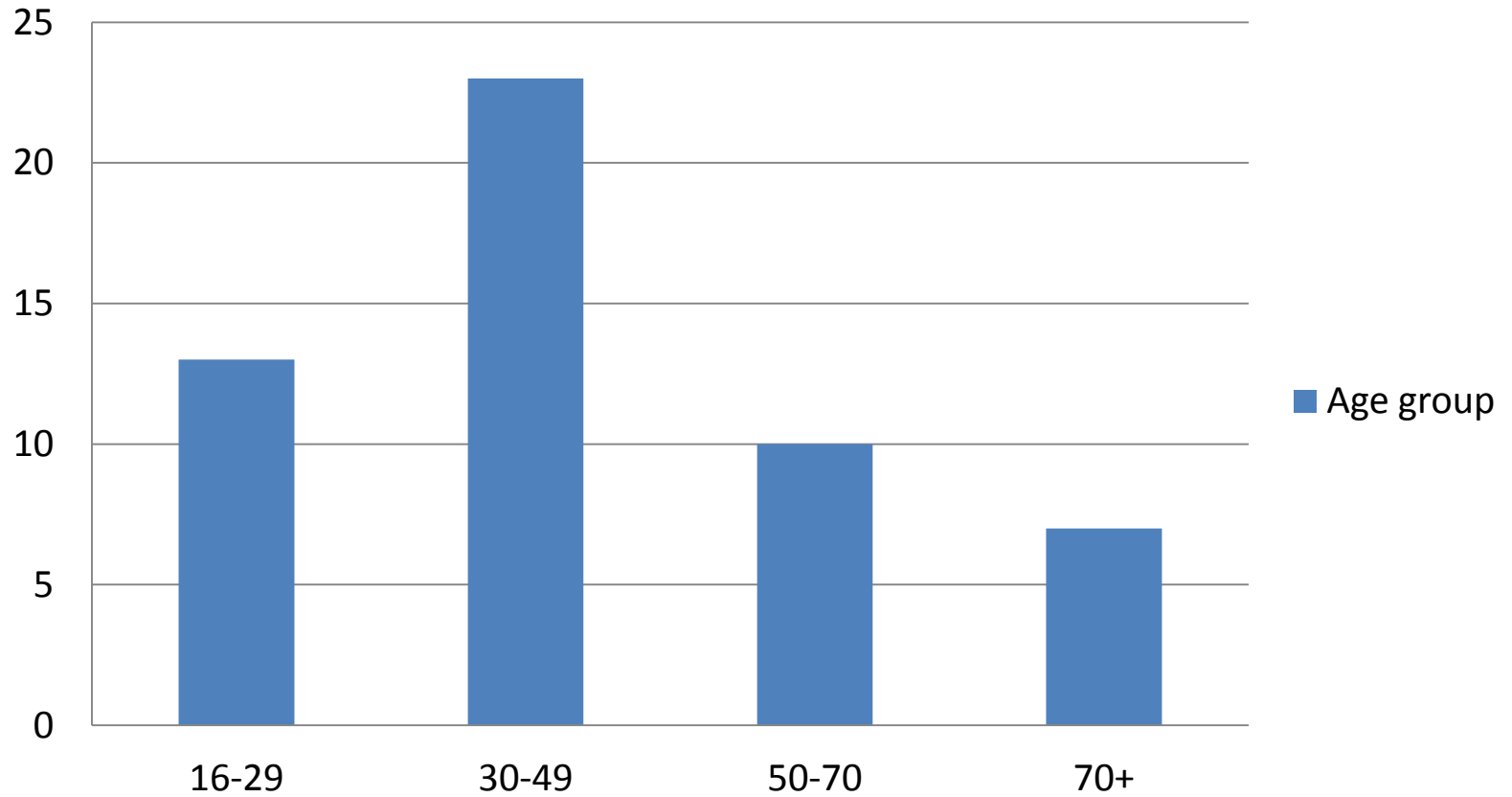
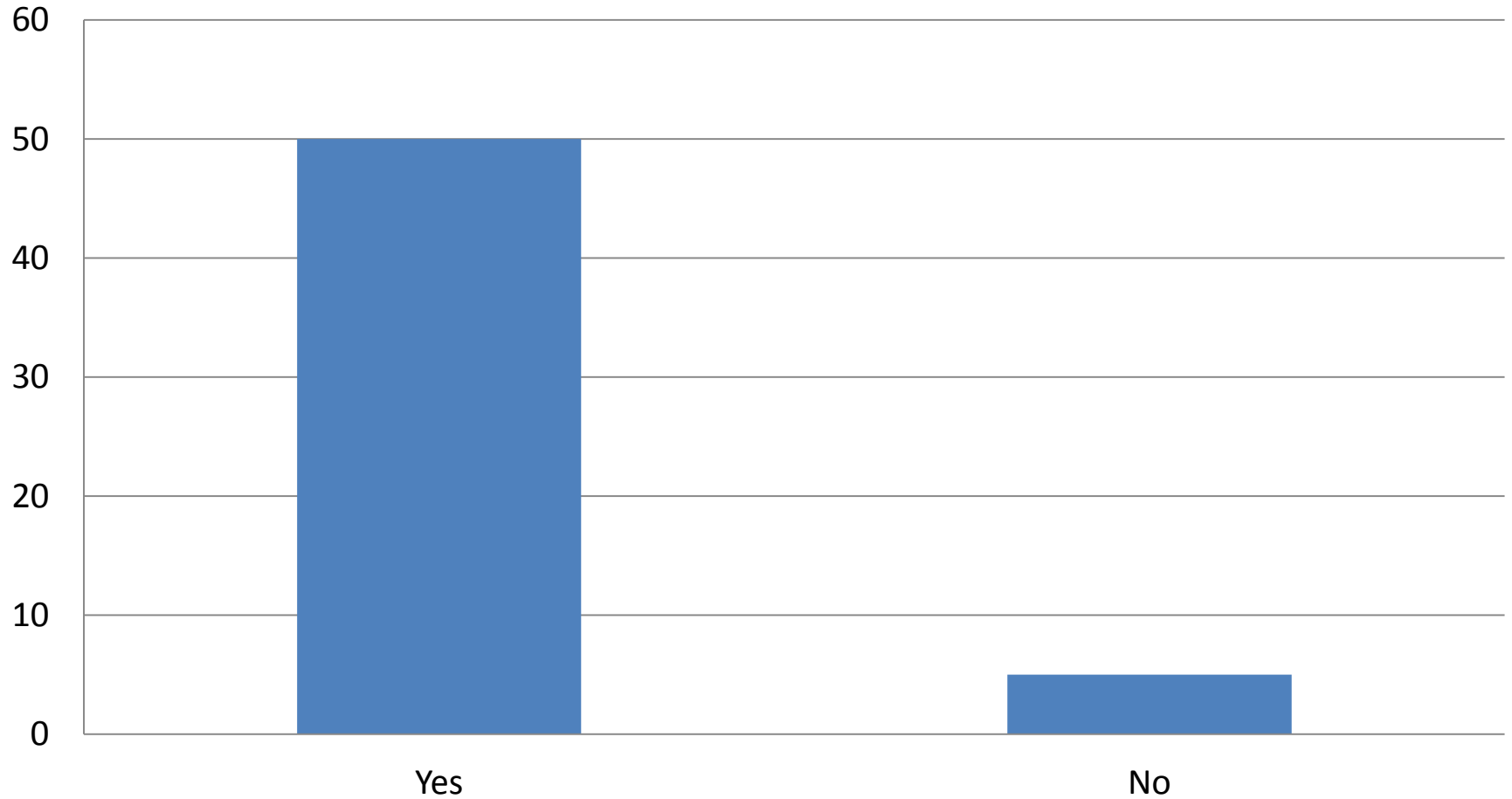


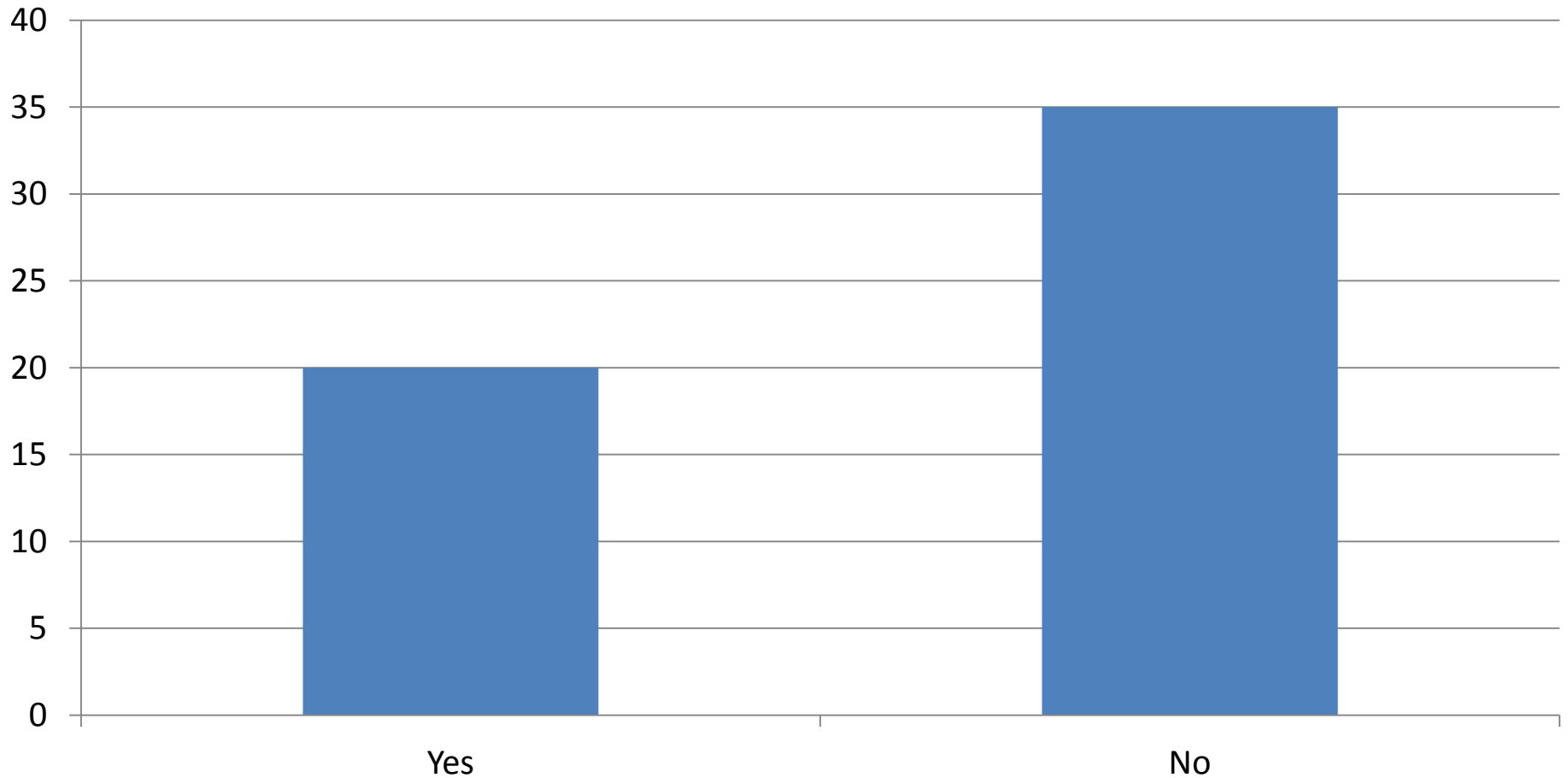
