

Minor Surgery Service Questionnaire Results for Dr Lindsay between September 2016 to July 2017

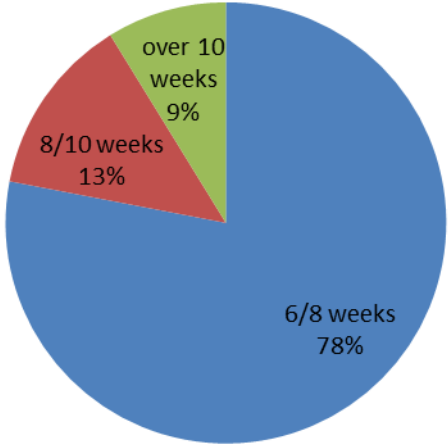
Are you Male of Female?

Male	39
Female	53

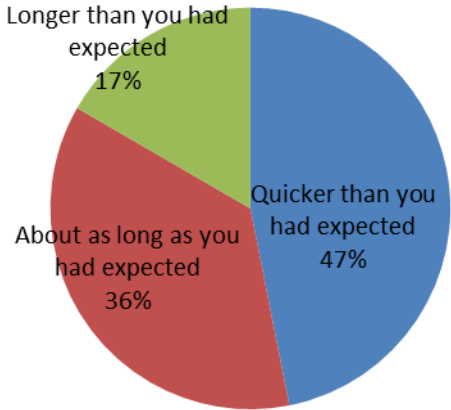
What is your age? (%)

Under 25	12
26-35	12
36-45	18
46-55	11
56-65	15
66-75	12
76-85	11
86 or over	3

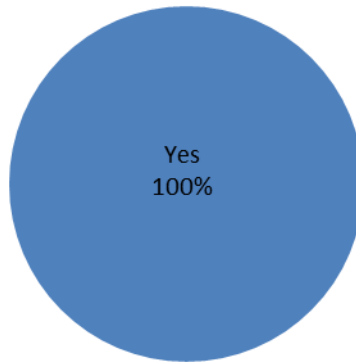
- Once your GP had seen you, how long did you have to wait for your Minor Surgery appointment with the specialist?



- Was this time:



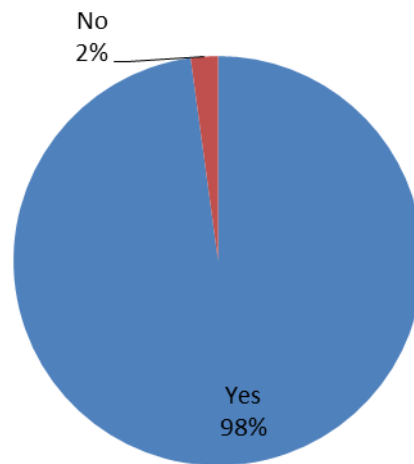
3. Did you find it easy to get to the clinic for your appointment?



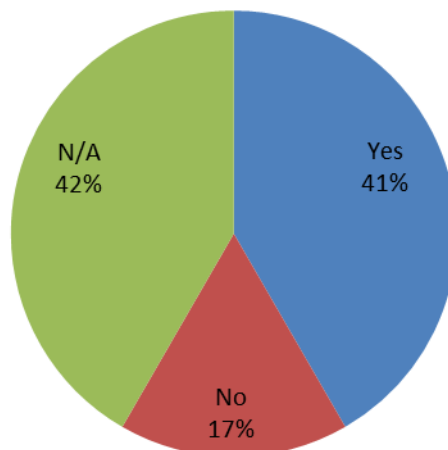
4. If No, why did you find this problematic? How could this be improved?

'No comments of note added'

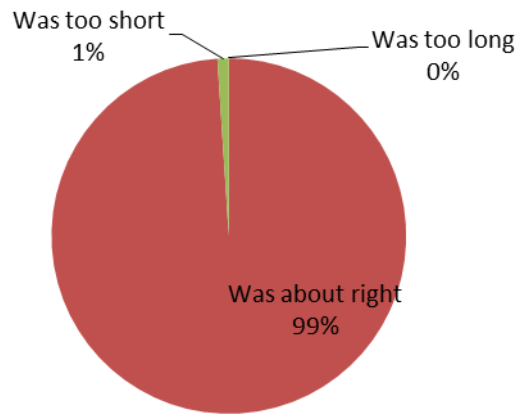
5. Were you seen within a reasonable time of your allotted appointment slot?



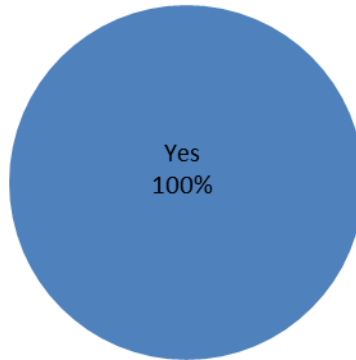
6. If you were not seen at your appointment time, were you kept informed of why?



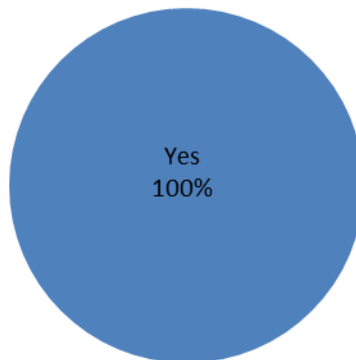
7. Did you feel that the time you spent with the GP Surgeon was long enough?



