Greenfield Medical Centre March 2026

We have made improvements to our phone system and booking process's we would really like to know your experience.

Patient Satisfaction Survey – GP Access

Purpose: To understand your experience accessing GP services and identify areas for improvement. Your responses are confidential.

Section 1: Demographics

1. Age: ☐ Under 18 ☐ 18–30 ☐ 31–50 ☐ 51–70 ☐ 71+
2. Gender: ☐ Male ☐ Female ☐ Prefer not to say ☐ Other: _____
3. How often do you visit your GP? ☐ Rarely ☐ Occasionally ☐ Frequently

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Section 2: Access to GP

Please rate your experience with the following:
(1 = Very Dissatisfied, 5 = Very Satisfied)

1. Ease of booking an appointment: 1 2 3 4 5
2. Waiting time for a routine appointment: 1 2 3 4 5
3. Waiting time for urgent care: 1 2 3 4 5
4. Convenience of GP office location: 1 2 3 4 5
5. Availability of telehealth/online consultations: 1 2 3 4 5

Section 3: Communication & Care

1. Clarity of information provided by your GP: 1 2 3 4 5
2. How well your GP listened to your concerns: 1 2 3 4 5
3. Respect and courtesy of staff: 1 2 3 4 5
4. Satisfaction with follow-up care and advice: 1 2 3 4 5

Section 4: Overall Satisfaction

1. Overall satisfaction with your GP service: 1 2 3 4 5
2. Likelihood of recommending your GP to others: 1 2 3 4 5

Section 5: Open Feedback

1. What do you like most about your GP service?

2. What could be improved in accessing GP care?