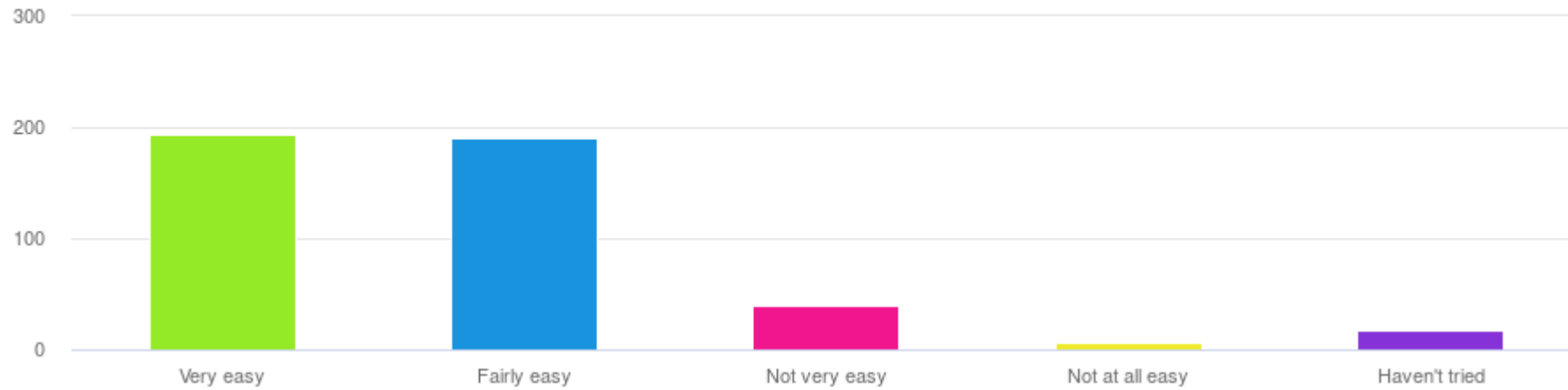
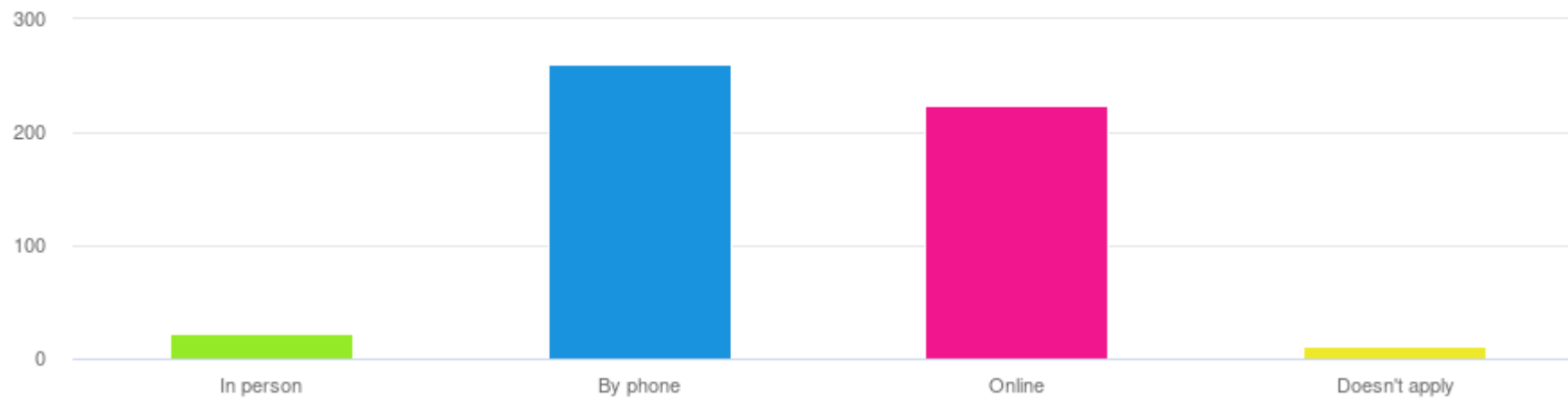


# Imperial College Health Centre Patient Survey Results 2020/21

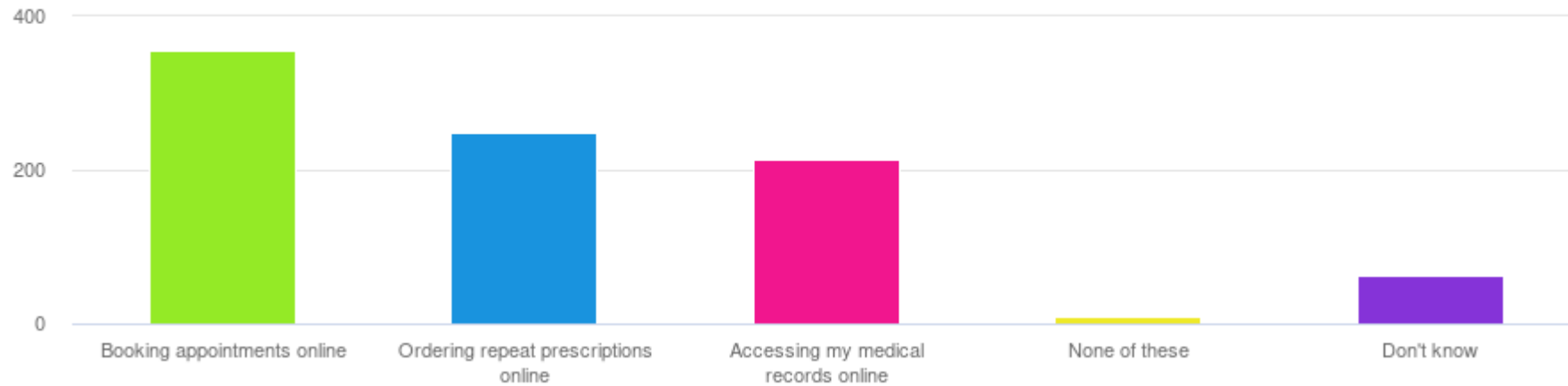
Generally, how easy is it to get through to someone at Imperial College Health Centre on the phone?



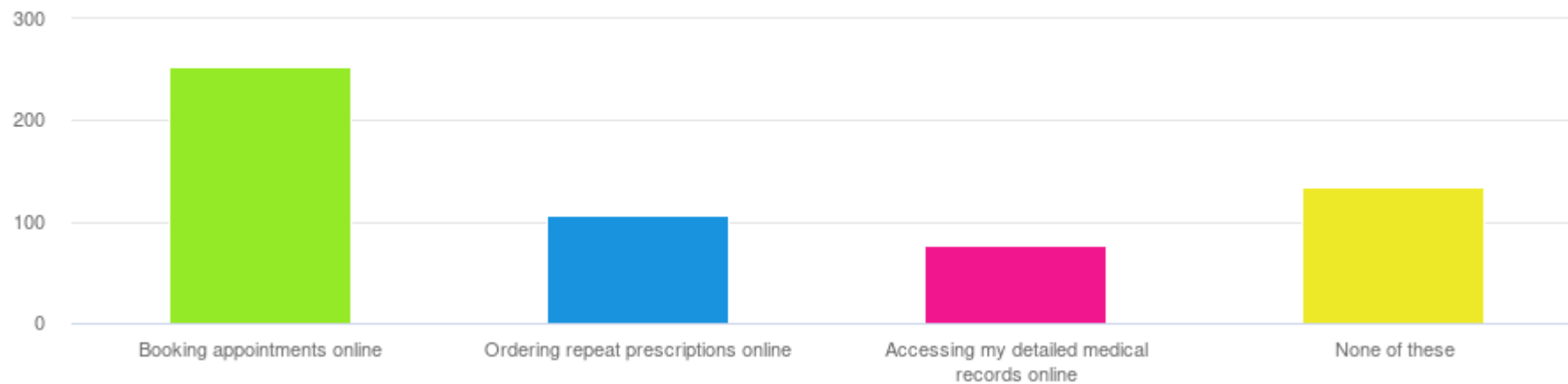
How do you normally book appointments to see a GP or nurse at Imperial College Health Centre?



