

Patient Survey 2026



*Prefer to complete online?
Scan the QR Code.*

1. I am completing this form as:

- The patient
- The patient's parent / legal guardian
- The patient's carer

2. Please indicate patient's age:

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85 years or older

3. Which of the following best describes you?

- Male
- Female
- Non-Binary
- Other
- Prefer not to say

4. From the current available options, how do you prefer to contact the Surgery?

- Telephone
- In Person
- Online via Surgery website
- Online via NHS App

5. Do you use the services via the NHS App?

- Yes, I am confident using the NHS App
- Yes, but I need to refresh my skills
- No, but I am willing to try it
- No, I prefer contacting the surgery by other means
- No, I don't know what the NHS app is

6. Overall, how satisfied are you with the process of accessing the service for a new medical problem?

- Not applicable
- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied



**Ashwell
Surgery**

7. Overall, how satisfied are you with the process of accessing the service for an existing medical problem?

- Not applicable
- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

8. What is your preferred appointment type?

- I am happy to be guided by the Surgery on the most appropriate appointment to meet my needs
- Face to Face
- Telephone consultation
- Video consultation

9. Following the 2025 patient survey, the surgery now offers telephone appointments within a two-hour window. If you have had a telephone call since May 2025, how satisfied were you with the service offered?

- Not applicable
- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

10. Who was your last appointment with?

- Doctor
- Nurse
- Healthcare Assistant
- Phlebotomist
- Pharmacist
- Mental health Nurse
- First contact physiotherapist
- Midwife

11. Thinking about your last appointment how satisfied were you with the treatment or advice you received?

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

12. Do you know how to provide feedback (positive or negative) on your experience of surgery services?

- Yes
- No

13. Overall, please describe what aspect(s) of the surgery service provided satisfaction.

14. Overall, please describe what aspect(s) of the surgery service provided dissatisfaction.

Many thanks in advance for your time taken to complete this survey.

Please return paper copies to Ashwell or Bassingbourn Surgery Reception, or to any member of our patient group. Alternatively, please send to Ashwell.surgery@nhs.net

Ashwell and Bassingbourn Patients Group