

FOXHILL MEDICAL CENTRE – PATIENT SURVEY FEB 13

We are keen to hear the views of patients on the new premises and would therefore appreciate you completing this questionnaire. The results will be displayed in the waiting area by the end of March and on our new website, which is under development.

Please circle the most appropriate answer:

Age range: Under 16/16-20/21-30/31-40/41-60/60-75/over 75

Sex: Female/Male

- 1 Have you used the **Appointment Check-in screen?** Yes/No
- Was the screen easy to use: Yes/No
 - If you didn't use the screen, why didn't you use it?

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- 2 We now use a **patient call screen in the waiting room**, please tell us your views, is it:
- Helpful/Not Helpful
 - Easy to hear/Not easy to hear

- 3 **Directional signs throughout the building**
- Are the signs clear and easy to follow: Yes/No
 - What would improve the signage, please make suggestions:

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- 4 **Waiting Room Layout:**
- Is this seating comfortable and set out appropriately: Yes/No
 - If no, what improvements would you suggest:

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- 5 **Telephone System:**
- Has telephone access improved: Yes/No
 - Would you prefer to:
 - a. Be held in a queue (Please circle
 - b. Receive an engaged tone? your choice)
 - If you were asked to hold, was music played out: Yes/No
 - Was the music pleasant to listen to: Yes/No

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE