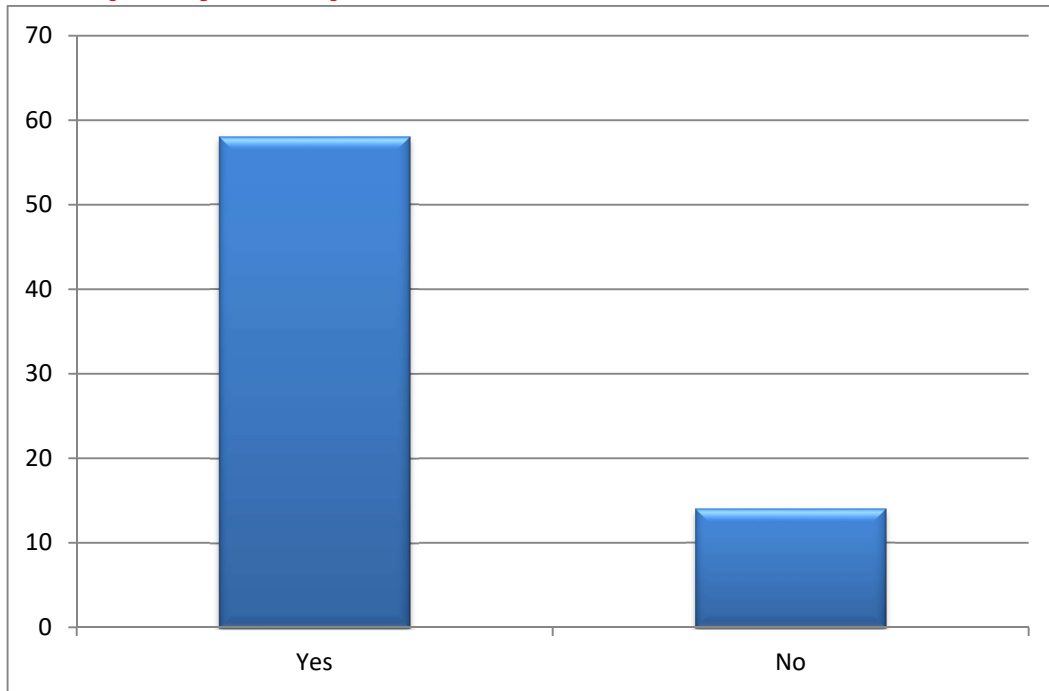


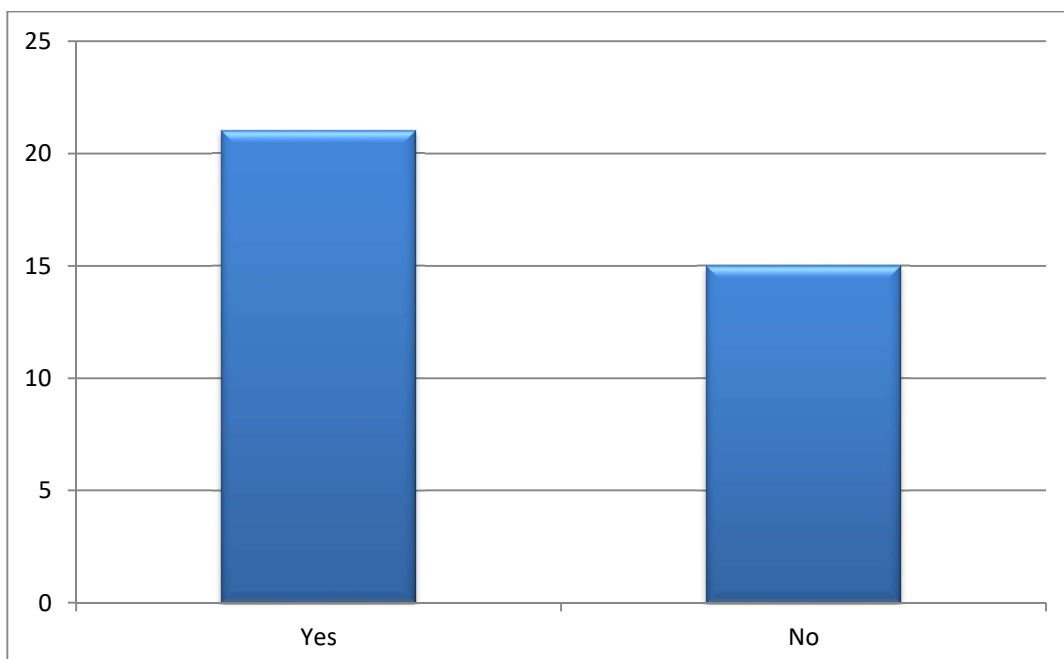
2018/19 Kingsway Medical Centre Patient questionnaire

