

East Barnet Health Centre- Practice Survey

1. How many times have you seen a doctor from EBHC in the past 12 months?

None 1-2 times 3-4 times 5-6 times 7+ times

2. How did book your last appointment?

In person By telephone

3. How easy was it to book that appointment?

Very easy Easy Not very easy Not at all easy

Other (please specify)

4. The last time you booked an appointment, were you offered an appointment at a time that was satisfactory to you?

Yes No - Please also complete question 4a

4a. Why was the time you were offered not satisfactory?

5. Did you know we offer book-in-advance early morning appointments (7am to 8am)?

Yes No

6. Satisfaction with the way you were treated by reception staff

Very satisfied Satisfied Not very satisfied

7. Satisfaction in the way you were treated by your doctor

Very satisfied Satisfied Not very satisfied

Please see below/overleaf for further questions....

8. Satisfaction with the way you were treated by the nurse

Very satisfied Satisfied Not very satisfied

9. Satisfied with the process for obtaining repeat prescriptions

Very satisfied Satisfied Not very satisfied

10. Do you know who to call if you need to see a doctor out of hours?

Yes No

11. Have you used Bardoc out of hours service in the past 12 months?

Yes No

11a. If YES, how good was the service provided?

Very satisfied Satisfied Not very satisfied

11b. Have you or your family been to A and E in the last year?

Yes No

11c. If YES, why did you/they go?

12. Did you know EBHC have a website?

Yes No

Website address: www.eastbarnetgpsurgeries.co.uk

Please see below/overleaf for further questions....

13. Are you:

Male Female

14. Which age group do you fall into:

16-34 35-54 55-64 65-84 85 years and older

15. Are you:

Employed, including self employed

Unemployed and looking for work

At school or in full time education

Unable to work due to long term illness or disability

Retired from paid work

Other, please describe:

16. Which ethnic group do you belong to?

White Black Asian Mixed Chinese Other ethnic group