**HAVERHILL FAMILY PRACTICE**

**PATIENT SURVEY COMPARISON 2019**

1. Generally, how easy is it to get through to someone at your GP practice, on the phone?
2. How helpful do you find the receptionists at your GP practice?
3. How often do you see or speak to your preferred GP?

1. How was experience of making an appointment?

1. Did the healthcare professional give you enough time?

1. How good was the healthcare professional at listening?
2. Did the healthcare professional treat you with care and concern?
3. Did the healthcare professional recognise/understood any mental health issues?
4. Was you involved with decisions about your care and treatment?

1. Did you have confidence and trust in the healthcare professional?

11. Overall, How would you describe your experience at the practice?

HFP/rlm 23.07.2019