

CHORLEYWOOD HEALTH CENTRE

Patient Feedback

We are reviewing our telephone system and the ways in which patients contact us. We would appreciate your feedback.

When you last tried to contact the surgery by telephone how easy was it?

- Very Easy
- Easy
- Satisfactory
- Difficult
- Very Difficult
- N/A

Have you ever used the automated telephone system to book, cancel or change an appointment?

- Yes
- No
- Did not know about it

If yes, how easy did you find it?

- Very Easy
- Easy
- Satisfactory
- Difficult
- Very Difficult
- N/A

Have you ever used the online booking system, Patient Access or NHS APP?

- Yes
- No
- Did not know about it

If yes, how easy did you find it?

- Very Easy
- Easy
- Satisfactory
- Difficult
- Very Difficult
- N/A

What would be your preferred method for contacting the surgery for appointments?

- Online
- Telephone
- Automated System
- Other _____

Do you have any suggestions on how we could improve the ways in which patients can communicate with us?
