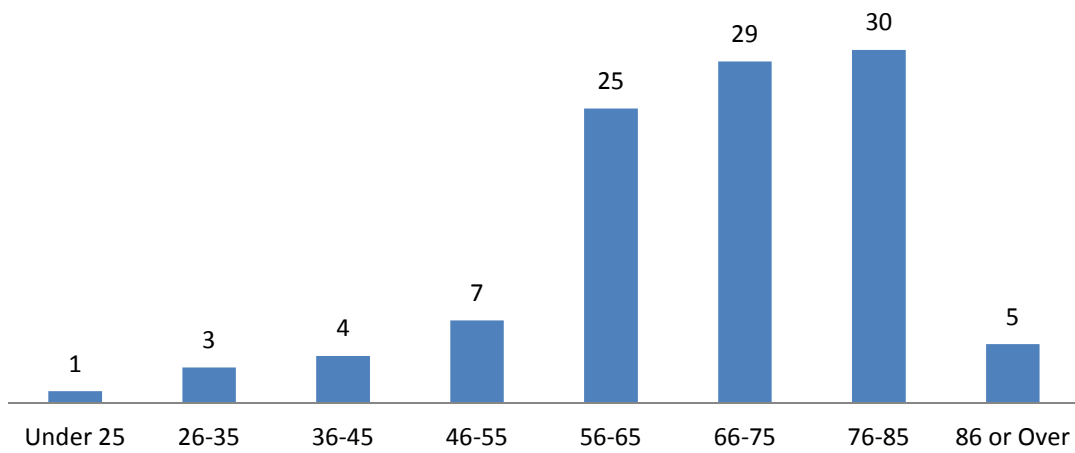
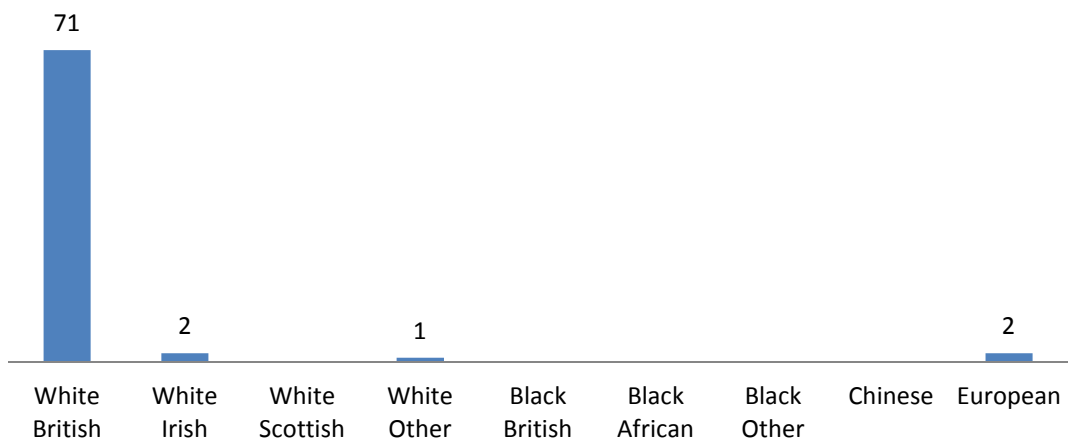


24Hour BP Questionnaire Results September 2016 to July 2017

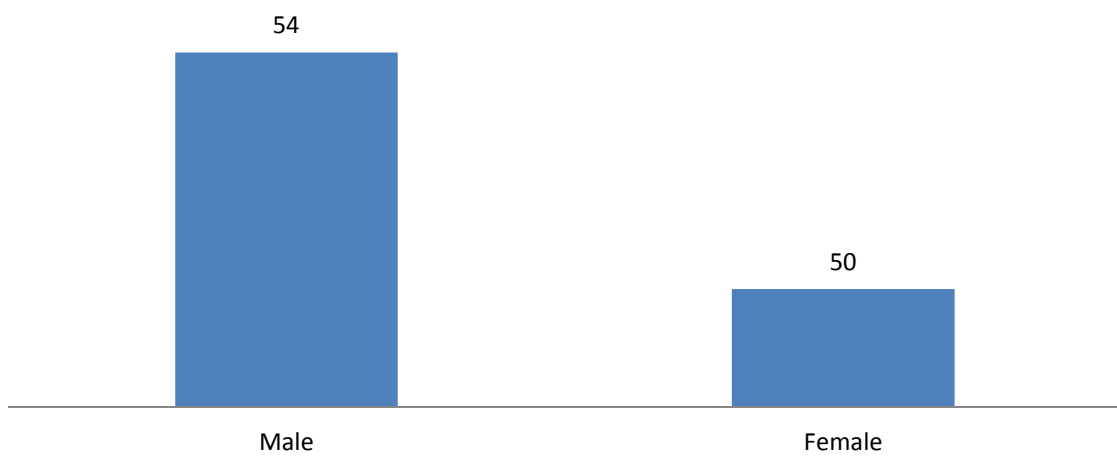
Age Categories:



