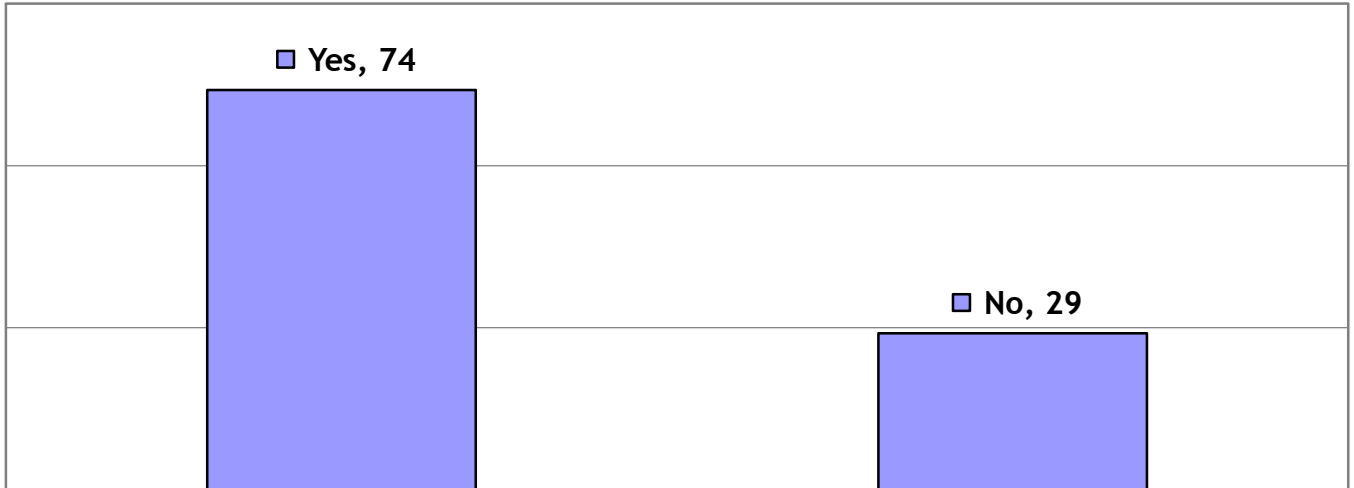
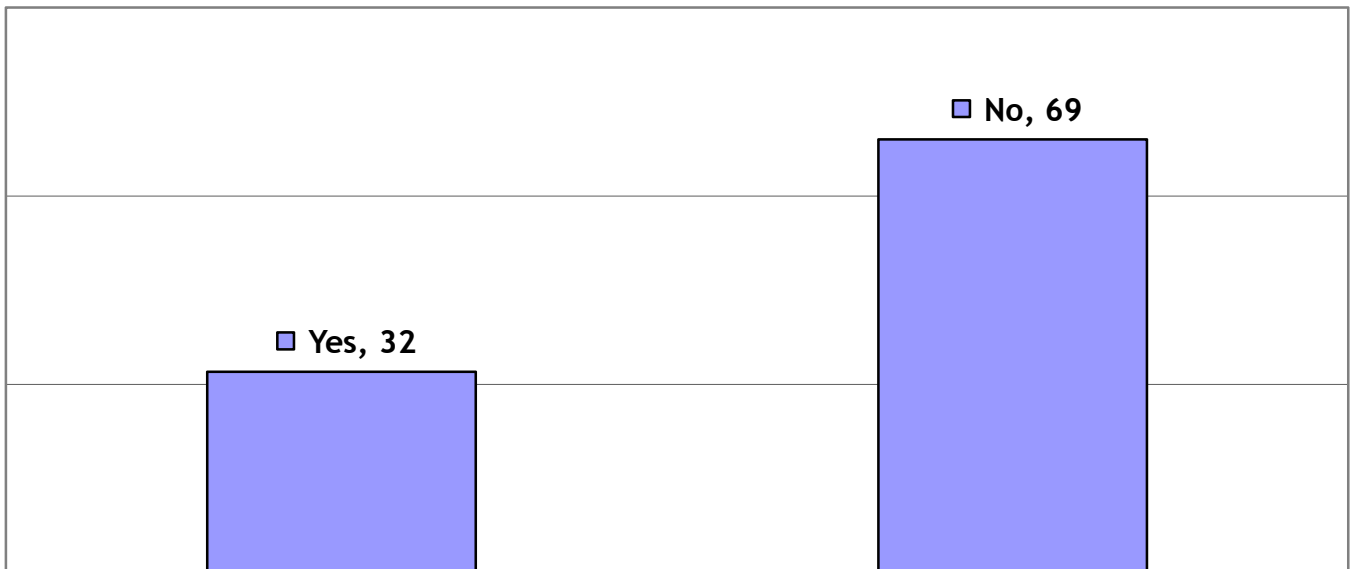


- 1) Blue Dykes Appointments system changed in April 2015. Drop in Clinic, Next Day Appointments & '2 Week Advance Bookings' were introduced. Have you used any of these facilities?

