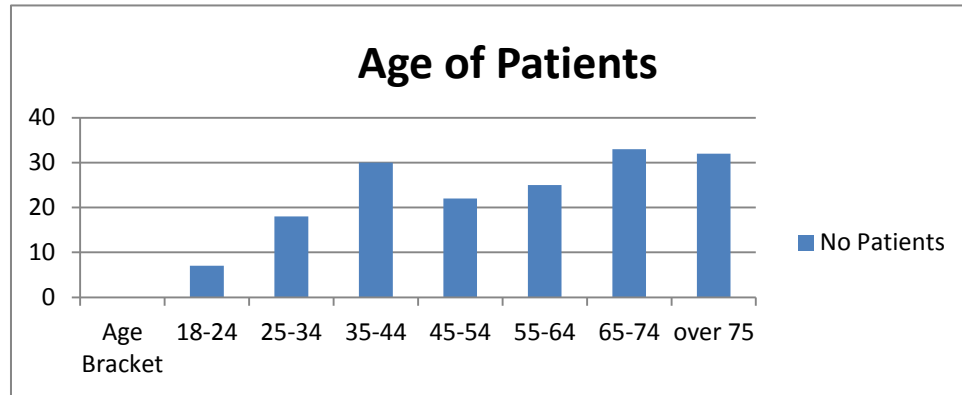
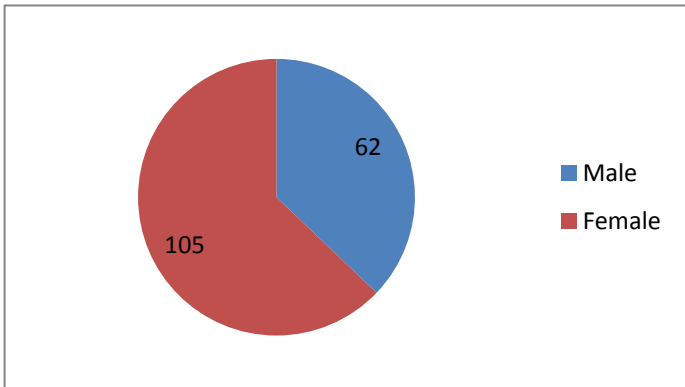
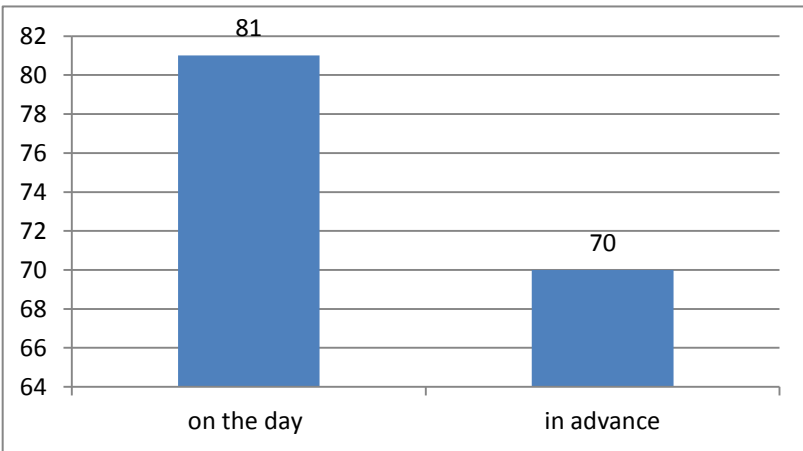


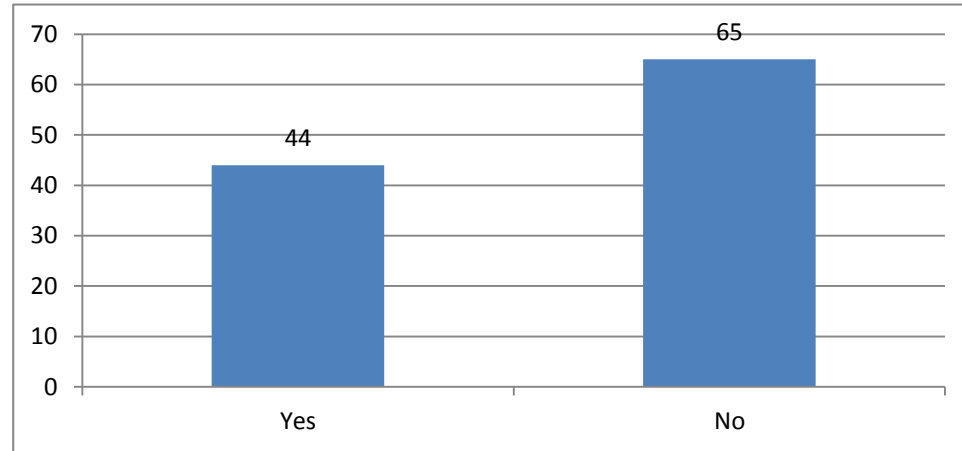
Sandy Health Centre - Mini Patient Survey (Summer 2014)



