
- * DRS AND STAFF HELPFUL
- * ALWAYS CATERED TO NEEDS
- * V EFFICIENT EXCELLENT SERVICE PATIENT STAFF
- * APPRECIATE THEM AND PRIVILEGE TO BE IN SURGERY
- * STAFF POLITE AND PROFESSIONAL
- * RECEPTION STAFF PATIENT HELPFUL FRIENDLY
- * STAFF KIND AND HELPFUL. DRS WILLING TO LISTEN
- * GREAT STAFF LOVELY DRS WHO LISTEN. WAITING TIMES A PAIN
- * FANTASTIC. QUALITY SERVICE FOR SELF AND FAMILY SOME WITH COMPLEX NEEDS
- * LESLEY LOVELY

GENERAL

- * V SATISFIED
- * V HAPPY WITH SERVICE
- * V HAPPY WITH SERVICE

WAITING TIMES

- * WAITING TIMES VARY PER DR

APPOINTMENTS

- * PROBLEM GETTING SAME DAY APPTS
- * PHONE NEVER ANSWERED AND RINGS OFF

SUGGESTIONS

- * NEED KIDS PLAY AREA
- * NEED TOYS - GET DONATIONS?
- * WOULD LIKE IN SURGERY PHARMACY

**ALEXANDRA SURGERY
PATIENT SURVEY RESULTS AUGUST 2018**