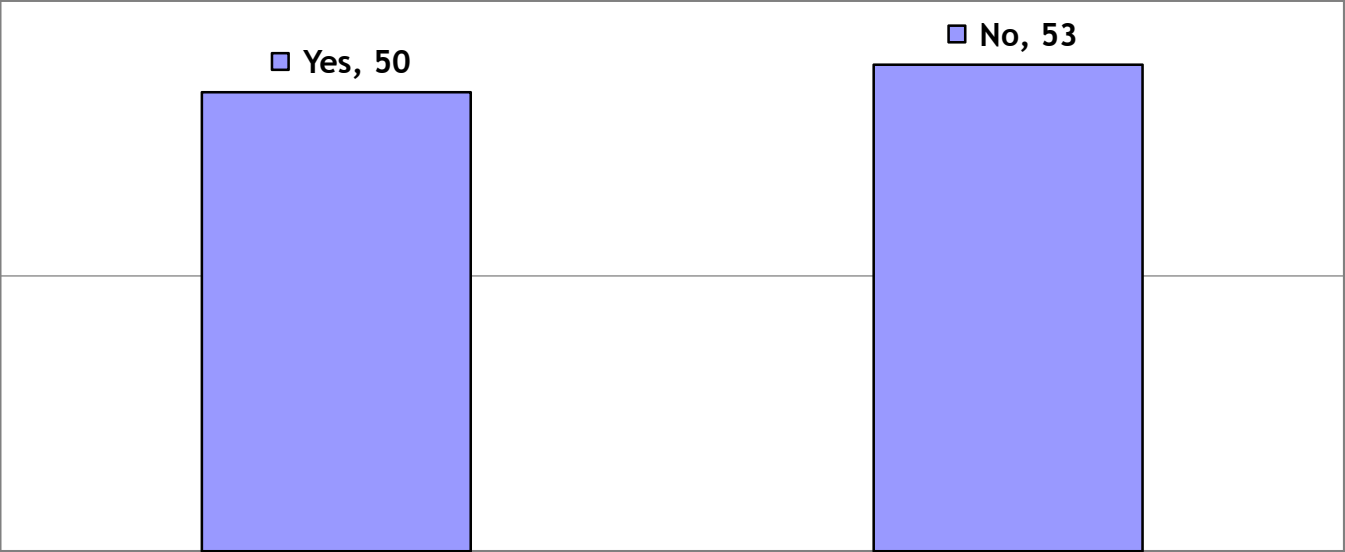
**Grassmoor - Question 1A**  
**Are you aware the DROP IN CLINIC?**