Patients surveyed



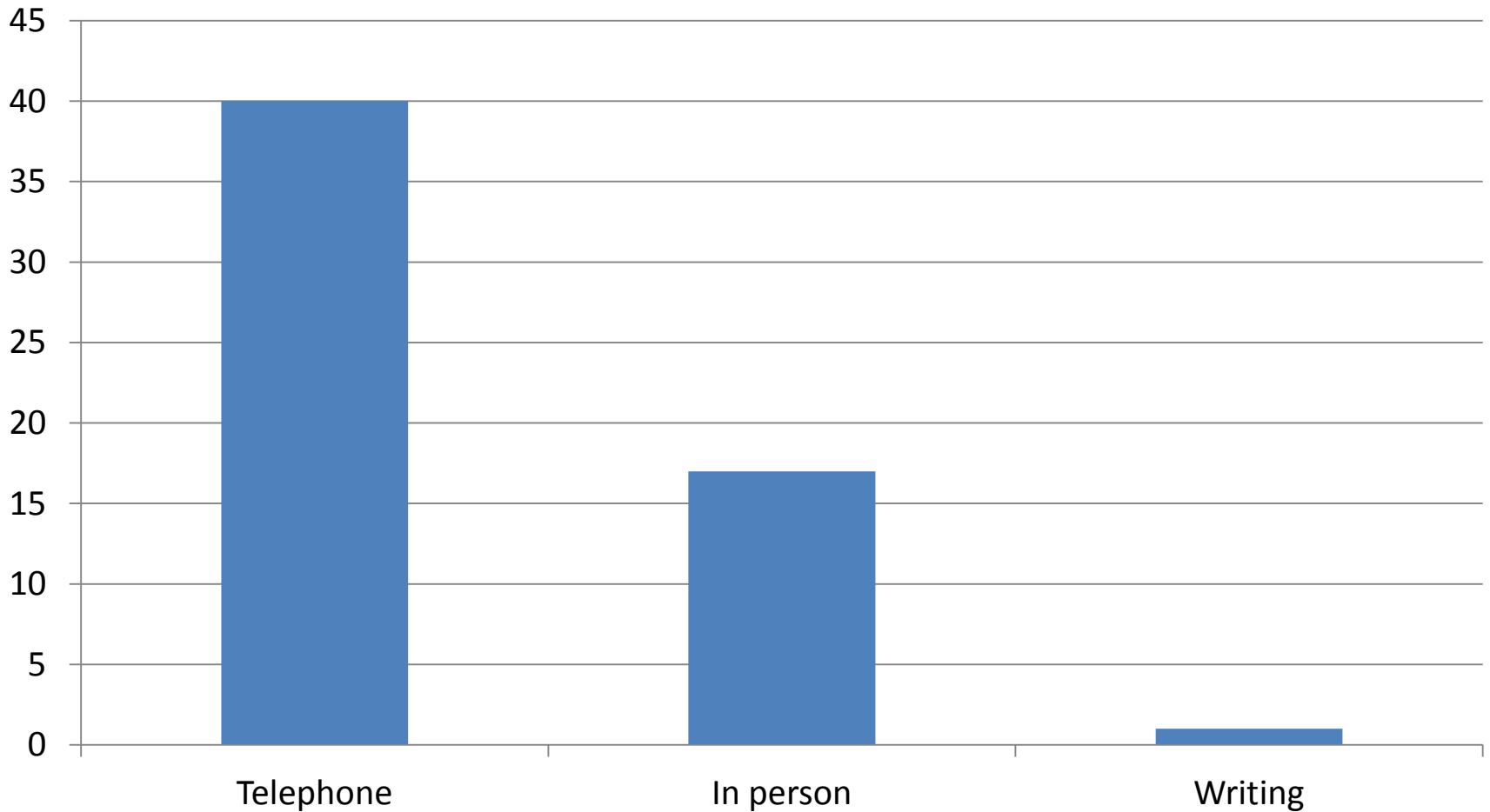
Are you happy with the confidentiality in the reception area?



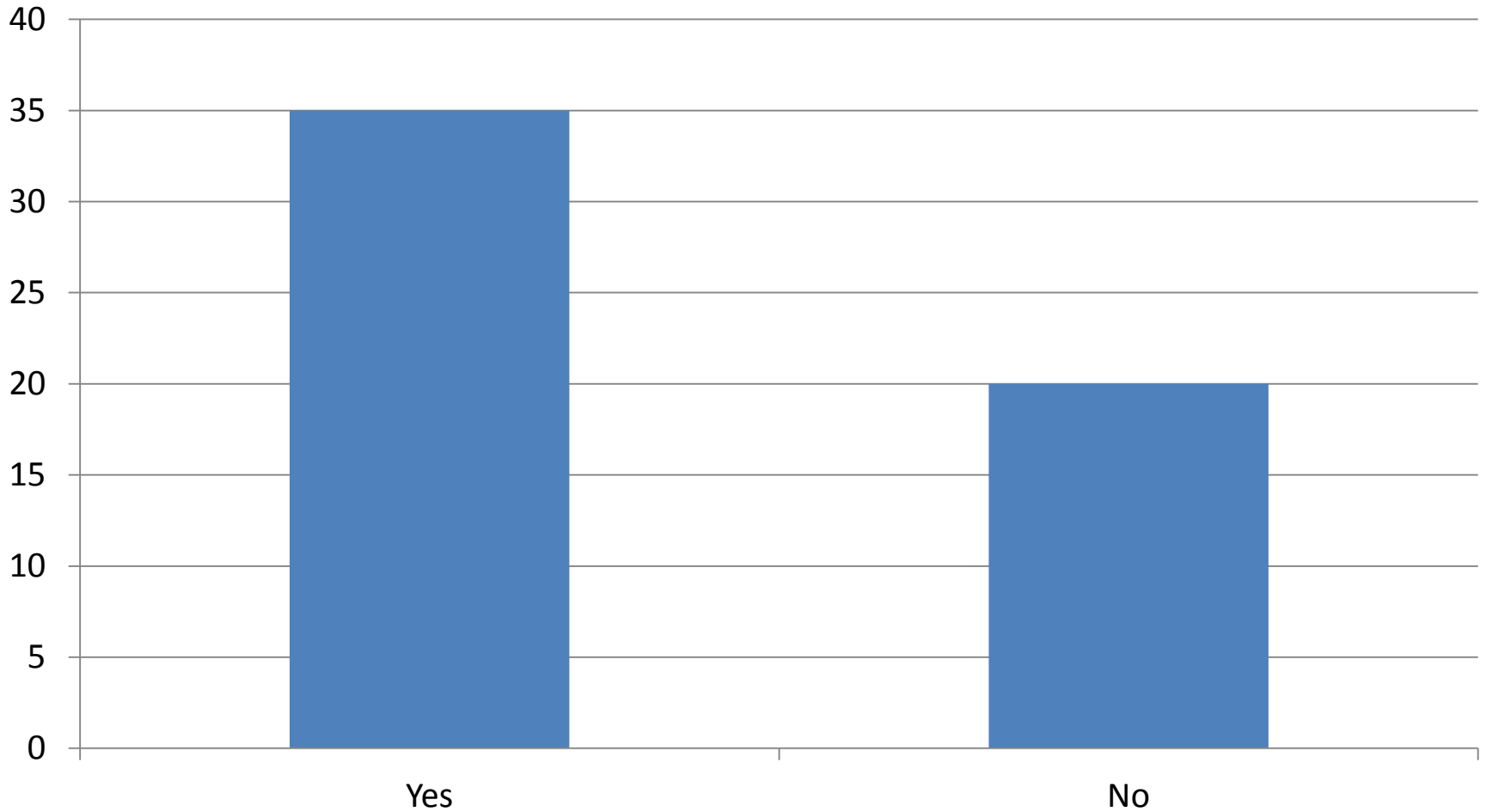
Did you know about the confidential area away from the front desk where you can talk to staff in private?



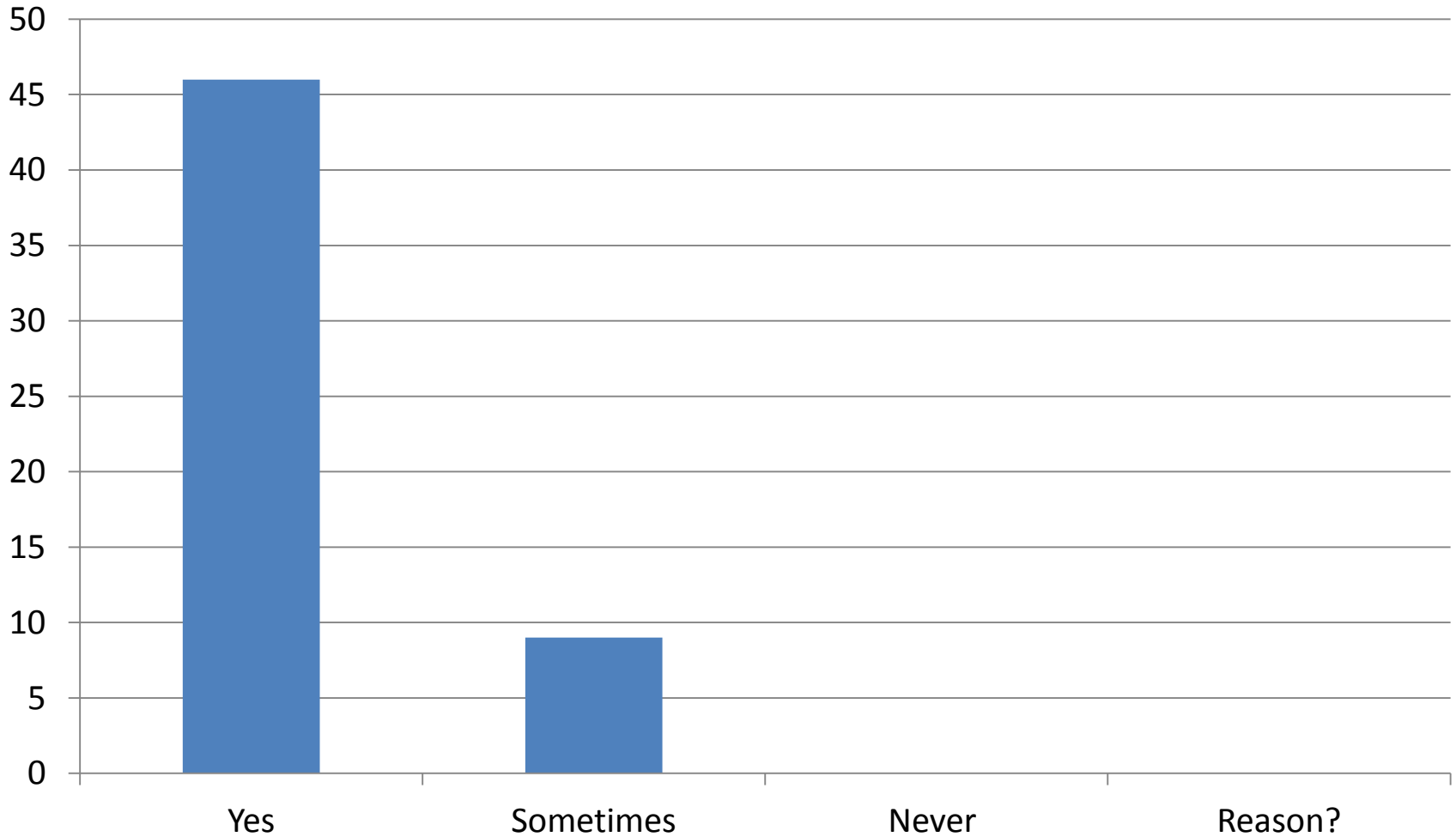
How do you normally book your appointment?