At the reception desk, do you feel you can talk in confidence if you have a query of a personal nature?



If you answered no to the above question :

Are you aware you can ask the receptionist to talk in a quiet confidential area?

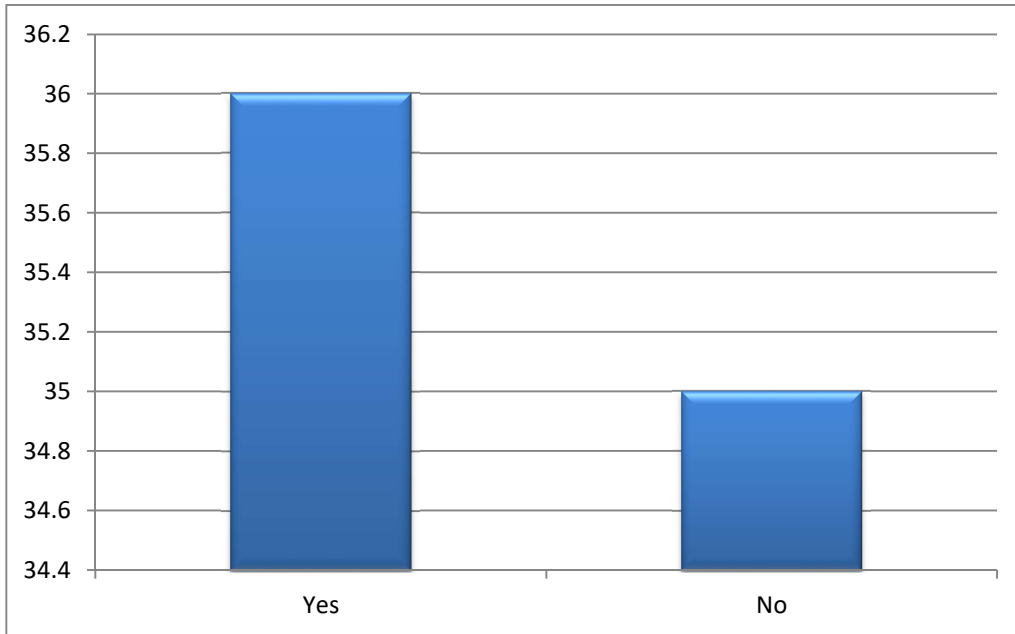


We have recently created two email addresses for patients to contact the surgery for non-urgent advice :