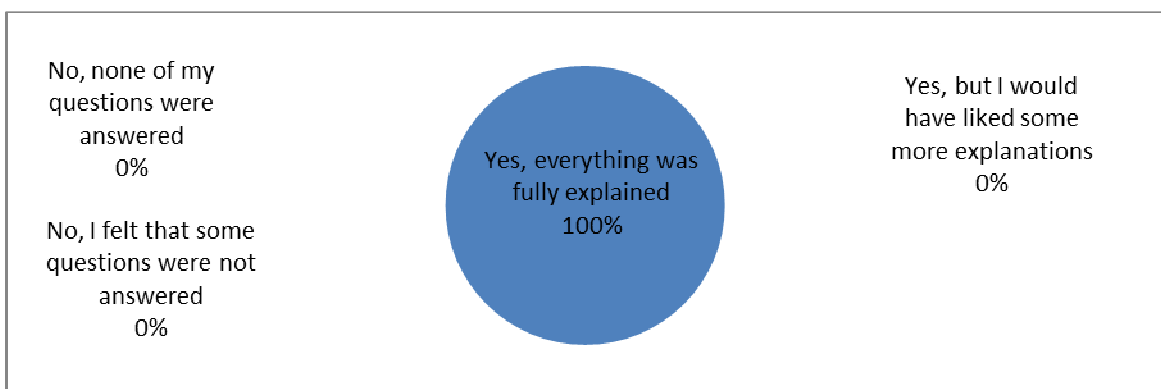
8. Did you feel that your appointment with the GP Surgeon was long enough?



9. Were you able to ask any questions throughout your appointment?

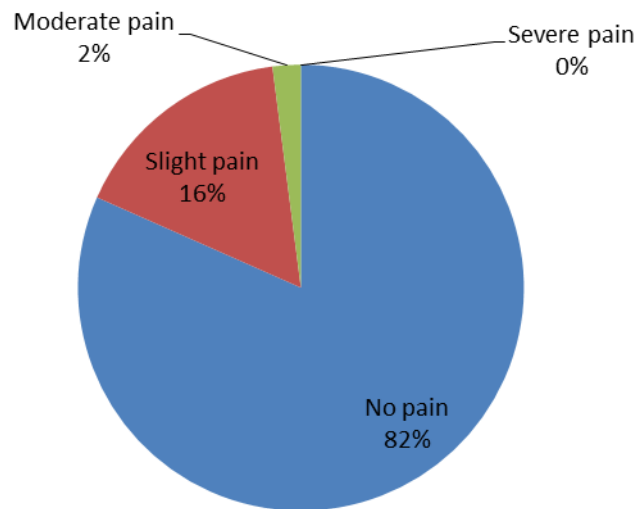


10. Were you happy with the explanations given to you during your appointment?

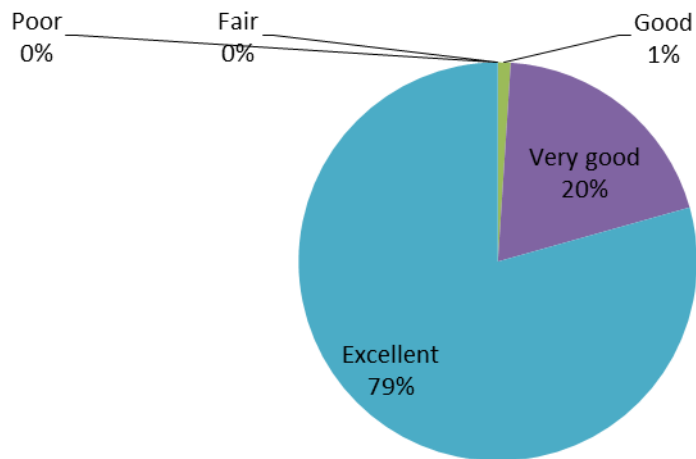


During the Procedure:

11. Did you have any pain or discomfort during the procedure? Please rate any discomfort:

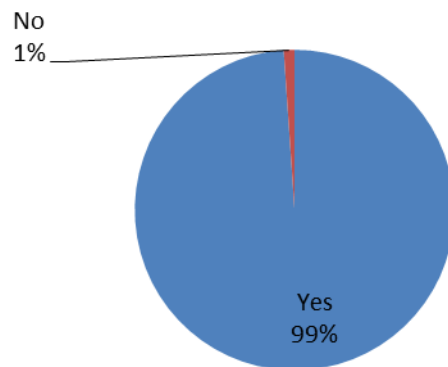


12. Can you rate your overall experience in terms of the care and support offered by the GP Surgeon and the Nurse:



After the Operation:

13. Did you receive any post-operative advice and did you feel well informed of any aftercare arrangements?



14. In order for us to continue to improve & redesign services, we would be grateful for any further comments or suggestions that you might have on our community service:

- Better than hospital visit.
- Doctor and Nurse both understood about my phobia. Very considerate to me.
- Dr Lindsay and his nurse, Hui, were kind, re assuring and professional.
- Dr Lindsay and the nurse were very reassuring and helpful.
- Dr Lindsay is excellent.
- Excellent service.
- Keep on with the current level of service.
- More frequent minor surgery appointments.
- Never any issues - wonderful staff who remove the anxiety and dread of Dr Appointments. Thank you.
- Only felt pain through the injection. Thank you, all is good so far.
- Received excellent care.
- Satisfactory.
- The touch screen service failed to register that I was here.
- This was my 2nd minor surgery and both times were running about 1/2 - 3/4 or an hour late. I would suggest that rather than 15 minute slots these are extended 20 minutes per patient to avoid unnecessary waiting.
- Very good service.
- Very happy.
- Very informative, clear, friendly and comfortable service.