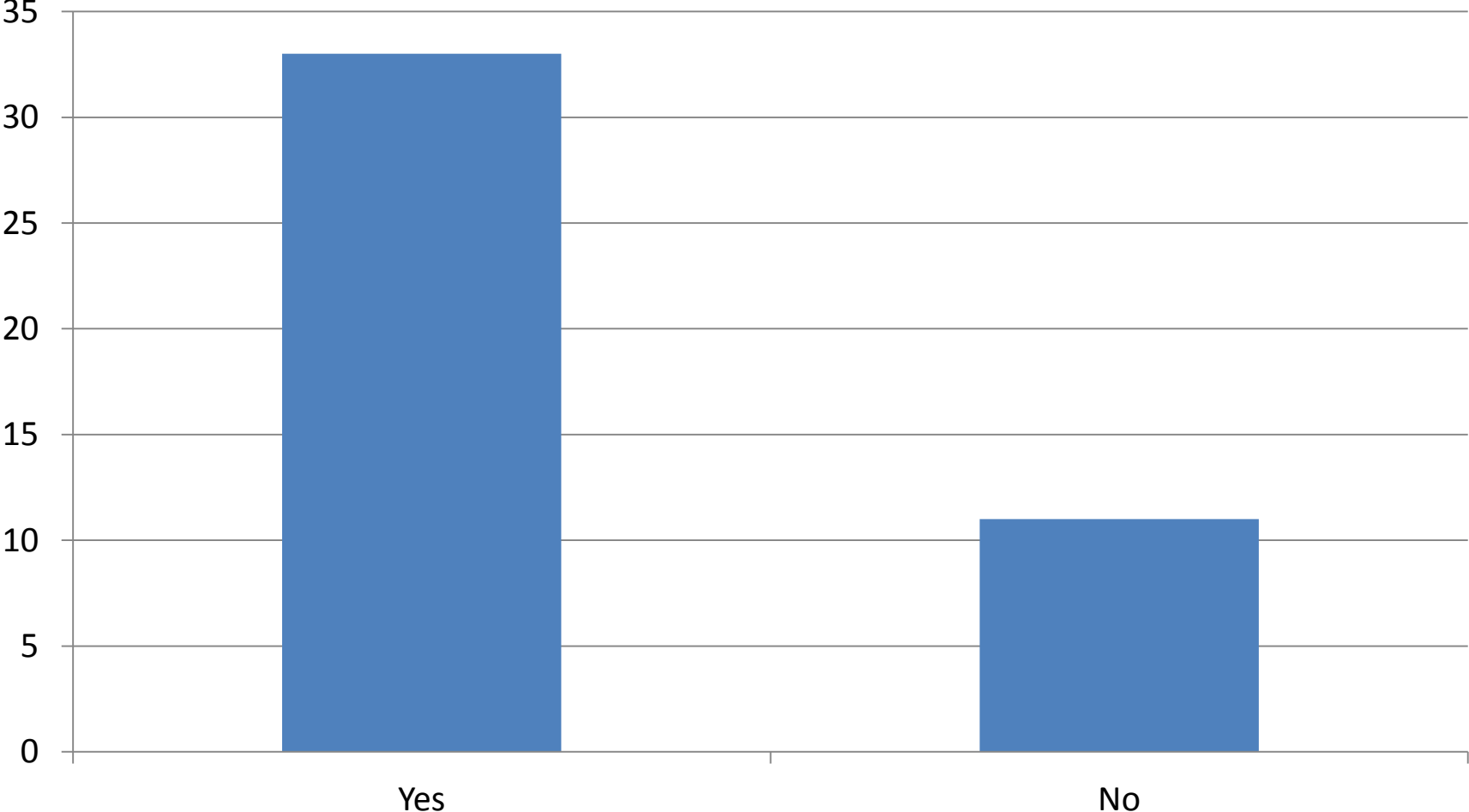
Would you use an online booking system?



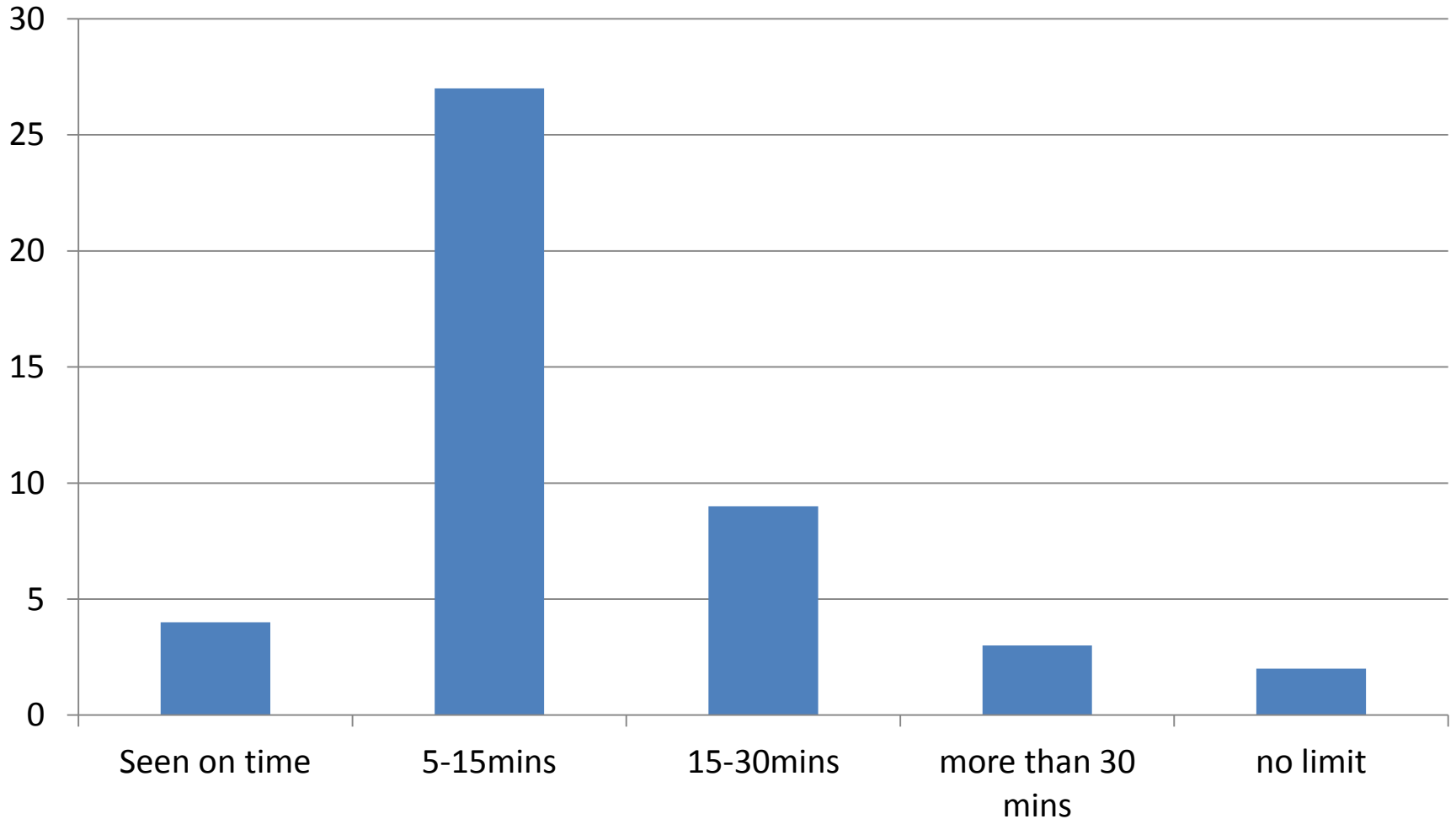
Do you remember to cancel your appointment?