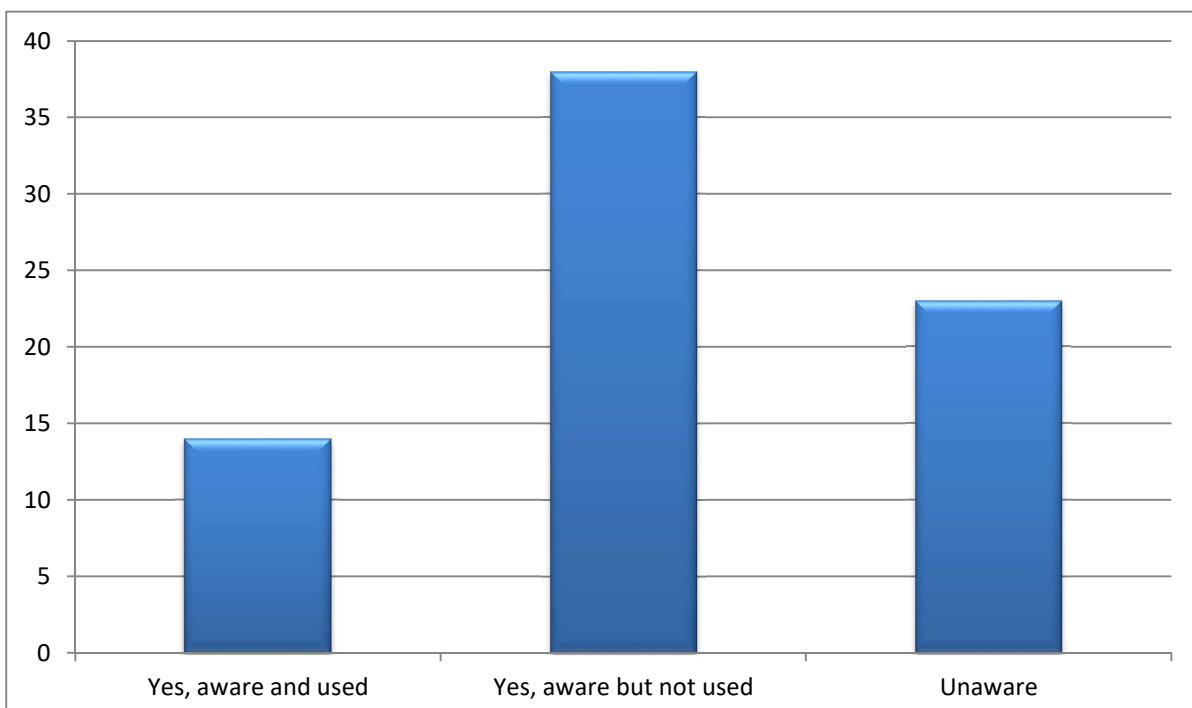
Reception Team : hstccg.receptionkingswaymedicalcentre@nhs.net

Admin Team : HSTCCG.A81057@nhs.net

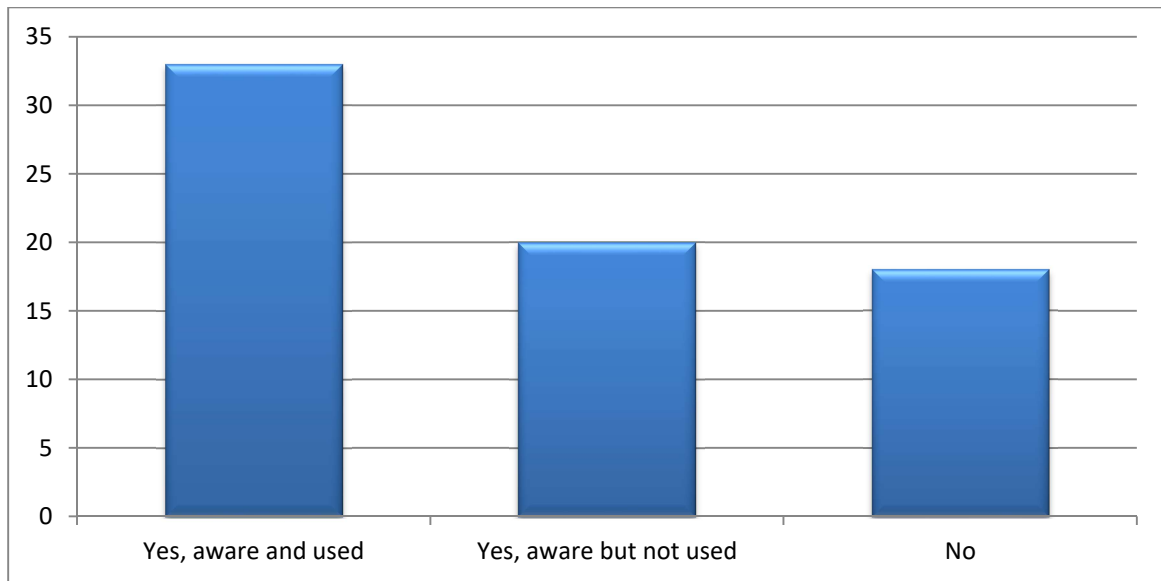
Were you aware that you can contact the surgery by email for non-urgent advice?



