

LAKESIDE MEDICAL PRACTICE Patient Satisfaction Survey



The Practice is keen to hear the views of patients about the services and facilities at Lakeside and how some aspects could be improved. Let's take this opportunity for some positive and constructive comments and ideas please.



Listed on the next page are some issues/topics that have arisen during the year from the Friends of Lakeside committee. Please let us have your comments on **3 maximum** from the list.

NAME {optional}:

MALE

FEMALE

AGE RANGE

18-25

26-40

41-60

60 +

ETHNIC ORIGIN

HOW LONG HAVE YOU BEEN REGISTERED WITH LAKESIDE?Years

WHAT TYPE OF PHONE DO YOU USE TO CONTACT THE HEALTH CENTRE?

Landline

Mobile

Either

Start the Survey now to find out What Works and What Doesn't
What you Like and What You Dislike

- Telephone System:
- Waiting Area - i.e. has the extra seating helped?:
- Confidentiality at Reception:
- Come and Wait Surgeries:
- Booking appointments Online:
- Test Results:
- Diabetes Clinics and X-Pert education:
- Do you get enough information about what's available?
- Nursing Services and Clinics: Are you using them?

**From the list on the left,
please select 3 topics you
would like to comment on,
and suggestions on how to
improve them if needed.
What would you do?
Please tick your choices**

YOUR TOPIC 1

Likes or Dislikes

How can things be improved?

YOUR TOPIC 2.....

Likes or Dislikes

How can things be improved?

YOUR TOPIC 3

Likes or Dislikes

How can things be improved?

**YOUR SPACE — for that important thing you have always wanted to ask or say
STAY POSITIVE!**

Tell Us Here

DATE

Thank you for completing the Survey. Your support is greatly appreciated.

If you would like to comment on more topics, please use another Survey Form.

Deadline for Return March 2012

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Also available for completion at www.lakesidemedics.co.uk/survey