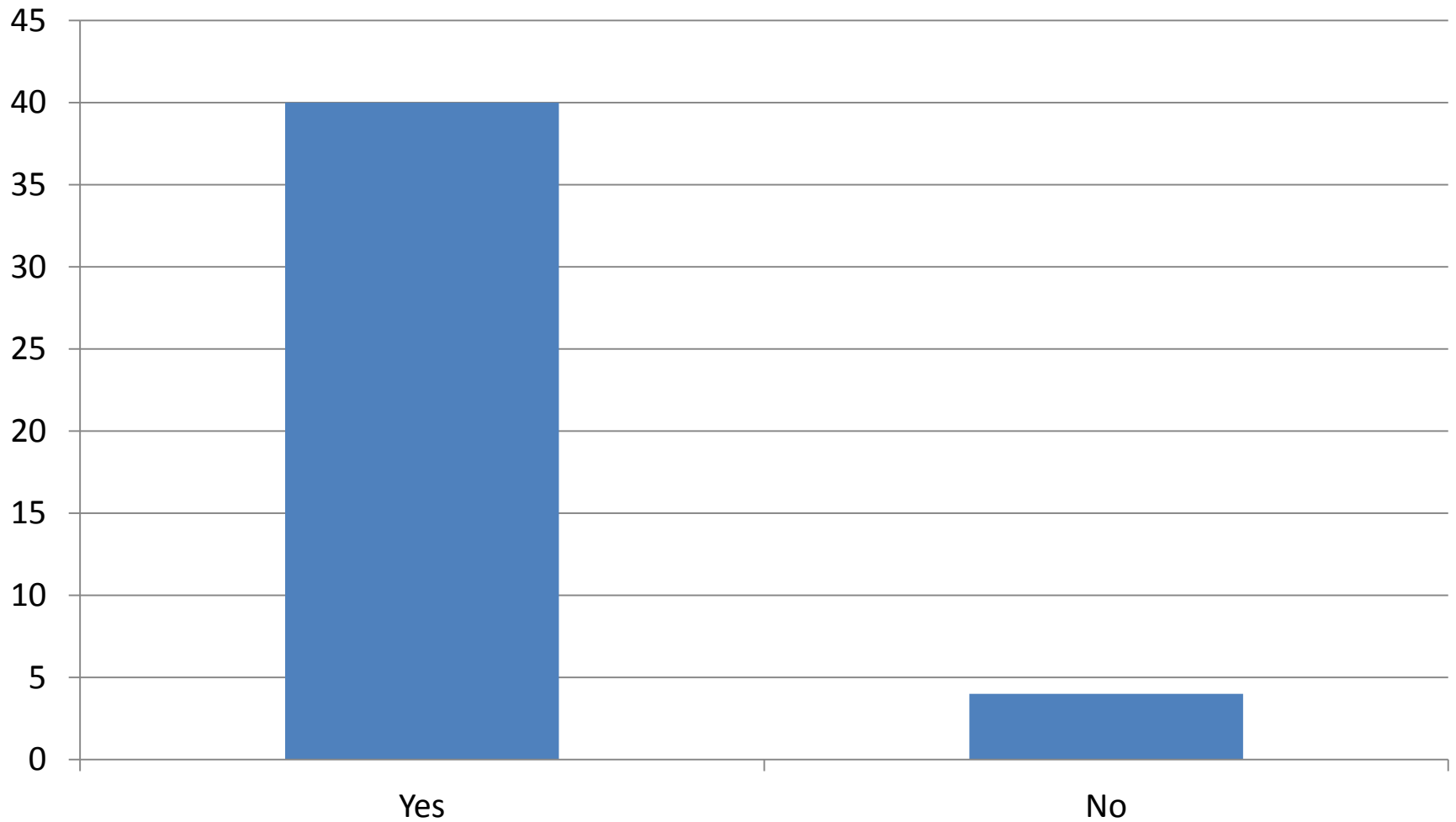
Would you use a telephone consultation?