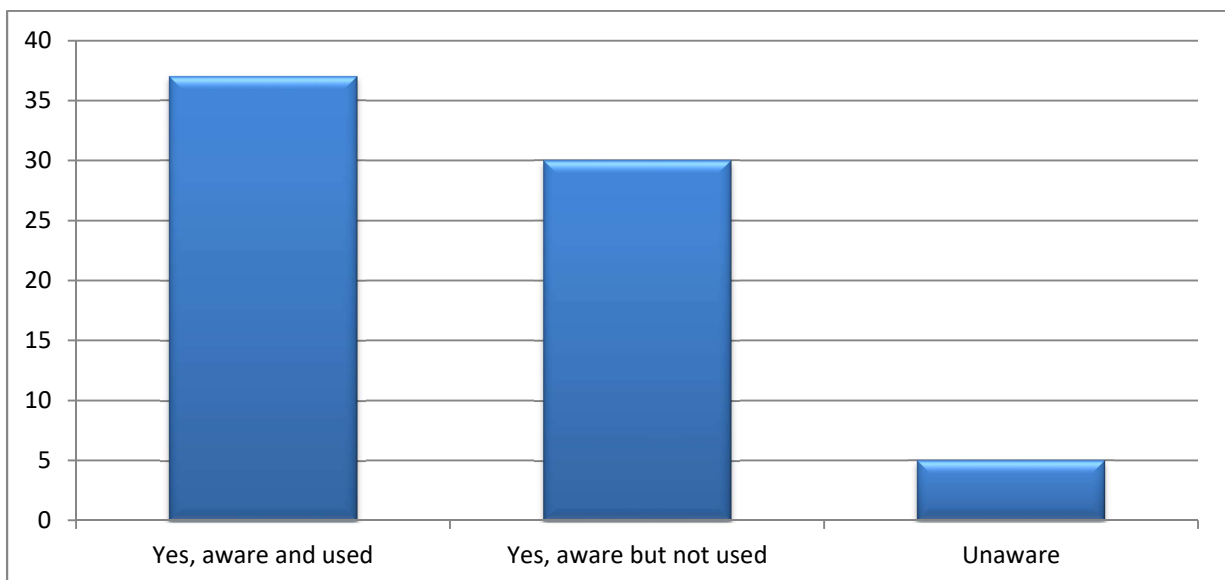
Are you aware that patients are able to consult the doctor online, via the surgery website : www.kingswaymedicalcentre.co.uk



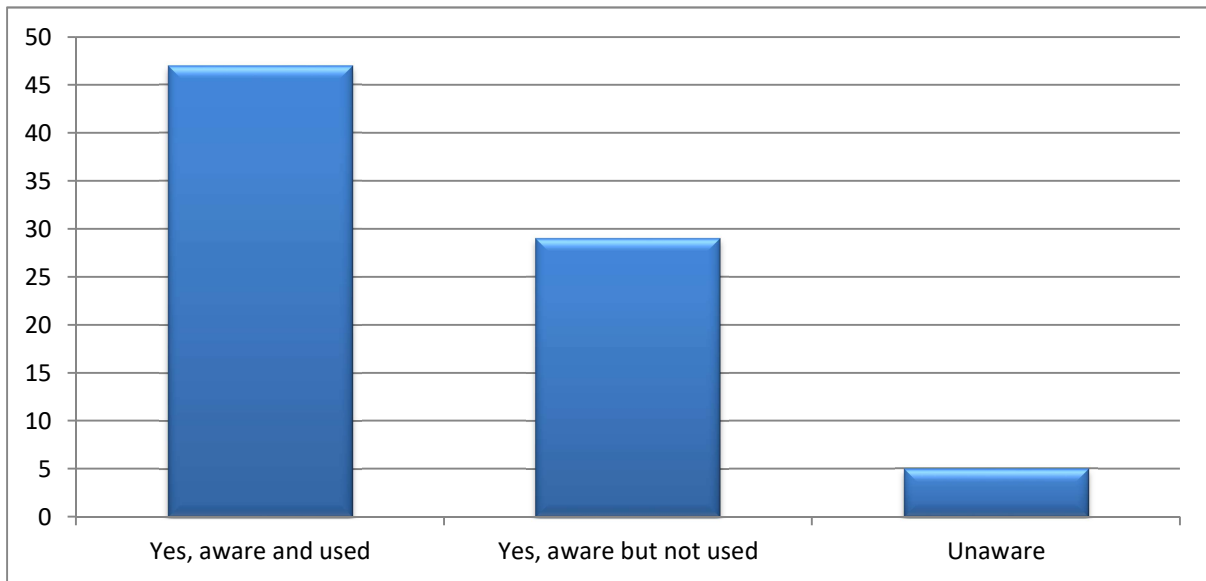
Are you aware of the NHS Choices website : www.nhs.uk



