

Patient Experience Survey Tool (No Graphics)

Workbook Reference: [Section 7.3](#)

We are looking for feedback that will help us improve your future visits. Please answer the following questions by putting a check mark next to the answer that applies to you. You may also leave a comment.

1. How easy is it for you to see your primary care provider when you need to?
 - ☐ Very easy (i.e., I can always get an appointment that fits my schedule/when I need one/right away)
 - ☐ Easy (i.e., I can sometimes/often get an appointment that fits my schedule/when I need one/right away)
 - ☐ Somewhat difficult (i.e., I have to adjust my schedule somewhat to fit my physician's limited availability)
 - ☐ Very difficult (i.e., I have to adjust my schedule significantly to fit my physician's limited availability)
 - ☐ I have not needed medical care
2. When you visit your family practice office, how often is it well organized, efficient and does not waste your time?
 - ☐ Most of the time
 - ☐ Some of the time
 - ☐ Infrequently
 - ☐ Rarely/never
 - ☐ Does not apply to me; I seldom visit a doctor's office.
3. Additional comments:

Adapted from the [Advanced Access and Efficiency Workbook for Primary Care](#) created by Health Quality Ontario (July 2011) and the *Office Practice Redesign in Primary Health Care: Advanced Access and Office Efficiency Workbook* created by British Columbia's General Practice Services Committee Practice Support Program.