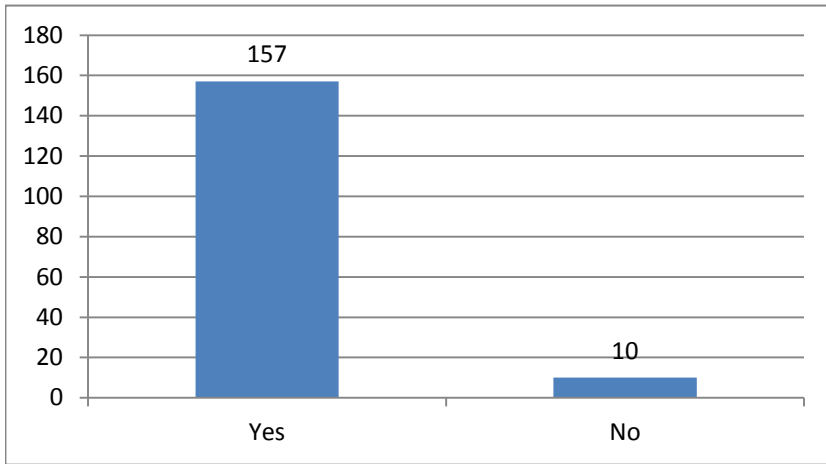
Do you prefer to book on the day or in advance?



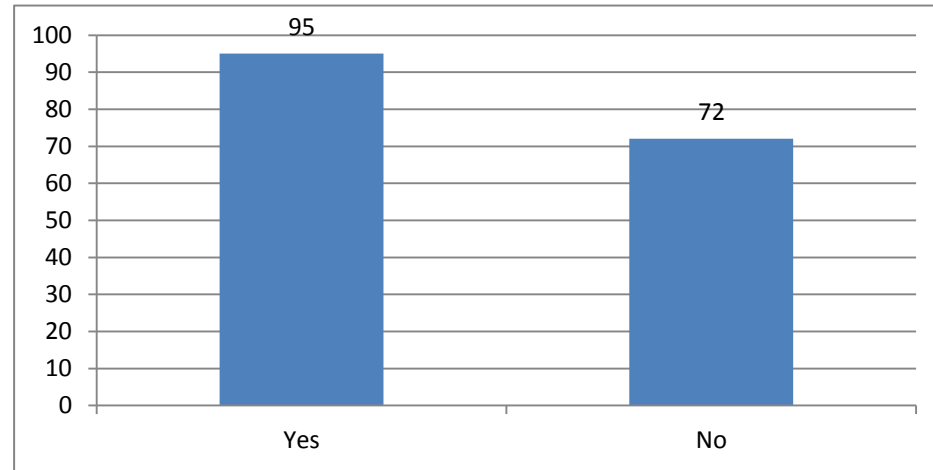
Do we offer enough on line appointments ?



**Dedicated telephone line to cancel an appt?**



**Is there a need to improve confidentiality?**



**Reason for survey**

To support the practice with its request for privacy screens around the reception and dispensary desk.

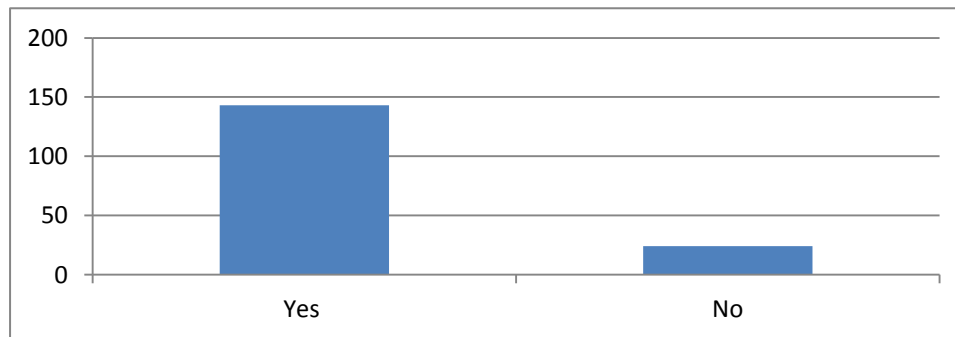
To review some previous patient feedback regarding confidentiality in an around reception

We have made changes to the appointment system this year in order to improve access

Historically many patients have wanted to 'book on the day' rather than pre book and we wanted to see if this has changed

Our DNA rate is unacceptable and we must take some action to reduce this and so put forward a suggestion

**Will you see an alternative GP if your regular GP is busy?**



Historically patients have refused to see another GP