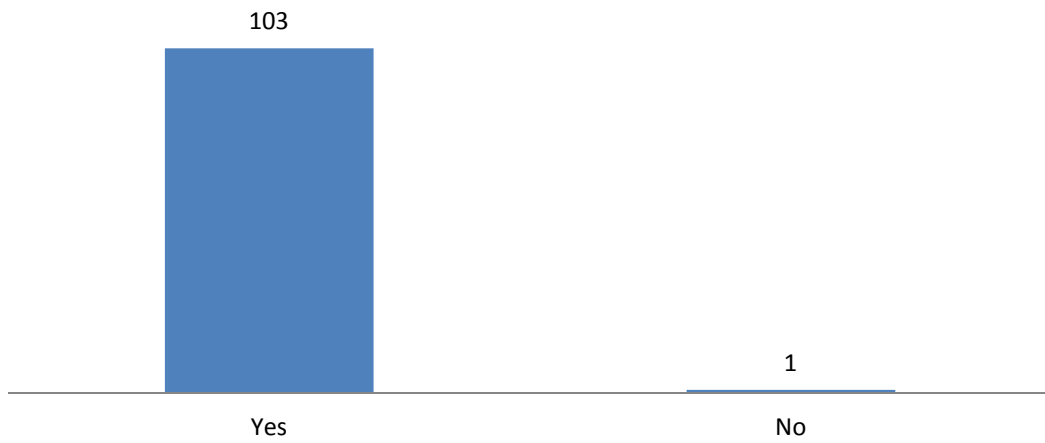
Ethnicities:



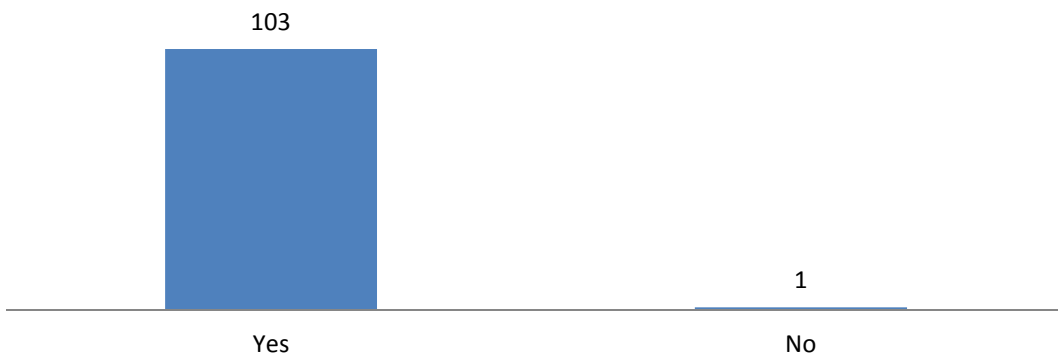
Male/Female:



