

Belmont Hill Surgery 2014 Patient Survey

This survey has been developed in consultation with our Patient Participation Group.

You can help the Practice to improve its service by completing this survey questionnaire.

Date: _____ GP/Nurse: _____

1. How often do you telephone the practice?

- a) Once a week
- b) Once a month
- c) Once a year
- d) Other (please specify)

2. Generally, how easy is it to get through to someone at the surgery on the phone?

- a) Very easy
- b) Fairly easy
- c) Not very easy
- d) Not at all easy
- e) haven't tried

3. The practice offers telephone consultations with the doctors daily, are you aware of this service?

- a) Yes
- b) No

4. If you have used this service, how helpful do you find it?

- a) Very helpful
- b) Fairly helpful
- c) Not very helpful
- d) Not at all helpful

5. The practice has a website which allows you to book or cancel your appointment, change your address and request your repeat medication. Are you aware of this system?

- a) Yes
- b) No

6. If you have used the website and online booking systems, how helpful do you find both?

- a) Very helpful
- b) Fairly helpful
- c) Not very helpful
- d) Not at all helpful

7. The practice is offering appointments up to four weeks ahead, are you aware of this?

- a) Yes
- b) No

8. If yes, How helpful do you find it?

- e) Very helpful
- f) Fairly helpful
- g) Not very helpful
- h) Not at all helpful

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

- a) Very good
- b) Fairly good
- c) Neither good or poor
- d) Fairly poor

e) e) Very poor

10. Thinking about the GP or Nurse you last saw , how long did you have to wait for your consultation to begin?

- a) Less than 5 minutes
- b) 5 - 10 minutes
- c) 11 - 20 minutes
- d) 21 - 30 minutes
- e) More than 30 minutes

11. How helpful did you find the GP or Nurse you last saw?

- a) Very helpful
- b) Fairly helpful
- c) Not very helpful
- d) Not at all helpful

12. How well did the nurse or GP involve you in decision involving your care?

- a) Very well
- b) Fairly well
- c) Neither good or poor
- d) Fairly poor
- e) Poor
- f) Very poor

13. Do you think the GP or Nurse could have done anything differently?

- a) Yes
- b) No

If yes please explain:

14. In the reception area, can other patients overhear what you say to the receptionist?

- a) Yes, but I don't mind
- b) Yes, and I am not happy about it
- c) No, other patients can't overhear
- d) Don't know

15. How helpful did you find the Receptionist you spoke to today?

- a) Very helpful
- b) Fairly helpful
- c) Not very helpful
- d) Not at all helpful
- e) Not applicable

16. Do you think the Receptionist could have done anything differently?

- e) Yes
- f) No

If yes please explain:

17. The Surgery is currently offering extended hour surgeries on Monday evening from 18.30 to 19.30pm and Thursday early morning from 7am to 8am for those who are not able to attend during the core opening hours 08.00 am to 18.30pm. Are you aware of this service?

- a) Yes
- b) No

18. Have you used this service before?

- a) Yes
- b) No

19. How helpful do you find this service?

- a) Very helpful
- b) Fairly helpful
- c) Not very helpful
- d) Not at all helpful

20. If No, please suggest what would make it easier for you to see a GP?

Any Other Comments?

The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you, and will remain confidential.

How old are you? Under 16/16-44/45-64/65-74/75 and over	What is your ethnic group? White/Black or Black British/Asian or Asian British/Mixed/Chinese/Other
Are you male or female? Male/Female	Which of the following best describes you? Employed full or part time/ Unemployed/ Student/ Retired/Looking after home or family/
Do you have a long standing health condition Yes/No	How long have you been registered with this surgery?

Thank you very much for your time and assistance