

# THE MEADOWHEAD GROUP PRACTICE

## PATIENT SURVEY –FEBRUARY 2013

Dear Patient,

Many thanks for agreeing to take this short survey to help our practice understand how we can improve the service we provide to you. This survey has been compiled with help from our Patient Participation Group. Please answer all of the questions and place the completed questionnaire in the box at reception.

*Some questions about communicating with the Surgery*

**Q1. How often do you come to the practice?**

- Regularly
- Occasionally
- Very Rarely

**Q2. How do you normally book your appointments to see a doctor or nurse at the surgery?**

- In person
- By phone
- Online via the surgery website

**Q3. Are you aware that you can pre book an appointment with a Doctor of your choice up to 6 weeks in advance?**

- Yes
- No

**Q4. Do you like the telephone triage system, whereby you can speak to a Doctor if you feel you need an urgent appointment on the day?**

- Yes
- No

**Q5. Have you ever missed an appointment?**

- Yes
- No

**Q6. If yes, why did you miss the appointment?**

- I had recovered
- I forgot
- I was delayed
- Other

**Q7. Would you like to be reminded of your appointment by text?**

- Yes
- No

**Q8. Do you use the Surgery website?**

- Yes
- No

**Q9. Are you aware of our services such as the Surgery Website, email prescription and Online Booking**

- Yes   
No

**Q10. Have you ever used the NHS Choices Website to feedback to the Practice (positive or negative?)**

- Yes   
No

**Q11. Do you use our automated arrival system when booking in?**

- Yes   
No

***Some questions about the Surgery Environment***

**Q12 Do you find the seating in the waiting area adequate?**

- Yes   
No

**Q13. In the Reception Area, can other patients overhear what you say to the receptionist?**

- Yes, but don't mind   
Yes and am not happy about it   
No, other patients can't overhear   
Don't know

**Q14. Do you consider the Practice to be well sign-posted?**

- Yes   
No

**To help us analyse your answers please tell us a few things about yourself:**

**Are you male or female?**

- Male   
Female

**What age are you?**

- Under 16       17 - 24       25 – 44   
45 - 60       61 – 70       70 – 83       Over 84

**What is the ethnic background with which you most identify?**

- White British       Indian       Chinese   
White Irish       Pakistani       Other   
Mixed White & Black Caribbean       Bangladeshi       Black African   
Mixed White & Black African       Black Caribbean       Mixed White & Black Asian

**Which site do you most regularly use?**      Old School Site       Lowedges Site

**Comments/Suggestions**

*Many thanks*