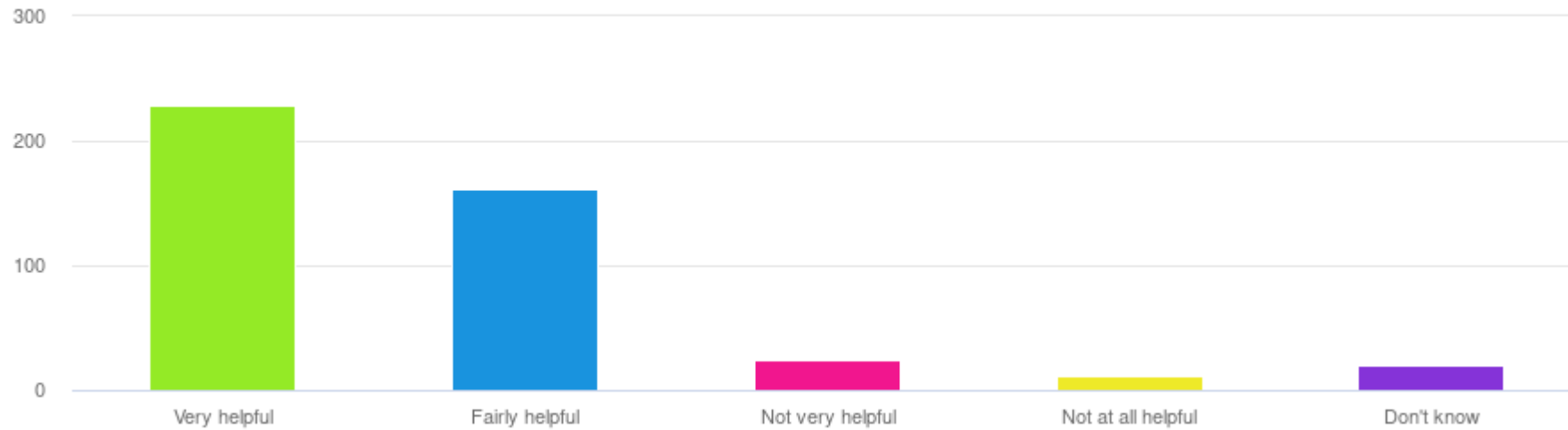
As far as you know, which of the following online services does Imperial College Health Centre offer?



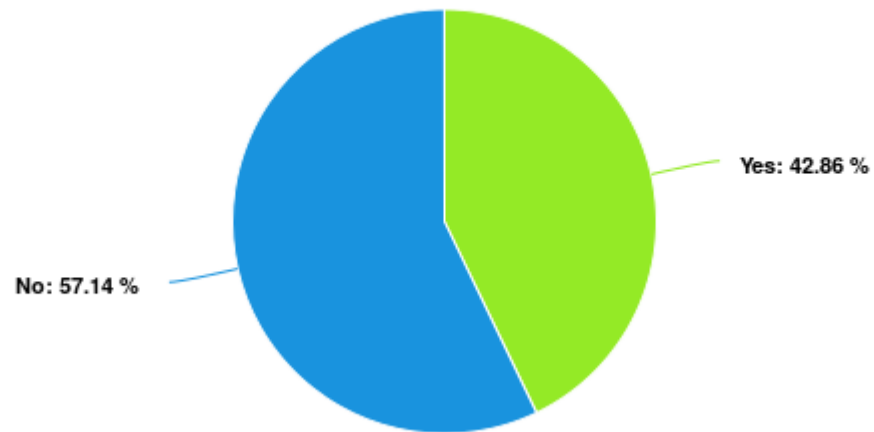
And in the past 6 months, which of the following online services have you used at Imperial College Health Centre?



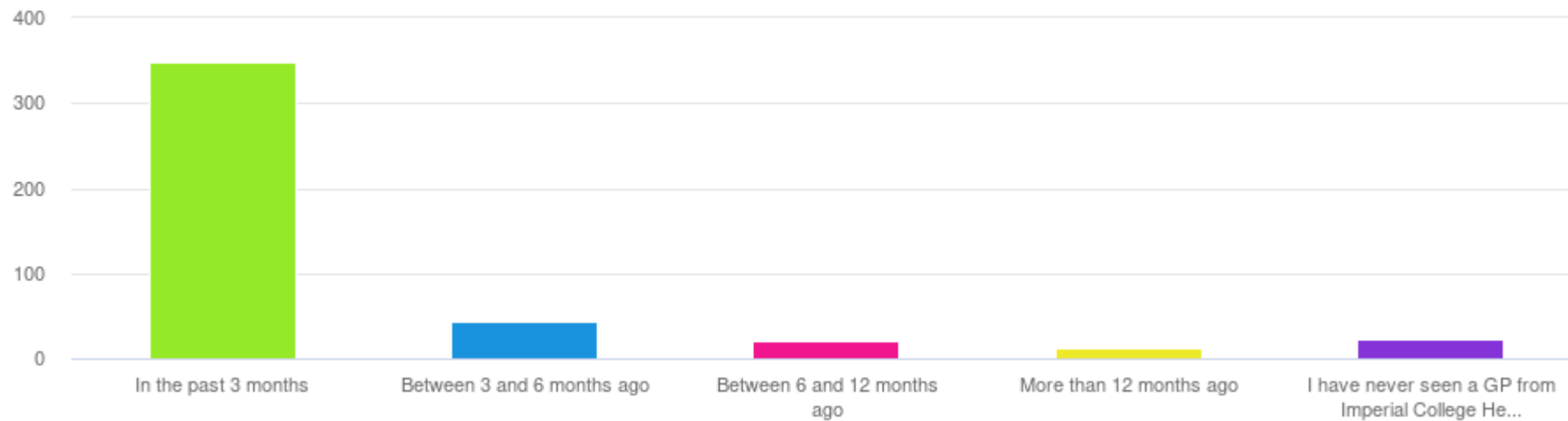
### How helpful do you find the receptionists at Imperial College Health Centre?