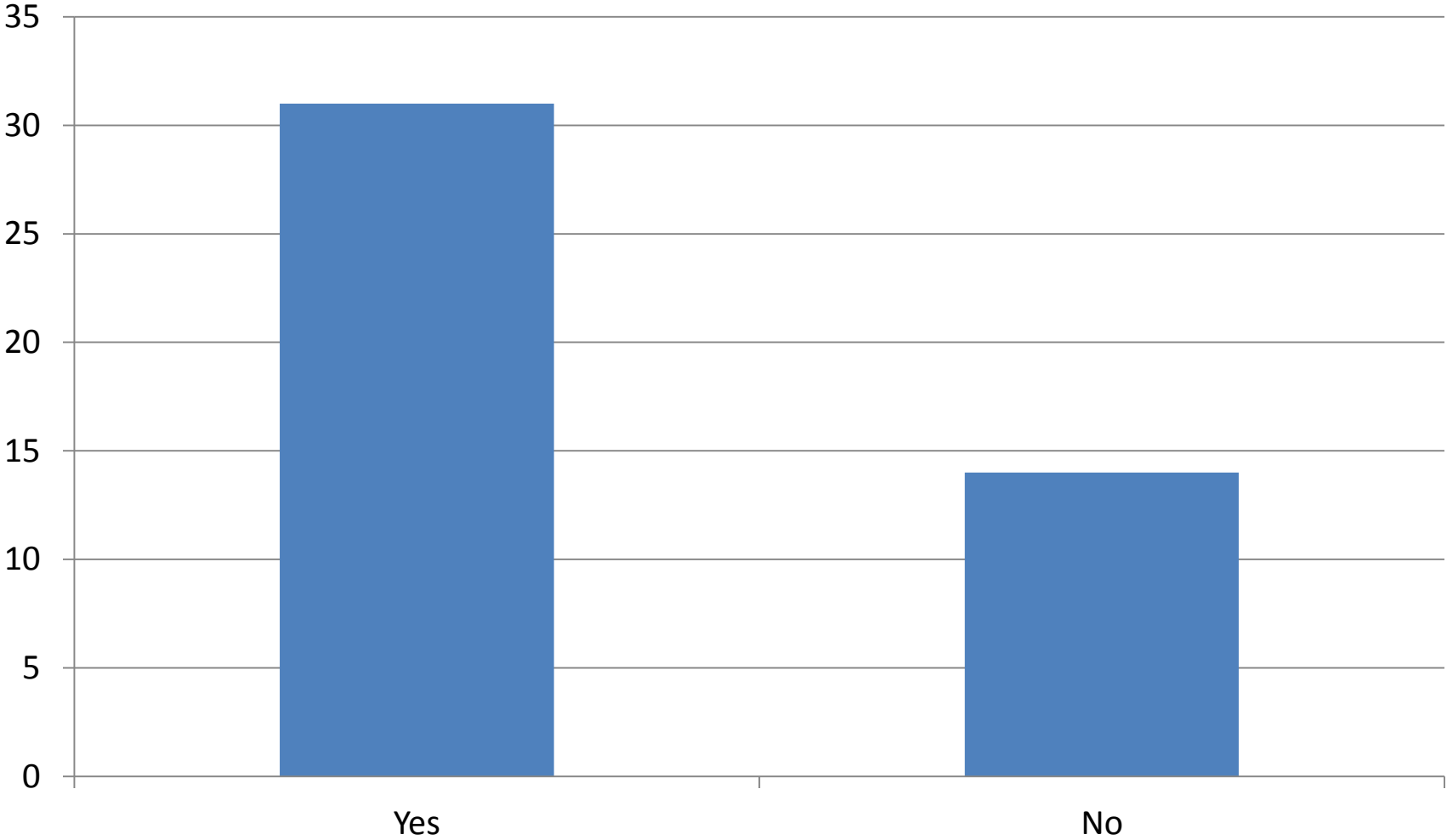
What is an acceptable waiting time for your appointment?



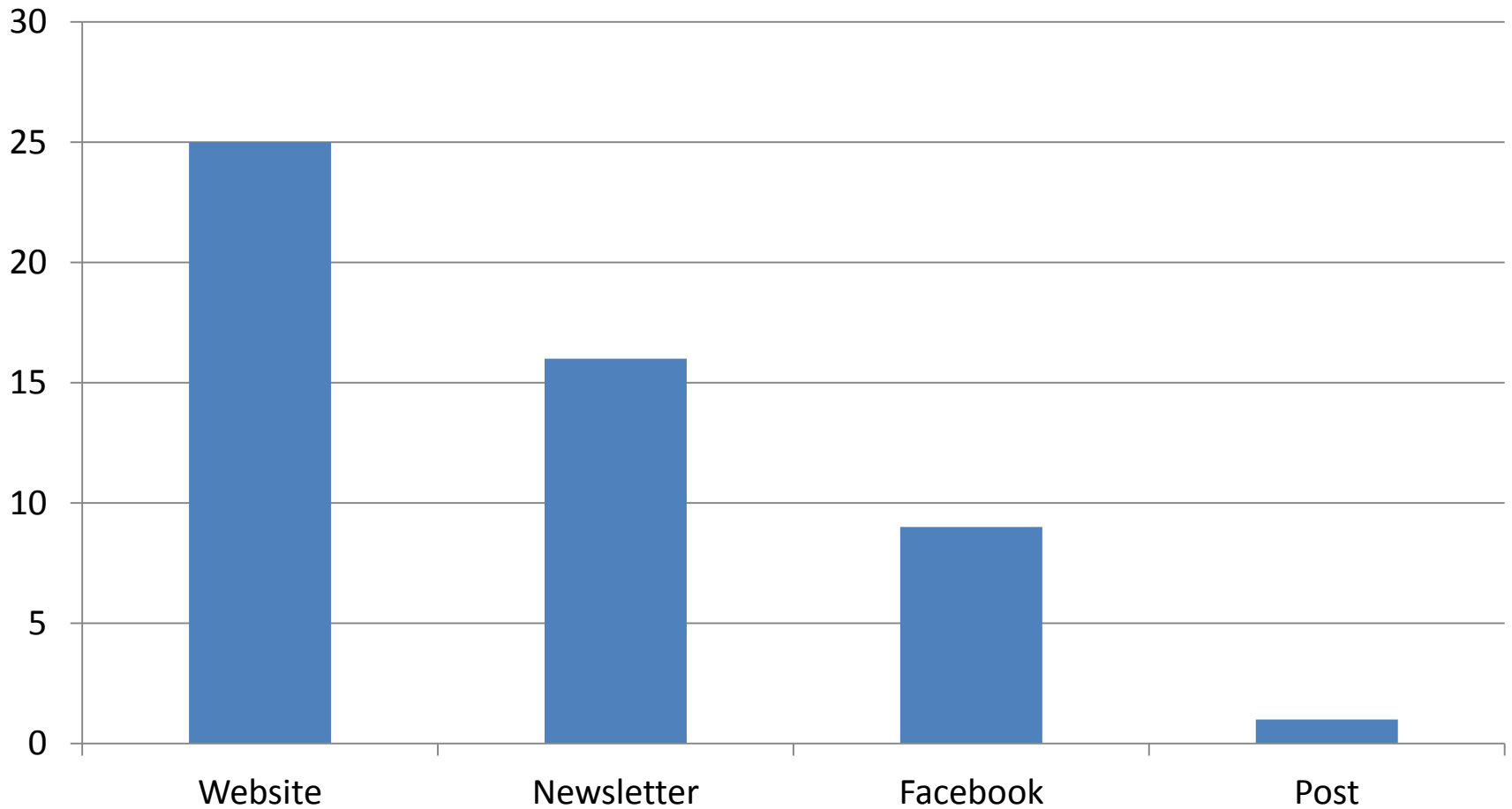
Would you like to know how many patients in front of you in the queue?



