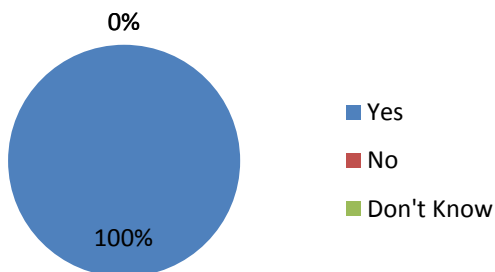
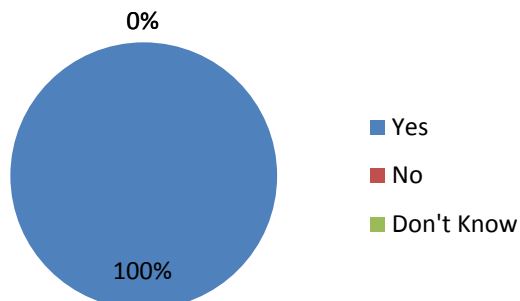


The Anchor Centre Patient Survey 2018

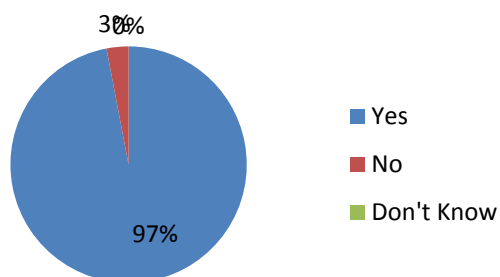
Q1: Were you welcomed by reception in a friendly manner?



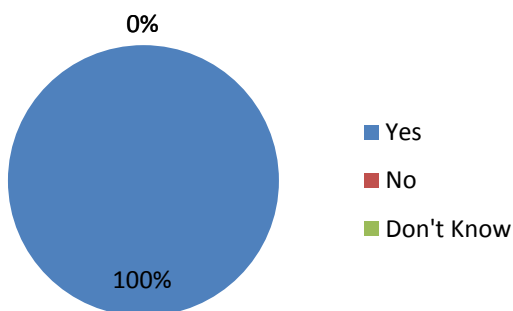
Q2: Do you find all staff approachable?



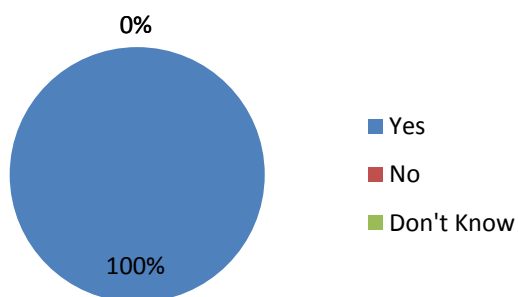
Q3: Were you seen within an acceptable timescale of your appointment?



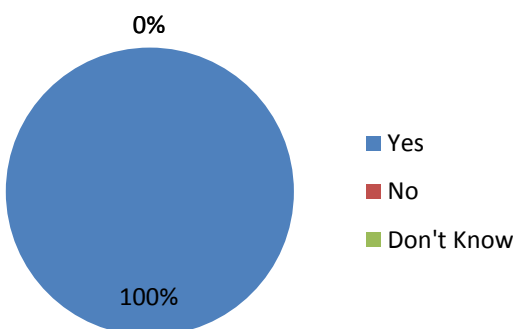
Q4: Do you agree you can see a GP/nurse on the same day if needed?



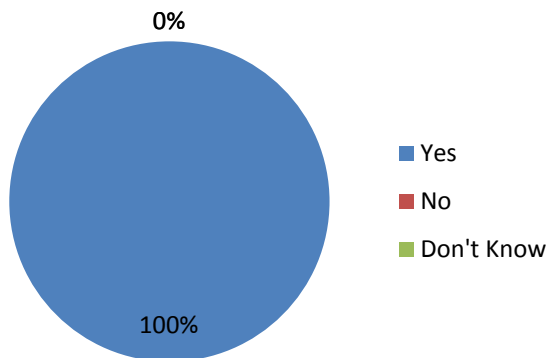
Q5: Were you given an explanation of your treatment/procedure that makes sense to you?



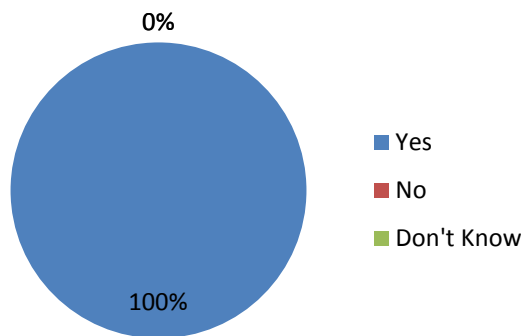
Q6: Are you able to see a Nurse if a GP is unavailable?



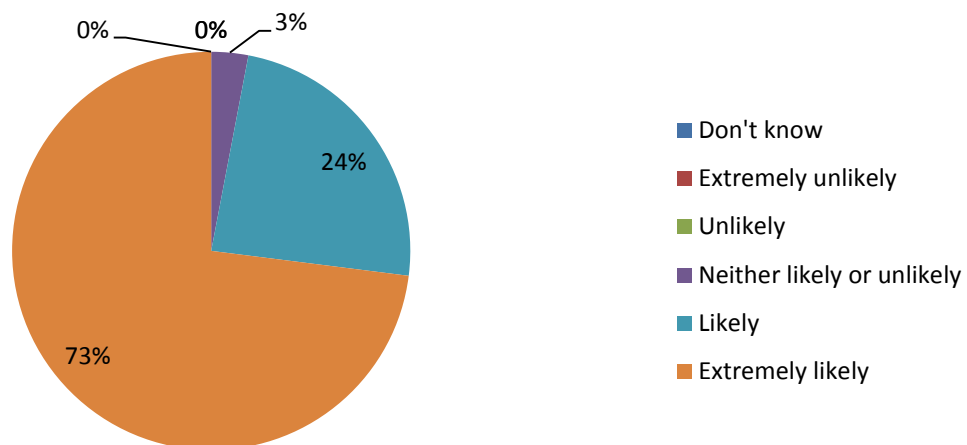
Q7. Are you treated with dignity and respect?



Q8. Do you feel the staff go the extra mile for you?



Q9: Overall how would you rate the practice out of 5 (where 1= poor; 5= Excellent)?



(Sample Size: 34 patients participated)

Comments and Suggestions:

1. Beckie and Sarah are always friendly and lovely.
2. Staff always friendly and professional.
3. Sarah makes me a coffee.
4. I have found everyone in the Anchor Helpful, Instructive and friendly.
5. Everything is fine. My specialist at the hospital is extremely impressed with the care I am getting. Said "extremely refreshing regarding Elaine" who has done everything and more for me.
6. The doctor being more readily available throughout the week. Maybe more drop in patients to be seen quicker.
7. Bigger waiting room.