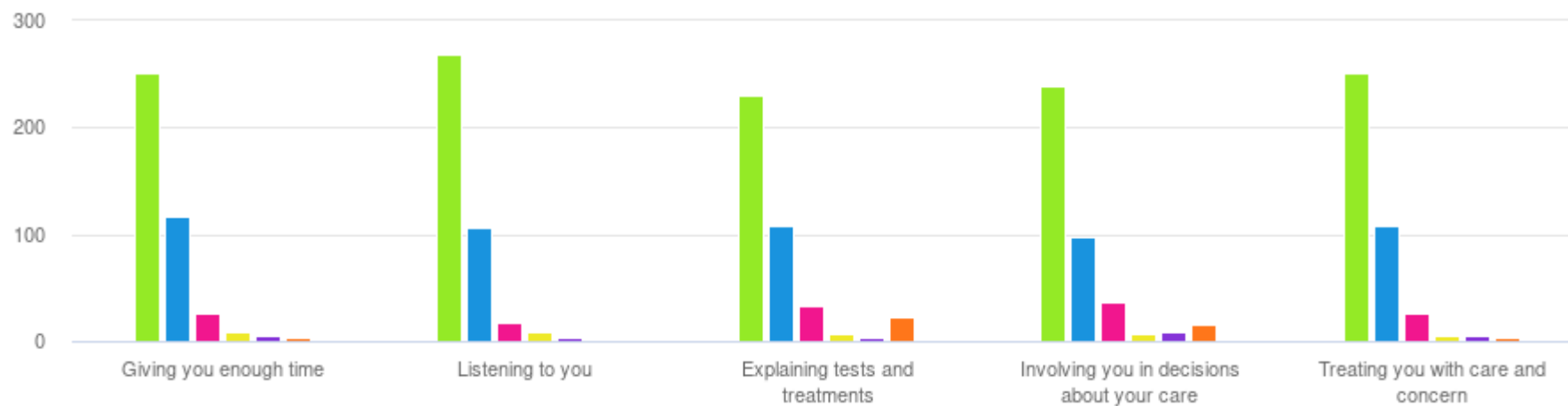
### Is there a particular GP you usually prefer to see or speak to?



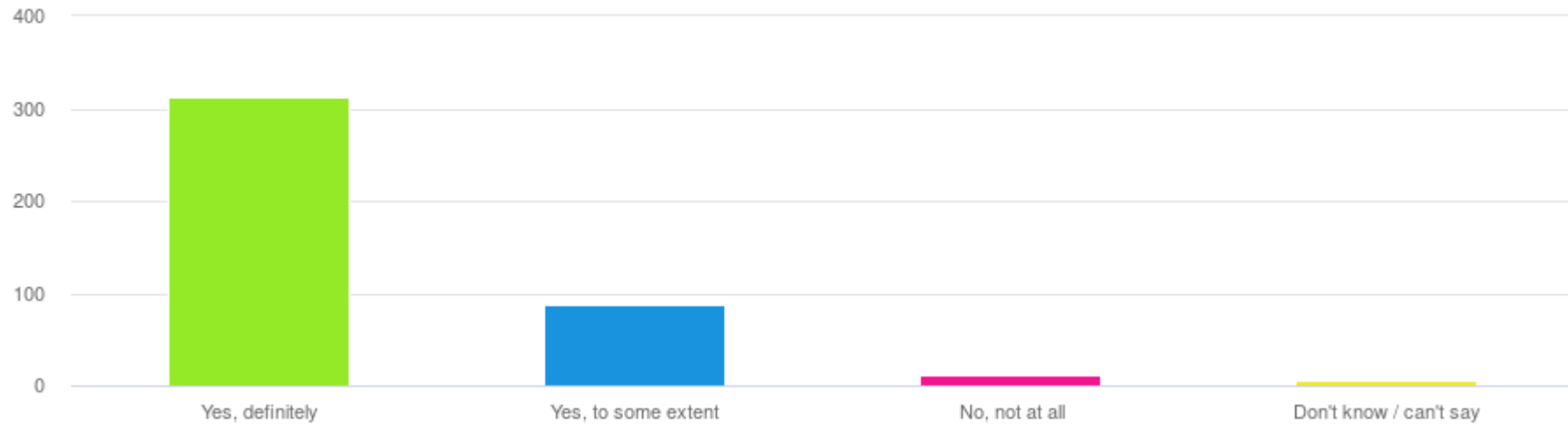
## When did you last see or speak to a GP from Imperial College Health Centre?



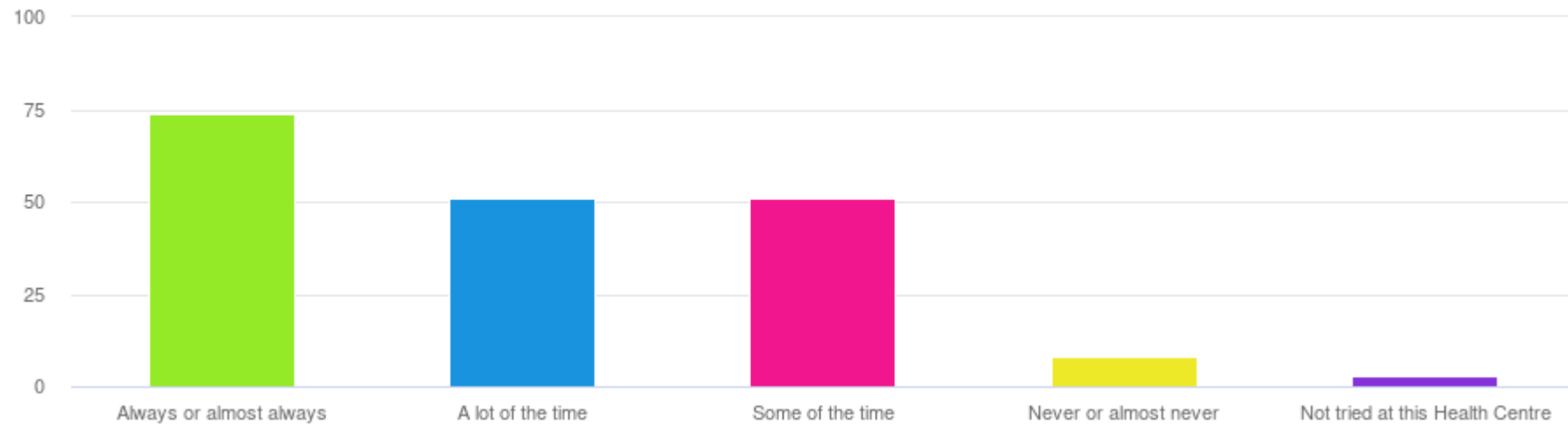
## Last time you saw or spoke to a GP from Imperial College Health Centre, how good was that GP at each of the following?



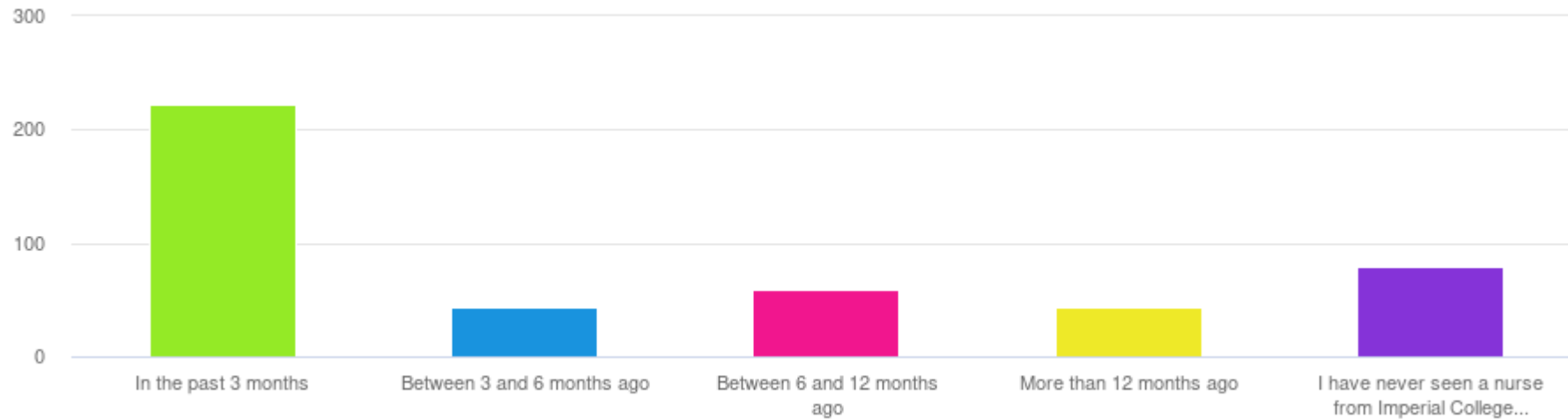
### Did you have confidence and trust in the GP you saw or spoke to?