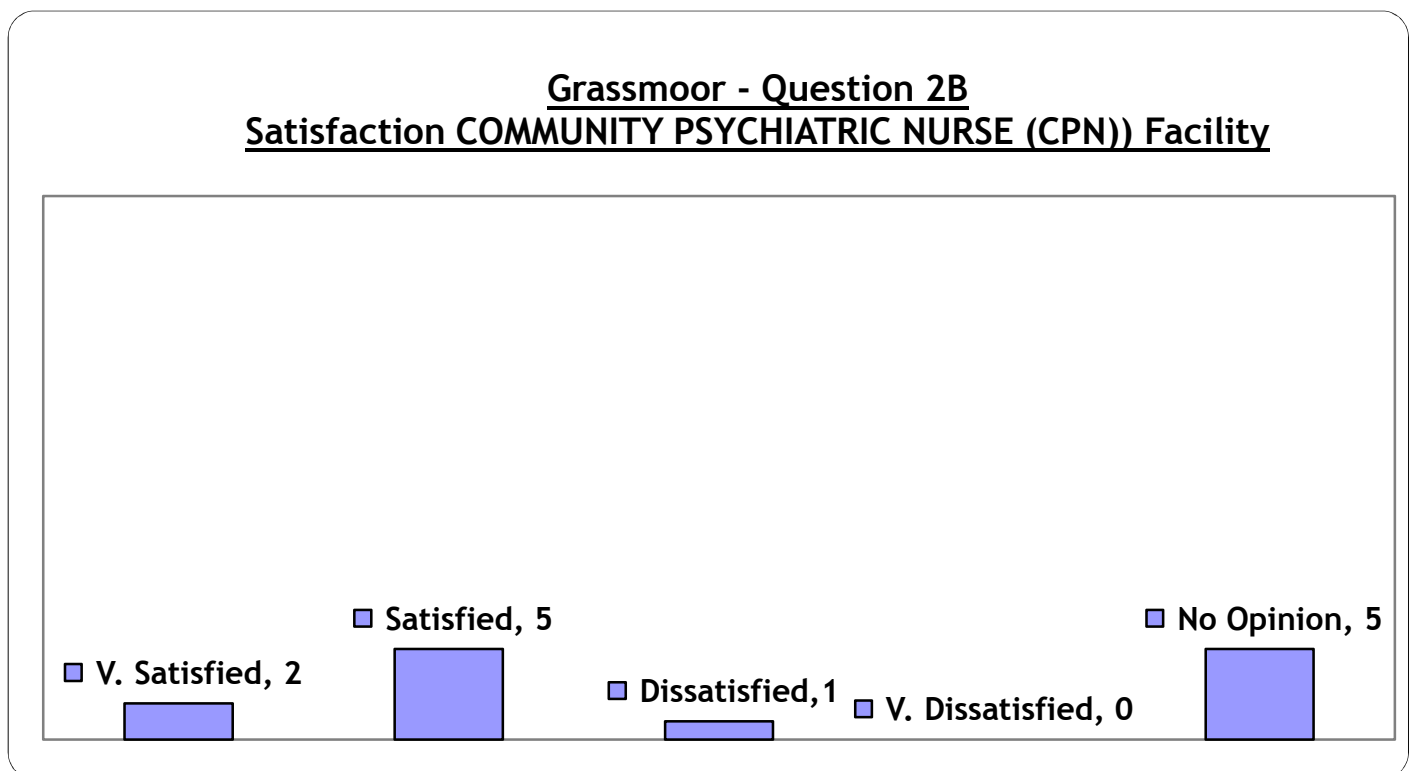
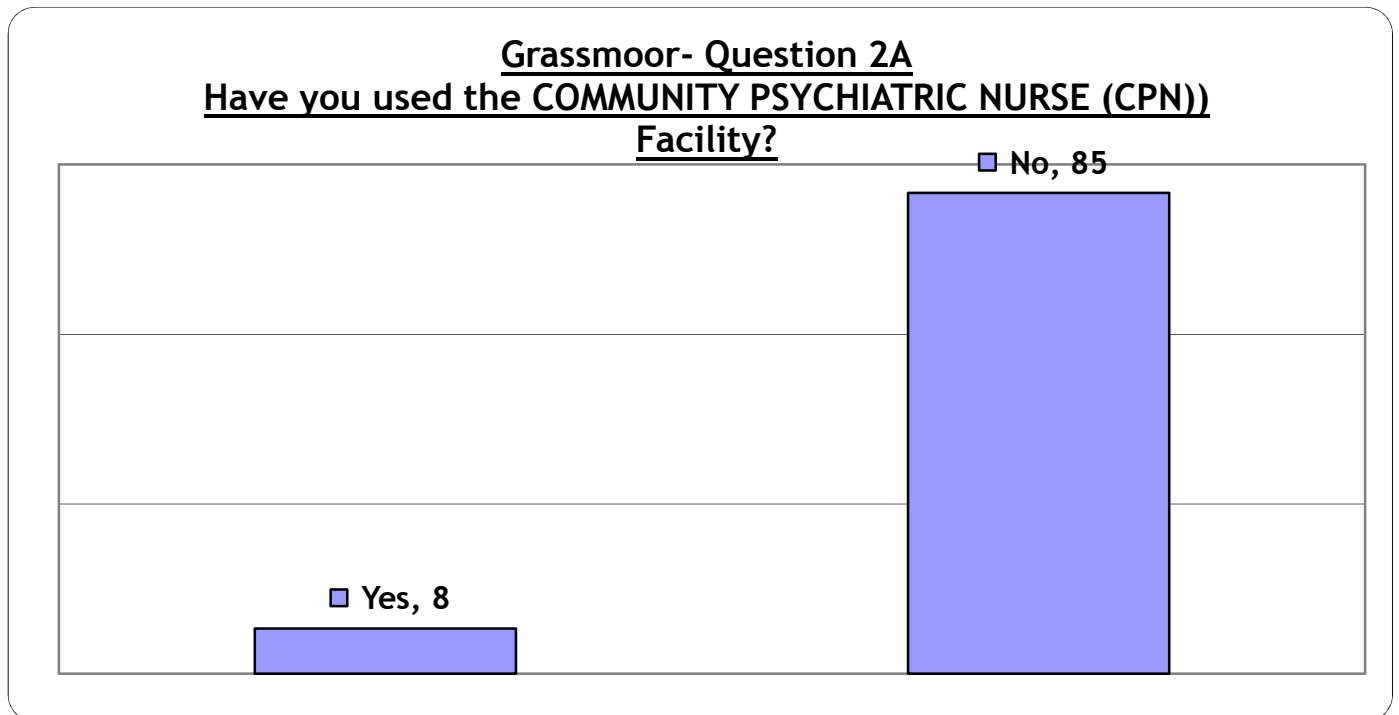
**Grassmoor - Question 1B**  
**Are you aware of NEXT DAY Appointments?**



