

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.