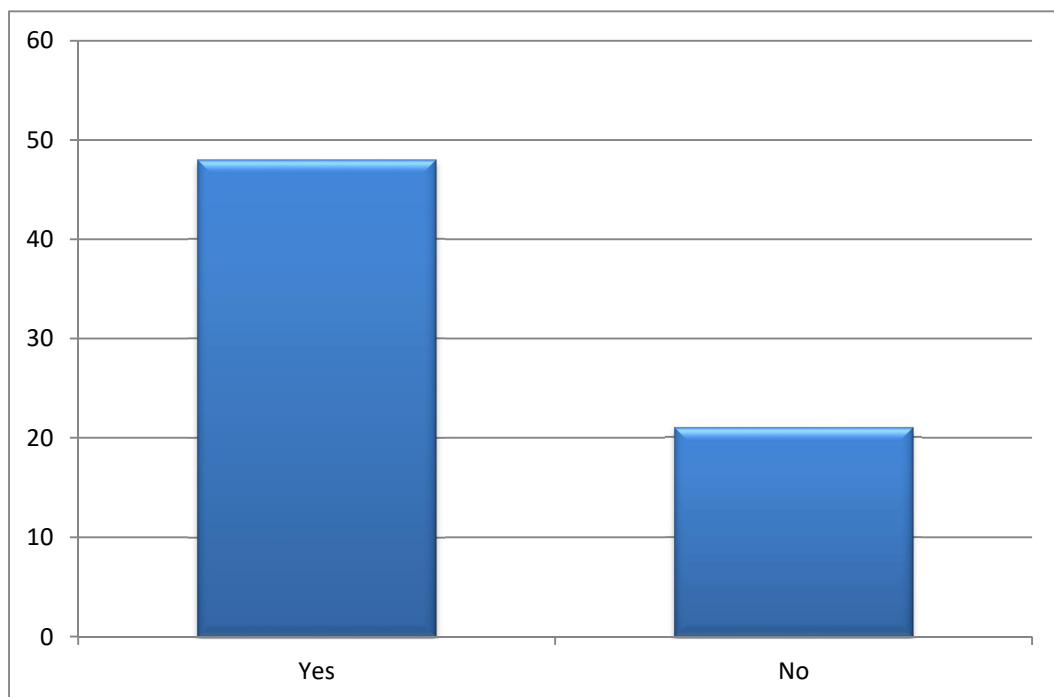
Are you aware of NHS 111 and the service it provides?



Are you aware that you could use your local pharmacist as a source of health advice?



Are you aware that you can ask for a Chaperone to be present during an examination?



100% of patients felt they had been treated with dignity and respect by all members of the surgery team.

100% of patients were satisfied with the cleanliness of the surgery

In response to the questionnaire results, we will increase the information available to patients on the website and in the surgery.

Thank you to all the patients who completed the questionnaire, we value your feedback.