**Grassmoor - Question 1C**  
**Are you aware of TWO WEEK ADVANCE Appointments?**

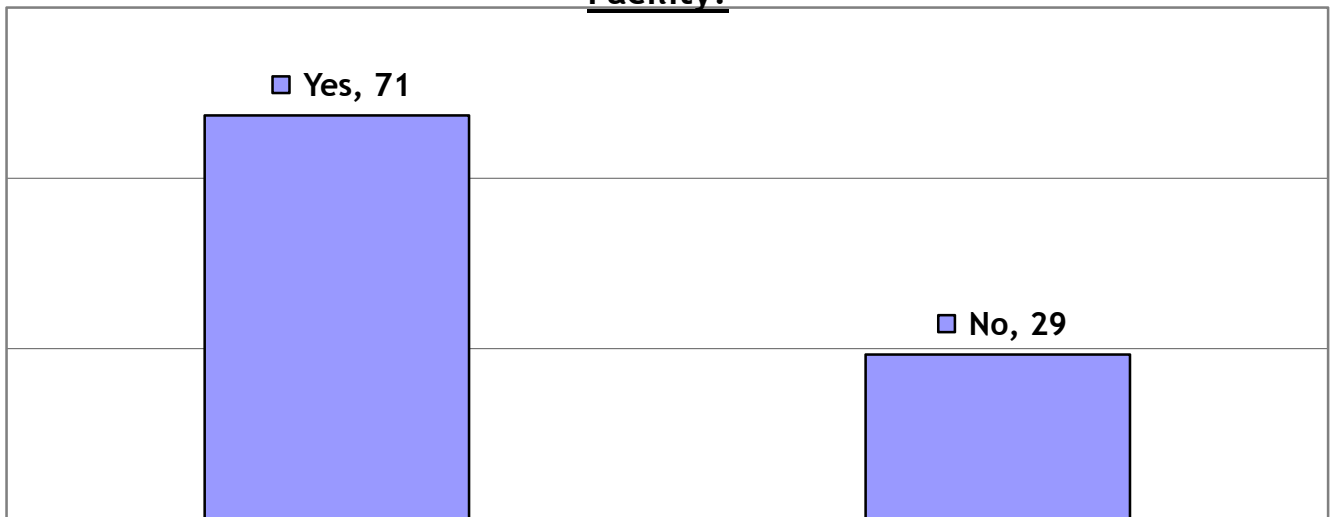


2) This year we introduced the role of **Community Psychiatric Nurse (CPN)** particularly for patients experiencing low mood, anxiety & depression. Have you made use of this facility? If you have used this facility how satisfied were you?

