

THE MEADOWHEAD GROUP PRACTICE

PATIENT SURVEY –MARCH 2014

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

- Yes
No

Q6. Would you like to receive results of your blood test by text?

- Yes
No

Q7. Would you like to be reminded to make your Review 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, Online Prescription Requesting 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 think if the seating in the waiting area (Old School Site) was reconfigured, this would help with confidentiality?

- 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

We would really appreciate any Comments/Suggestions which you may have.

Many thanks