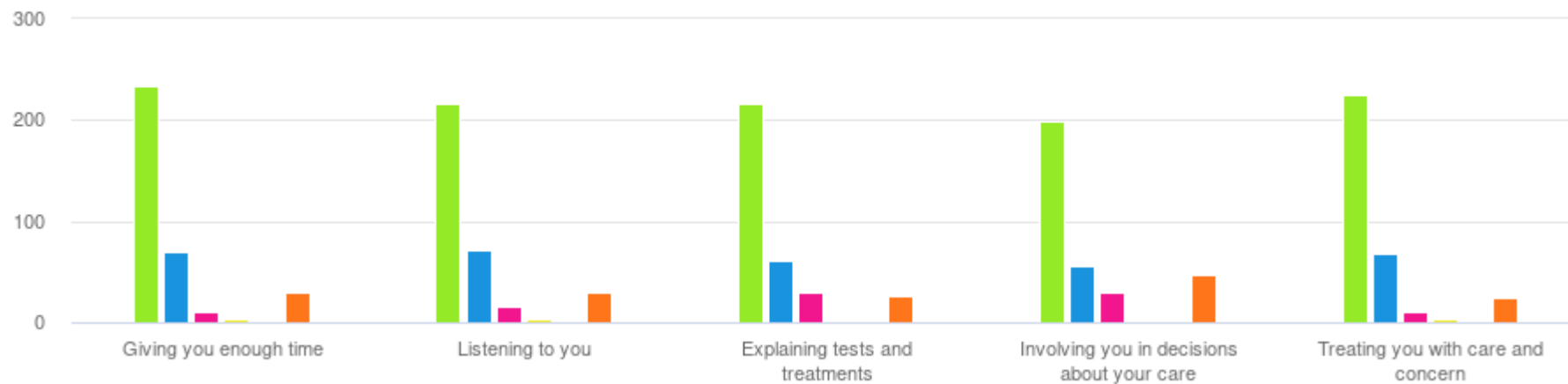
### How often do you see or speak to the GP you prefer?



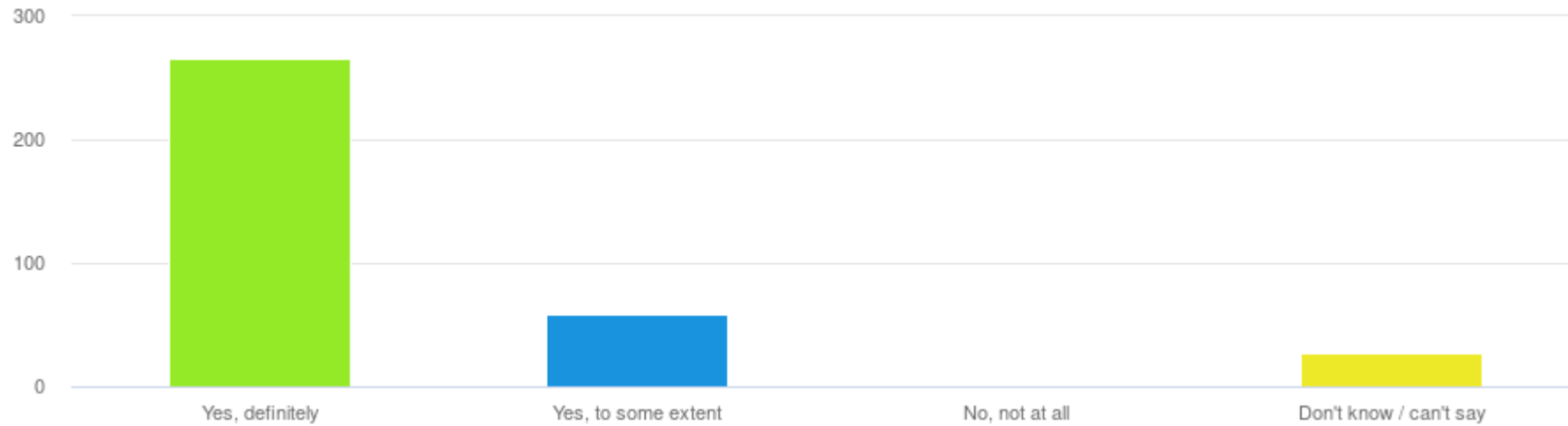
## When did you last see or speak to a nurse from Imperial College Health Centre?



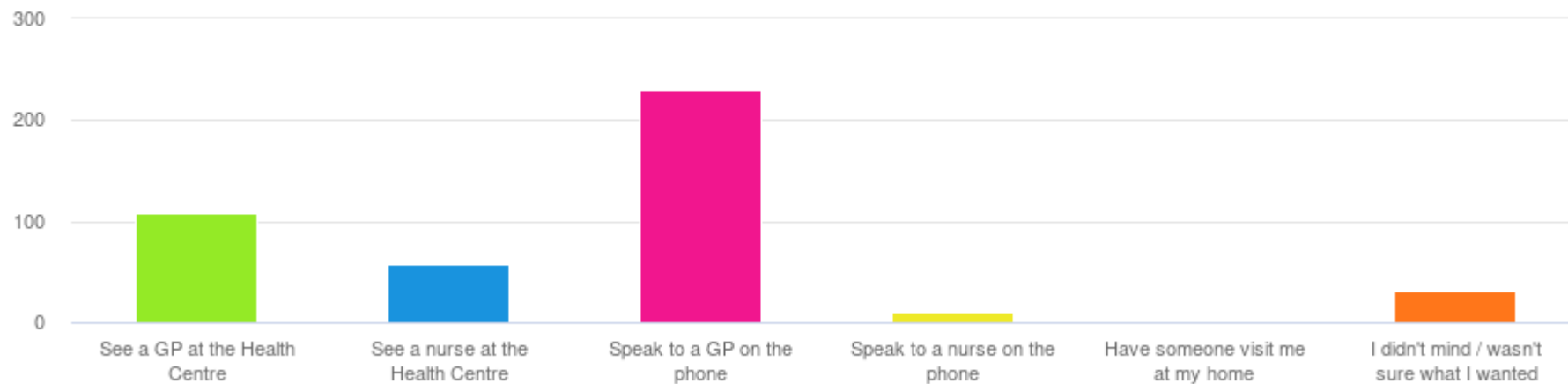
## Last time you saw or spoke to a nurse from Imperial College Health Centre, how good was that nurse at each of the following?