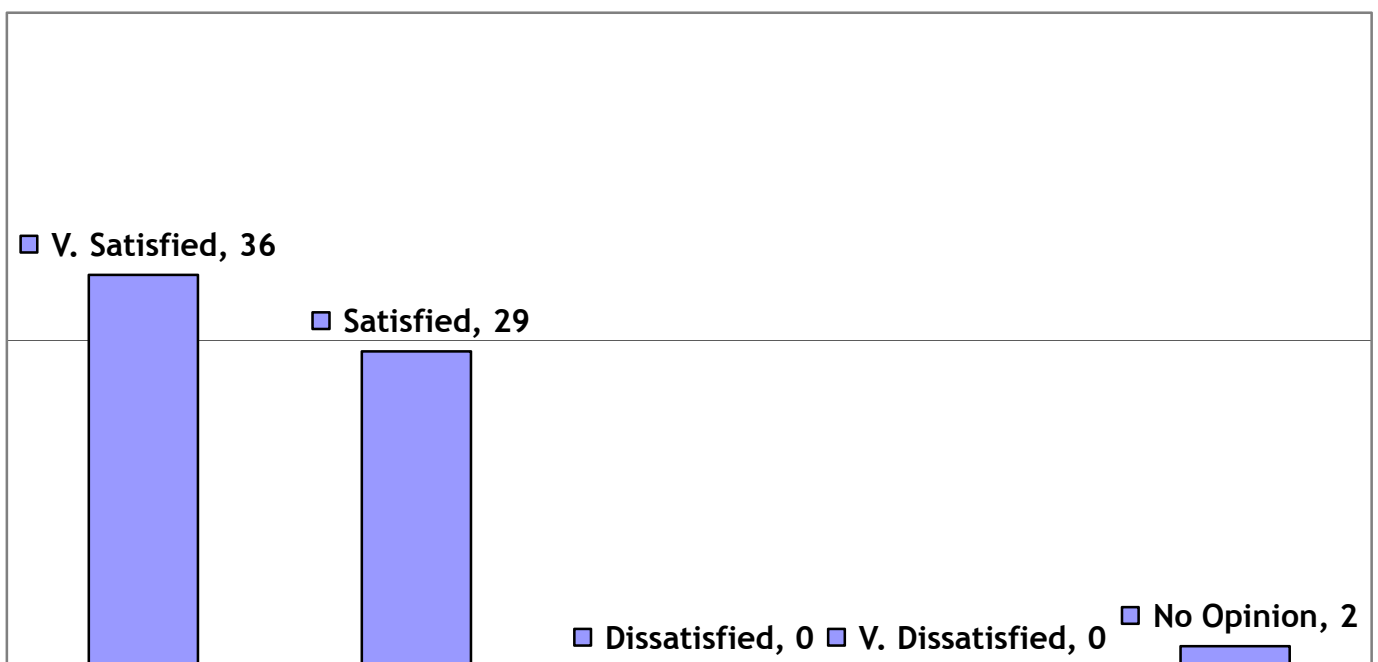


3) The role of the Practice's **Advanced Nurse Practitioners (ANP)** has developed over the past year & they are now an integral part of the team. Have you made use of this facility? If you have used this facility how satisfied were you?