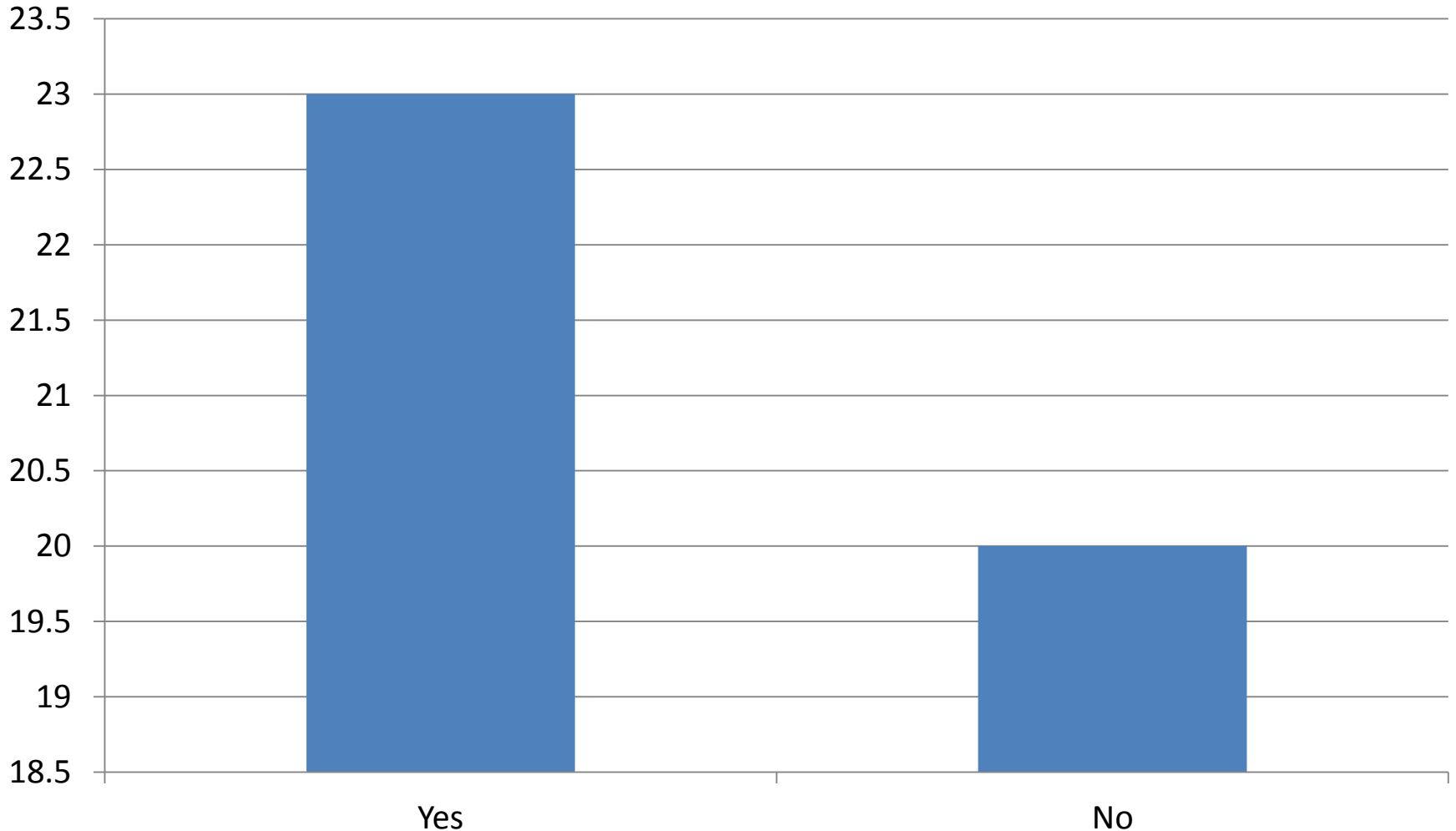
Did you know you could ask for a chaperone when being examined?



How would you like to receive our surgery news?



Would you make use of early morning appointments, before 8.00am?



What action do you think the practice should take against unacceptable behaviour?

- Remove from the practice
 - Give warning
 - Warning
 - Dismissal
 - Take them off the panel
 - Take them off the books
- Tell them to find another surgery
 - Remove them
- Call the police if they can't be calmed down
 - Police
 - Police
 - Thump them
 - Three strike rule
 - Write a letter
 - Ban them