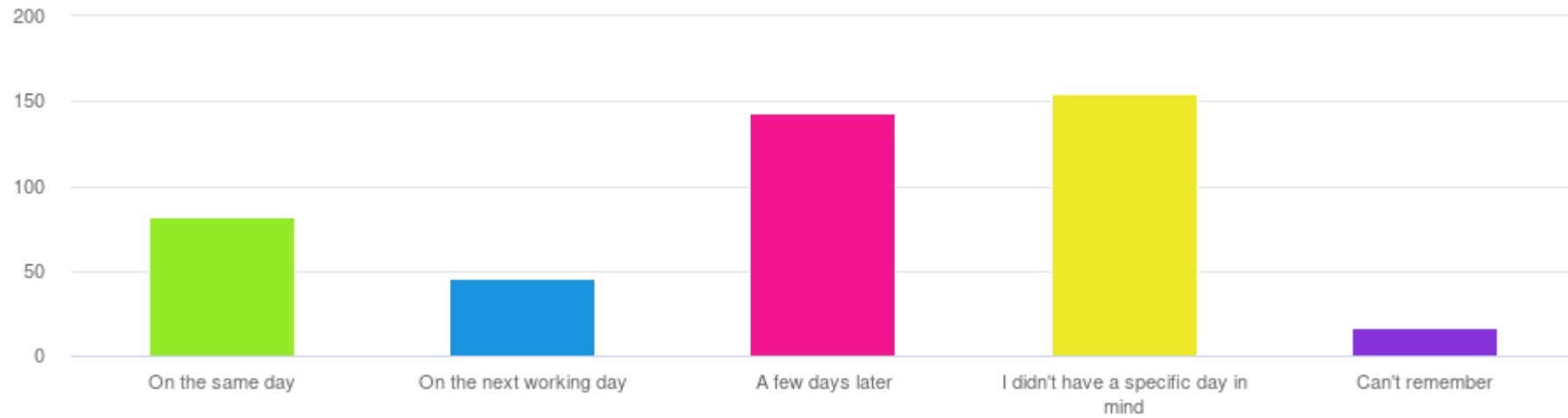
### Did you have confidence and trust in the nurse you saw or spoke to?



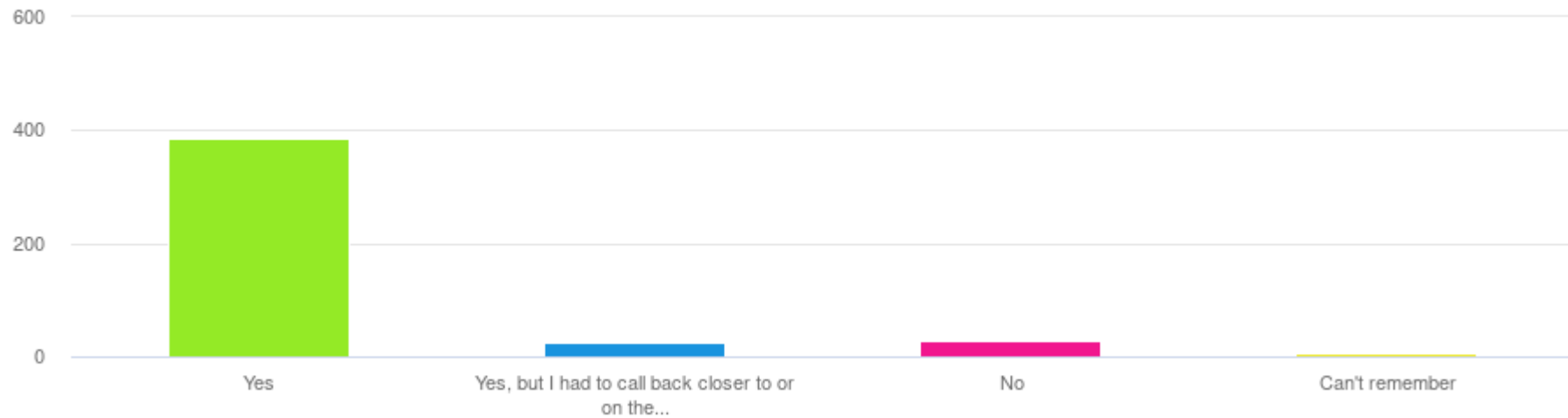
### Last time you wanted to see or speak to a GP or nurse from Imperial College Health Centre. What did you want to do?



