

WELLING MEDICAL PRACTICE PATIENT SURVEY JANUARY 2013

This questionnaire had been developed by the Surgery and the Patient Participation Group as a way of finding out about patient experiences, ideas and suggests with the hope of changing and improving services for the future.

All feedback is anonymous and we do not require any patient identifiable information.

1. Which surgery do you mainly use:
 Danson Crescent Avery Hill

 2. What is your gender?
 Male
 Female
 Prefer not to say

 3. How long have you been with the practice:
 0-2 yrs 3-6 yrs 7-10 yrs 10 yrs+

 4. When did you last visit the practice?
 Within the last week
 Within the last month
 1-3 months ago
 4-6 months ago
 7-12 months ago
 More than one year ago

 5. How would you describe your experience when you last visited the practice?
 Very good Good Poor Very Poor

 6. How would you describe your experience of getting an appointment?
 Very easy Easy Difficult Very difficult

 7. Did you know you can book appointments up to 2 weeks in advance?
 Yes No

 8. If you were offered a sooner appointment at the other surgery, would you take it?
 Yes No

 9. Please tell us how you feel about the following statements:
- | | Strongly agree | Agree | Disagree | Strongly disagree |
|---|----------------|-------|----------|-------------------|
| The clinician took an interest in what I presented to them. | | | | |
| My problem/treatment was explained in full. | | | | |
| I understood what I was being told. | | | | |
| The cleanliness of the clinician's room was of a high standard. | | | | |
10. How clean did you find the reception area?
 Very clean Clean Dirty Very dirty

11. How would you describe the reception staff?
Very Welcoming Welcoming Unwelcoming Very unwelcoming
12. How did you find getting through on the telephone?
Very good Good Poor Very poor
13. Do you know how to make a complaint, suggestion or comment regarding the practice/surgery/doctors/staff?
Yes No
14. Have you attended an accident and emergency department in the last 12 months?
Yes No
15. Did you consider any alternative before going to A&E? e.g. Urgent Care Centre, Grabadoc, NHS Direct (111), Local Pharmacy?
Yes No
16. Are you aware a Patient Participation Group is now up and running?
Yes No
17. Are you aware there is a Patient Participation Group suggestion box in the reception area where you can place your comments?
Yes No
18. Please tell us below any ways that you think could improve the services at the surgery.

Please return survey to the surgery by 14th February 2013.