**Grassmoor - Question 3A**  
**Have you used the ADVANCED NURSE PRACTITIONER (ANP) Facility?**

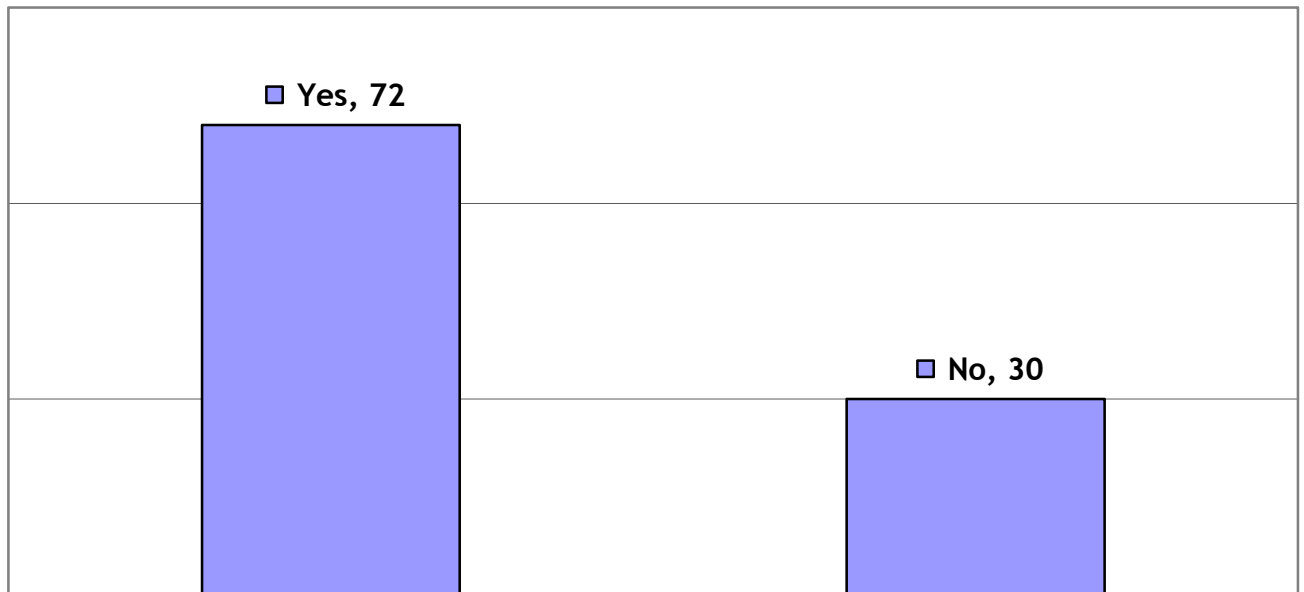


**Grassmoor - Question 3B**  
**Satisfaction with ADVANCED NURSE PRACTITIONER (ANP) Facility**

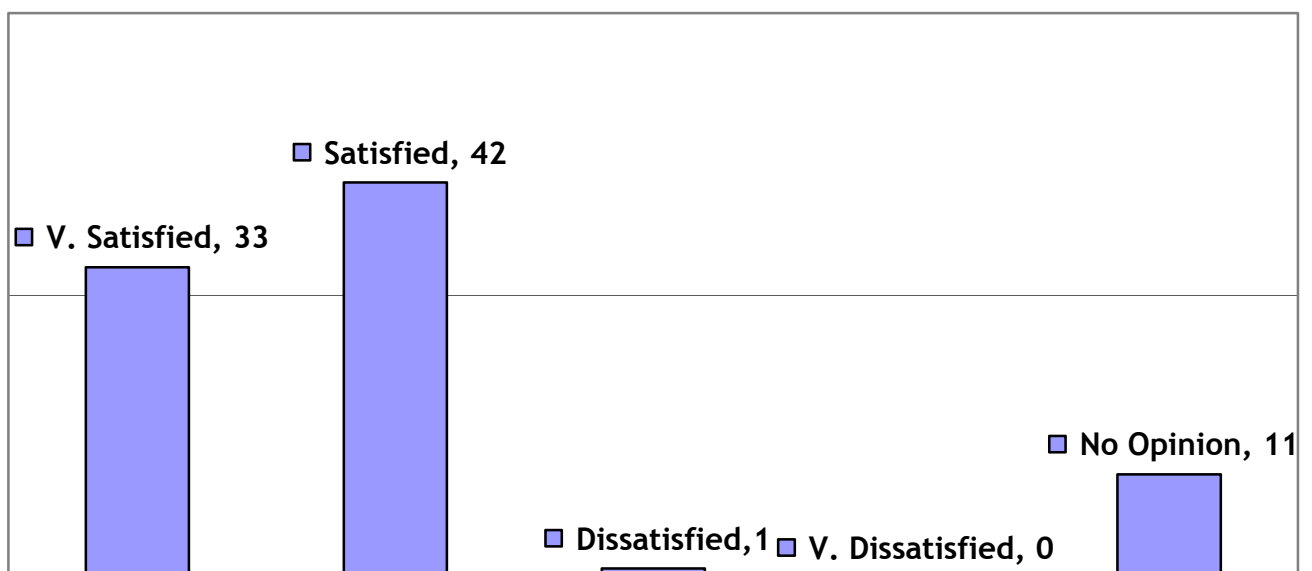


4) In September 2015 the Practice appointed an additional pharmacist. Are you aware of the services offered by our pharmacists? If you have seen a pharmacist please indicate below which services you have used.

Grassmoor - Question 4A  
Are you aware of our PHARMACIST SERVICE?



Grassmoor - Question 4C  
Satisfaction with PHARMACIST Service



5) Your first point of contact is often our **reception staff**. Their aim is to help, advise & guide you to the most appropriate member of the Practice Team for your individual needs. How would you describe your recent experience at reception?

**Grassmoor - Question 5**  
**Satisfaction with RECEPTIONIST Services**