### And when did you want to see or speak to them?

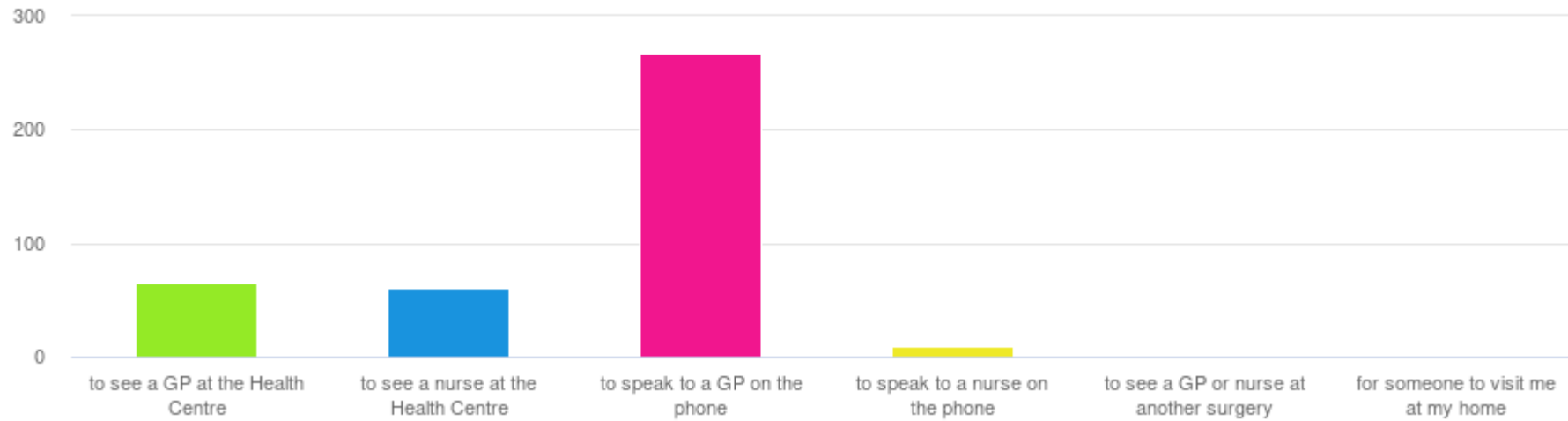


### Were you able to get an appointment to see or speak to someone?

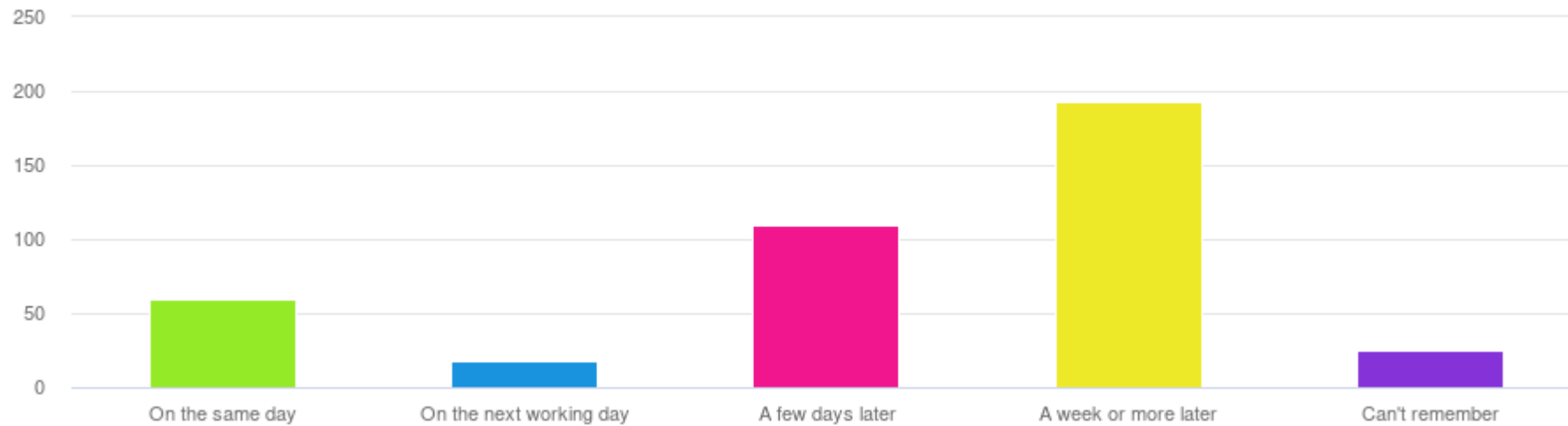




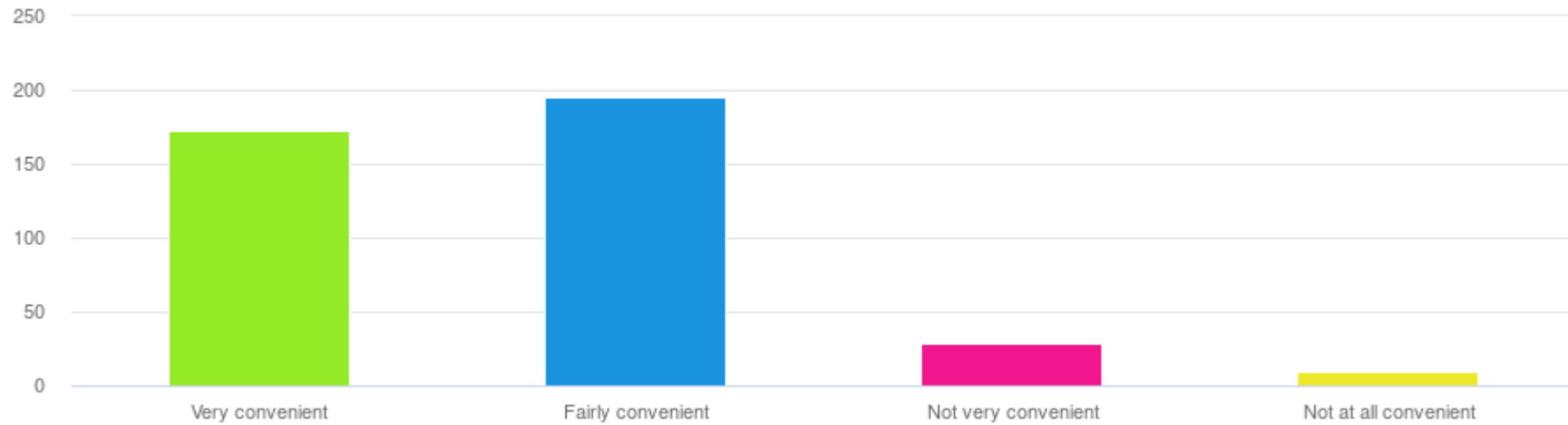
### What type of appointment did you get? I got an appointment...



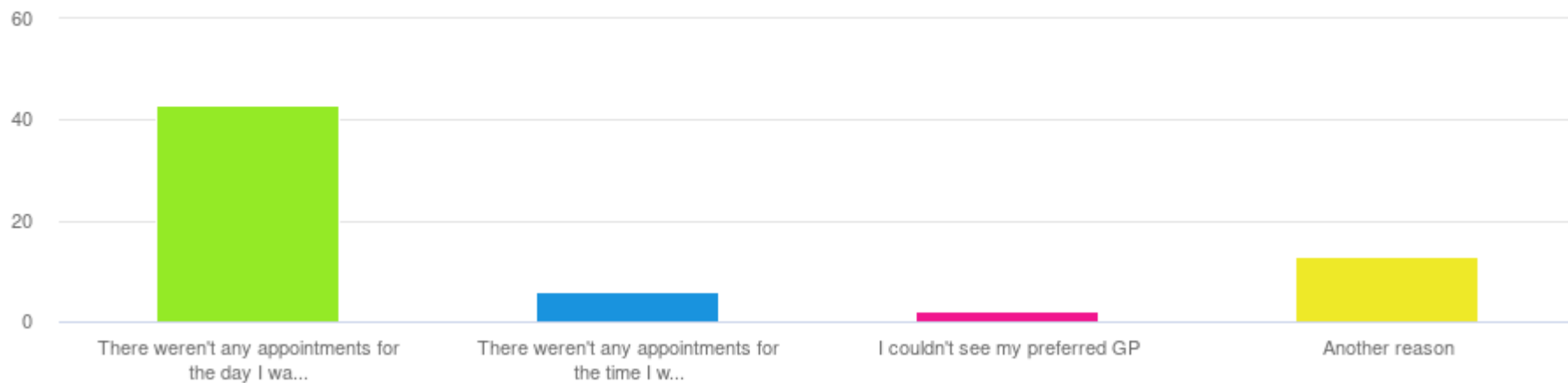
### How long after initially contacting the surgery did you actually see or speak to them?



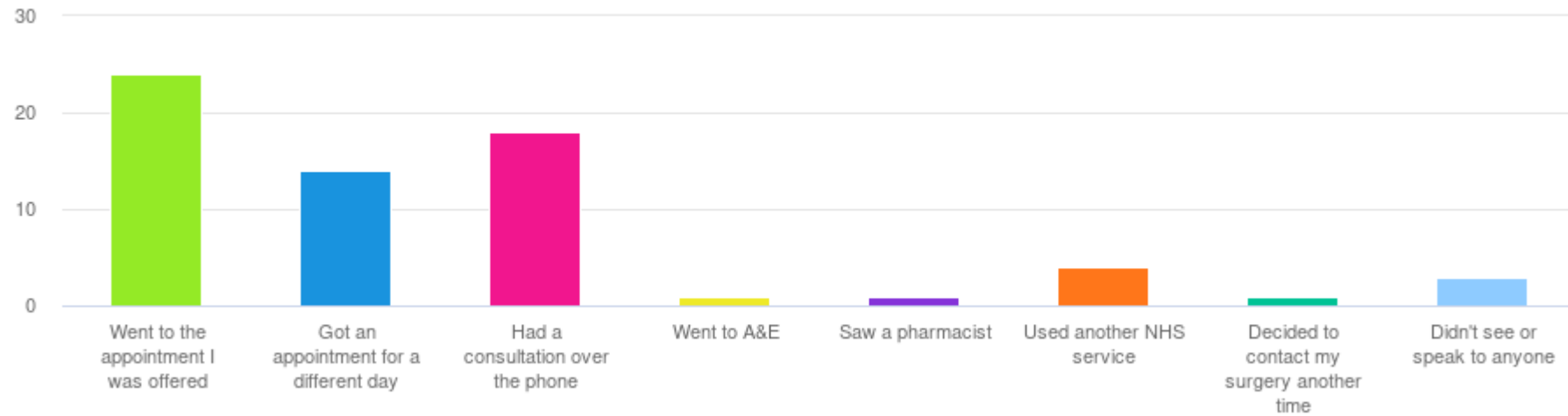
## How convenient was the appointment you were able to get?