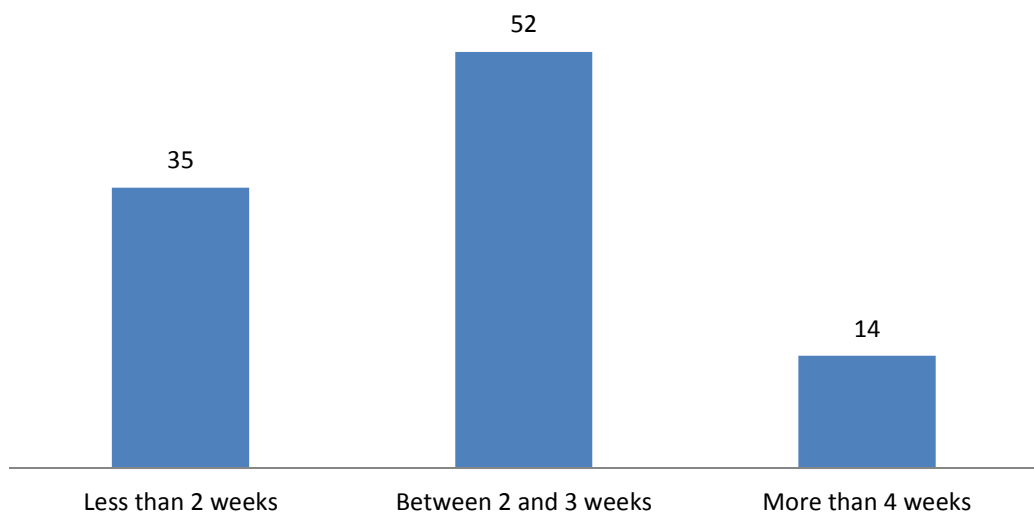
1. Was local access to the surgery satisfactory?



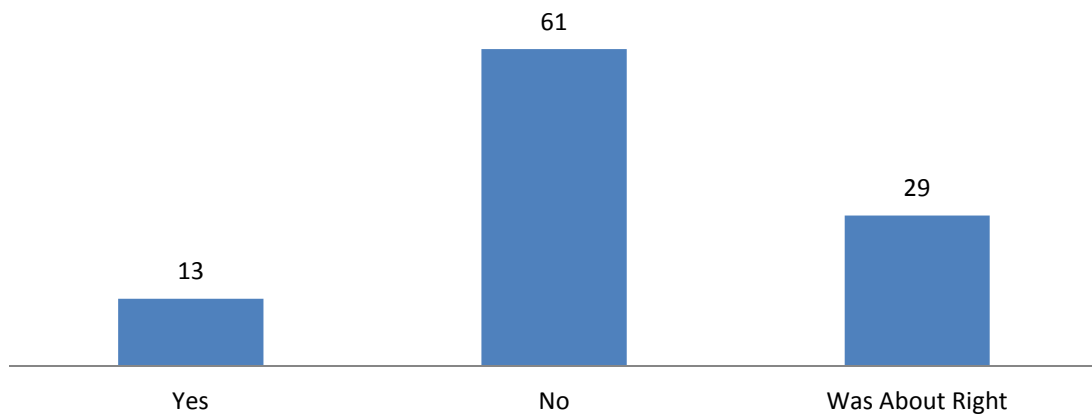
2. Did your GP explain the reasons why you were being referred for the test?



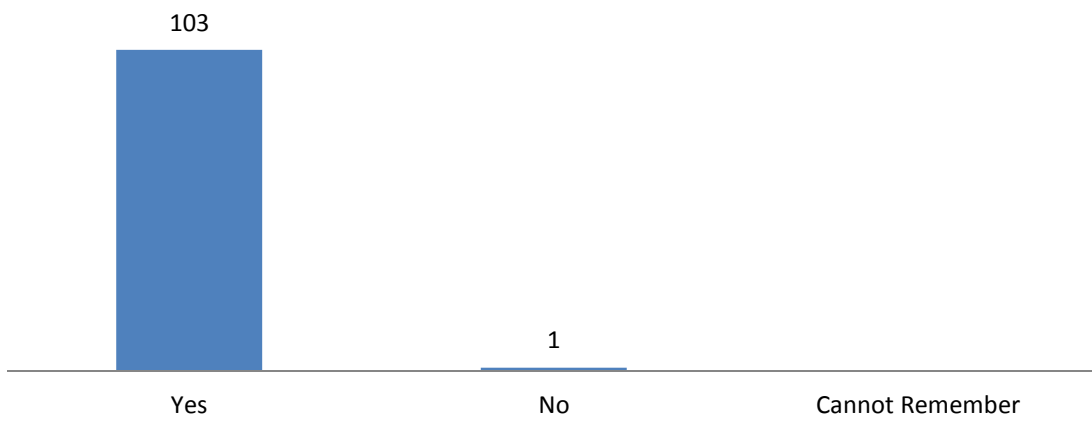
3. How long did you have to wait to get an appointment for your test?



