



Patient Survey 2023

Please take a few minutes to complete this survey, the results of which will assist with future plans for improvements and/or changes to the practice.

To complete this survey, please tick the appropriate box, or write in the box provided.

1) Thinking about your recent appointment, how did you book it?	Online	In person	Telephone

2) How easy was it to get through to someone at the surgery when you last called?				
Have Not Tried	Very Difficult	Difficult	Easy	Very Easy

3) How do you rate the way you were treated by the receptionists at this practice?					
Very Poor	Poor	Fair	Good	Very Good	Excellent

4a) If you felt you needed to see a doctor or nurse practitioner, did you manage to get an appointment?	Yes	No

4b) If you were unable to get an appointment, how did you proceed?					
Offered an alternative service	Contacted the NHS 111 service	Attended Corby Urgent Care service	Attended A&E (casualty)	Offered a future appointment	Submitted a new request at a later date

5) In general how would you rate your satisfaction with the care you receive from the Practice?					
Very Poor	Poor	Fair	Good	Very Good	Excellent

6) Do you feel that the Doctor/Nurse/Clinical Practitioner at your last consultation treated you with respect?	Yes	No

7) Are you aware that the Practice has a Patient Participation Group, which meets several times each year to discuss matters and changes affecting the Practice?	Yes	No

PTO - Continues overleaf

8a) Do you ever use the Practice Website: www.lindenmedical.co.uk	Yes	No

8b) If yes, did you find the information on the website useful?	Yes	No

8c) Is there anything else you would like to see on the website?	Yes	No

Please give details:

9) Are you aware that you can book some appointments and request repeat prescriptions via the Practice website?	Yes	No

To register for online services please bring photo identification to reception and ask for a username and password.

10) Have you seen the recent publications about accessing your medical record?	Yes	No

You can access your detailed coded record online; ask at reception for more information.

12) Are you aware that we have a Facebook Page? https://www.facebook.com/lindenmedicalgroup	Yes	No

General comments box

Do you look after someone?
The practice is trying to identify and support as many Carers (unpaid) as we can. This includes helping a family member, friend or neighbour because of their physical, mental ill health, frailty, learning disability or substance misuse. If you are a Carer or someone cares for you, please ask at reception for a Carers pack.

Thank you for your co-operation in completing this survey. Once completed please return to reception.

Visit:  www.facebook.com/lindenmedicalgroup to join our Facebook Page.



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