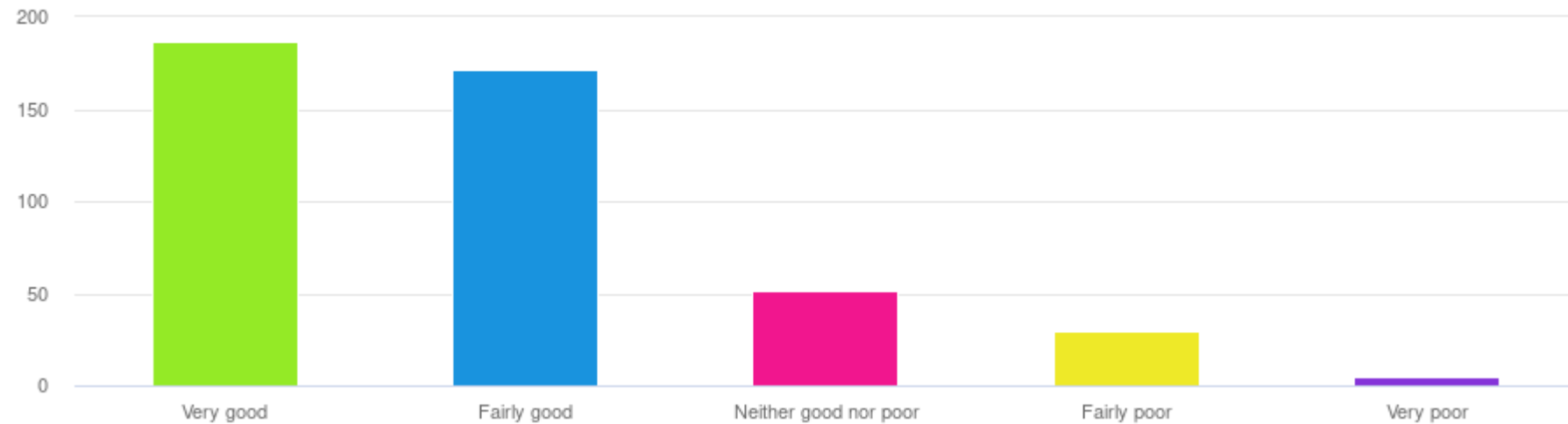
## If you weren't able to get an appointment or the appointment you offered wasn't convenient, why was that?



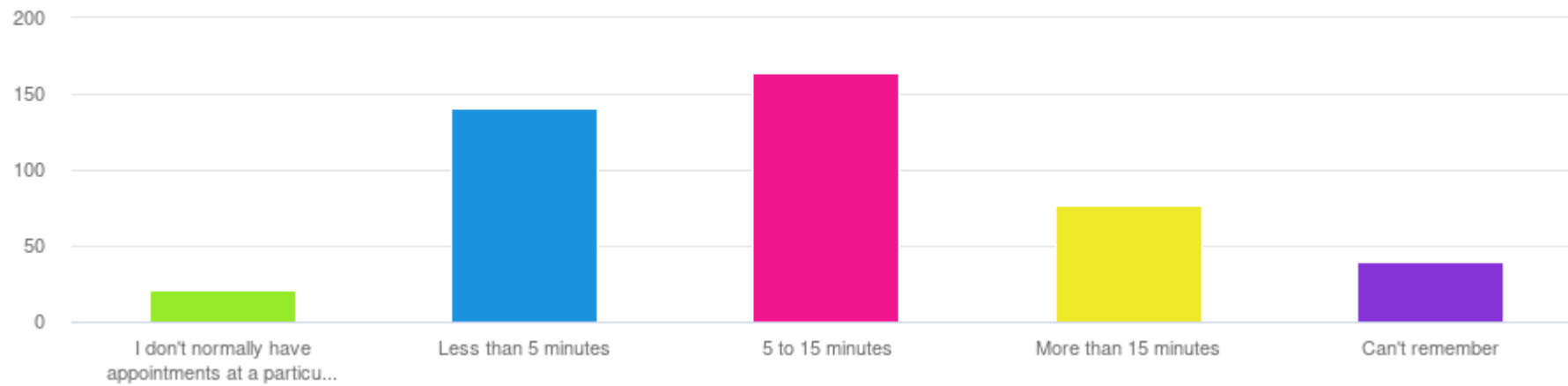
## What did you do on that occasion?



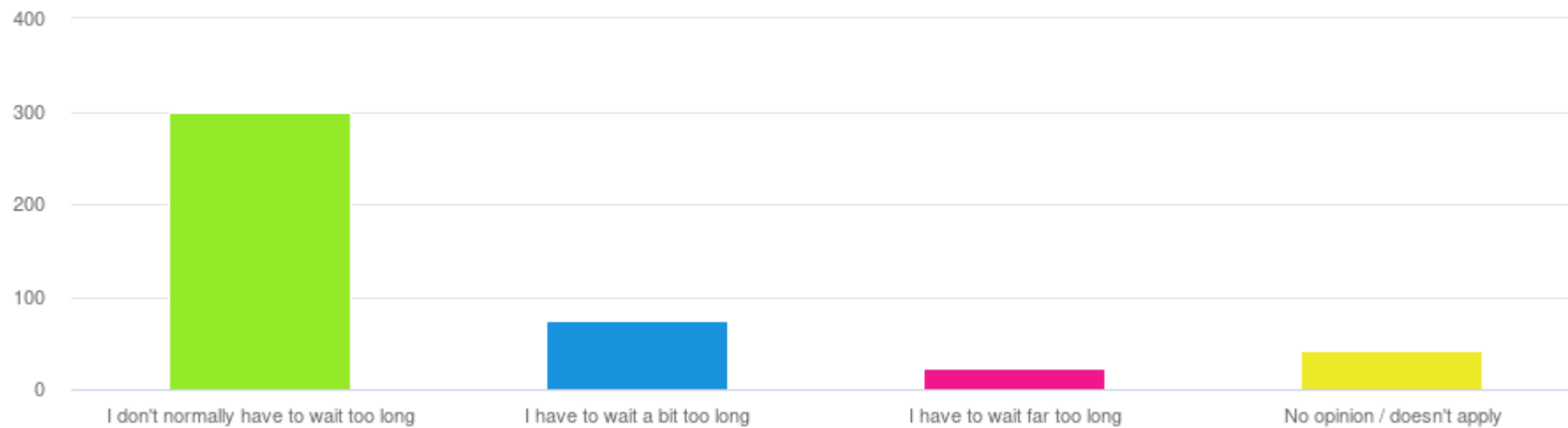
## Overall, how would you describe your experience of making an appointment?



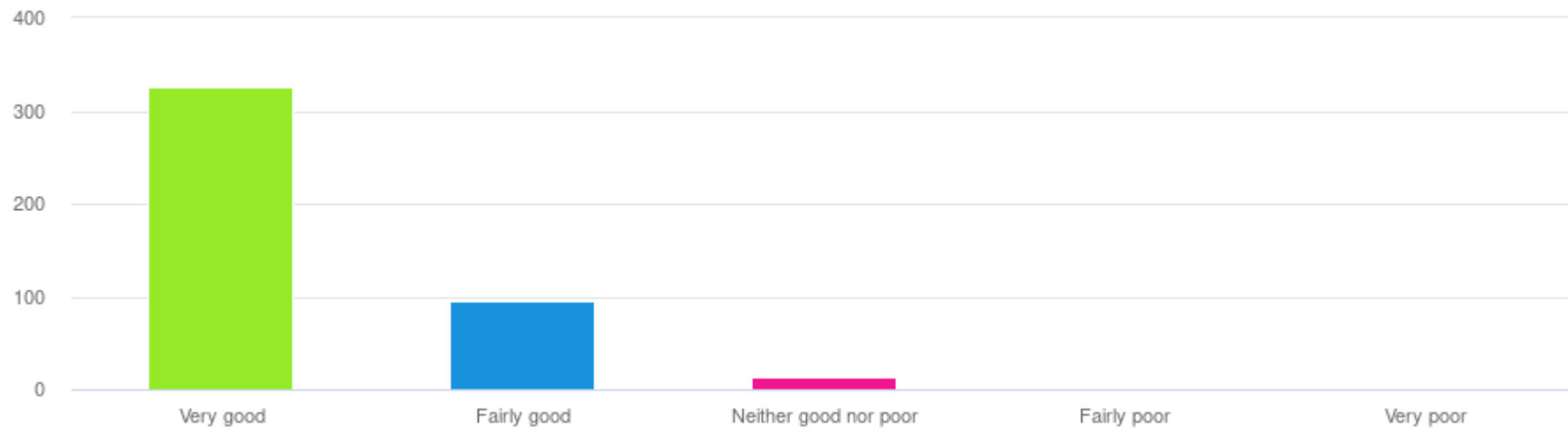
How long after your appointment time do you normally wait to be seen (including waiting for your scheduled telephone call)?