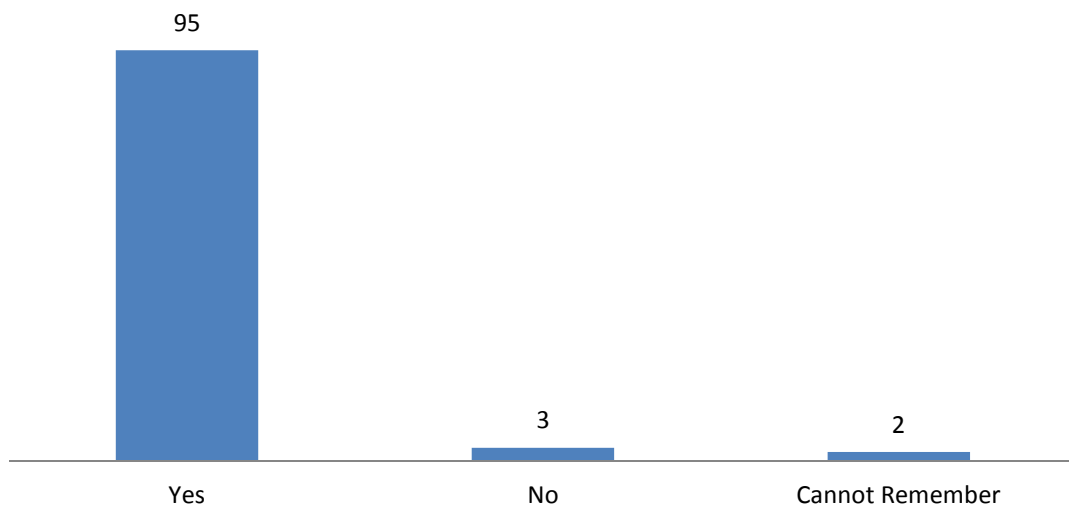
4. Was this longer than you expected?



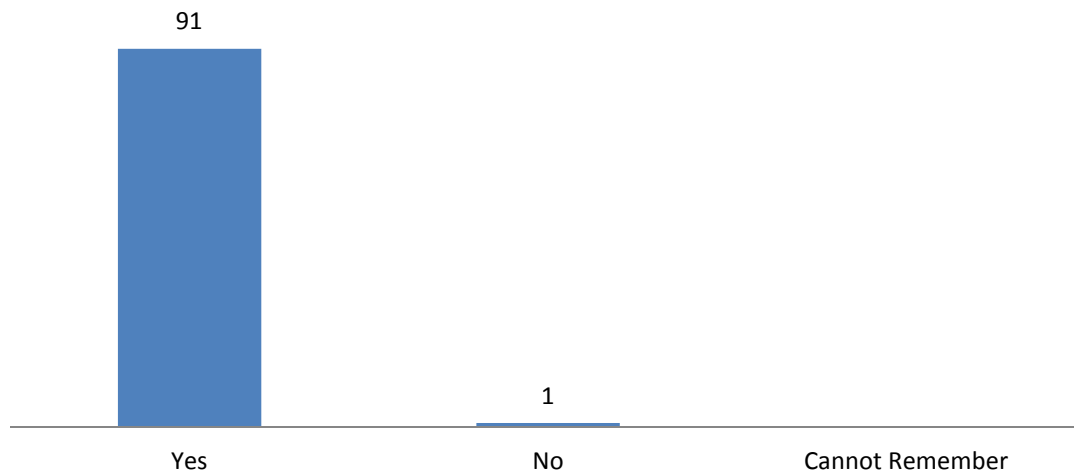
5. When you had the test, did the nurse explain the procedure and put you at ease?



6. After your test, did the nurse inform you what would happen regarding the results of your test?



7. Did you discuss the results of your tests with your GP within a reasonable time frame?



8. How happy were you with the service that you received from Northgate Medical Practice?



Comments:

- As always, kind and considerate treatment which is much appreciated.
- By chance that I looked at my patient access that I realised an appointment was made to have the blood pressure monitor fitted. No appointment was made to have the monitor taken off on the access page and no letter was sent to me to let me know just a text message on the Sunday one day before the fitting.
- Thank you all for being so efficient and caring.
- Feel extremely lucky to have such an excellent GP.
- Great service was provided. Very supportive GP and HCA.
- Always receive good service.
- My understanding from last year was that the surgery would proactively contact me this year for my annual BP check. So I waited longer than 12 months. As I heard nothing I made contact but could not book in without a GP appointment to start the process. Whilst I made arrangements for this GP referral on the phone, it did take his time and delayed my check-up. Not a complaint just an observation. Both the Doctor and me believed that the 'system' would/should have made contact with me to start the process.