

Northiam Surgery Friends and Family Feedback Form

Please leave your feedback on your appointment or any other related activities

Is your feedback related to:

- Northiam Surgery Broad Oak Surgery Other (home visit etc.)

Overall, how was your experience of our service?

- Very Good Good Neither Good or Poor Poor Very Poor Don't Know

Were you involved in decisions made about your care and treatment?

- Very involved Involved Somewhat involved Not involved

Was the surgery clean?

- Very Clean Clean Not very clean Don't know

Were the receptionists helpful?

- Very helpful Helpful Not helpful Don't Know

If you used our dispensary, were they helpful?

- Very helpful Helpful Not helpful Don't Know

Is it easy to get an appointment (by telephone and/or at the surgery)?

- Very Easy Easy Not Easy Very difficult Don't Know

What could we do better?

Gender

- Female Male Other Prefer not to say

Age

- 18 or under 18-30 31-40 41-50 51-60 61-70 71-80 Over 80

- Prefer not to say

We are grateful to everyone who fills in a friend and family questionnaire