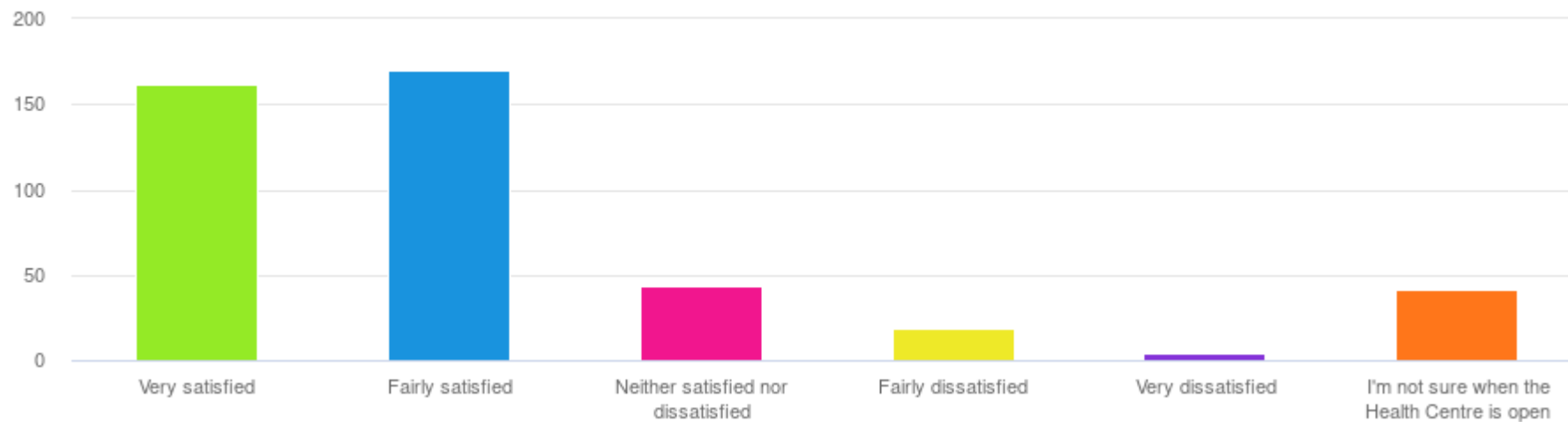
How do you feel about how long you normally have to wait to be seen?



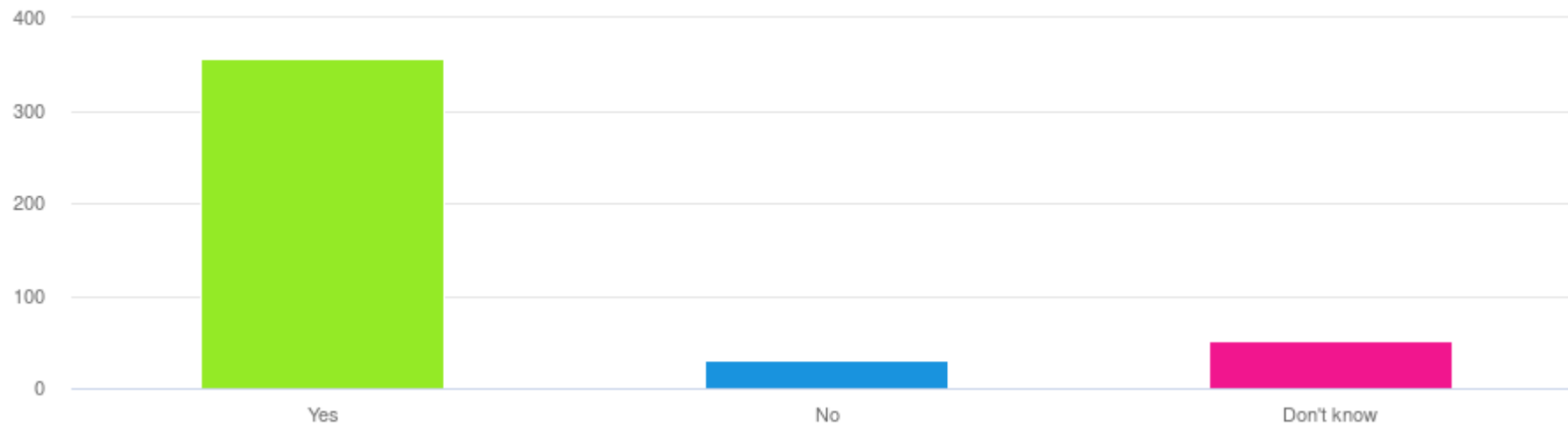
### Overall how would you rate the cleanliness of the Health Centre?



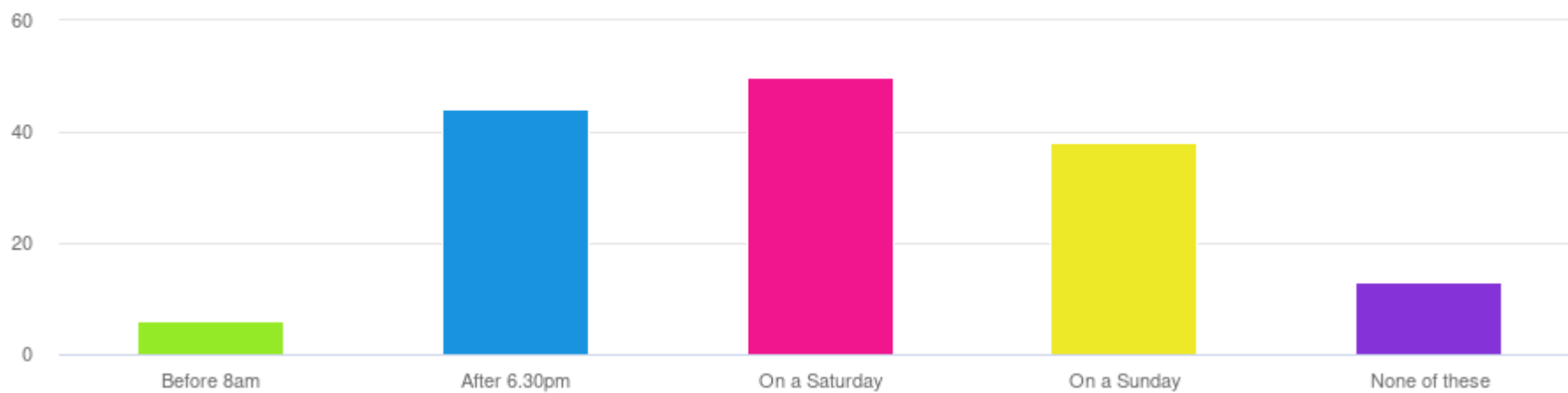
### How satisfied are you with the hours that the Health Centre is open?



Is the Health Centre currently open at times that are convenient for you?



Which of the following additional opening times would make it easier for you to see or speak to someone?



## Overall, how would you describe your experience of the Health Centre?

