

Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the GDPR (GENERAL DATA PROTECTION REGULATION) of May 2018. the GDPR (GENERAL DATA PROTECTION REGULATION) of May 2018 gives you the right to know what information is held about you and sets out the rules to make sure that this information is handled properly.

LANGTHORNE HEALTH CENTRE
13 LANGTHORNE ROAD
LONDON, E11 4HX
TELEPHONE NUMBER: 0208 539 2585



L.L. MEDICAL CARE LTD (AGARWAL & AGRAWAL PRACTICE)

Waltham Forest Primary Care Trust

PATIENT PARTICIPATION GROUP QUESTIONNAIRE – 2020/ 2021 – THIS CAN ALSO BE COMPLETED ONLINE AT [HTTPS://WWW.SURVEYMONKEY.CO.UK/R/9PJ7KMB](https://www.surveymonkey.co.uk/r/9PJ7KMB)

1. Please enter your e-mail address (this information will be kept confidential)

2. During the Coronavirus pandemic, how often did you visit the GP practice?

Less than 6 months Between 6 – 12 months More than 12 months

Please outline the reasons for the visit.

3. During the Coronavirus pandemic, when you contacted the surgery, how easy have you found getting through to the surgery via the telephone?

Very poor Poor No opinion Good Excellent

Please enter any comments or suggestions here

4. Based on your answer to question 3, how would you like to make an appointment with the practice (during the Coronavirus pandemic (the online appointment booking system has been disabled due to our appointments being triaged)?

Telephone Face-to-face Video consultation

5. Based on your answer to question 4, how helpful did you find the appointment or video consultation?

Very poor Poor No opinion Good Excellent

Please enter any comments or suggestions here

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6. During the Coronavirus pandemic, how helpful have you found the receptionists?

- Very poor Poor No opinion Good Excellent

Please enter any comments or suggestions here

7. During the Coronavirus pandemic, how long after your appointment time have you normally had to wait to be seen?

- I am normally seen on time 5-15 minutes
 15 - 30 minutes 30 minutes or more

8. During the Coronavirus pandemic, how do you rate the level of care that you have received from the nurses?

- Very poor Poor No opinion Good Excellent




Please enter any comments or suggestions here

9. During the Coronavirus pandemic, how do you rate the level of care that you received from the GP's?

- Very poor Poor No opinion Good Excellent

Please enter any comments or suggestions here

10. How likely are you to recommend your GP surgery to a friend or relative who has just moved to your area?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know	
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
						?

Please enter any additional comments or suggestions here...