

a) through the touch screen Yes No

If yes – have you always used it or have you recently started to use it?

if No – why not?

Using the screen saves the practice resources ...What would help you to use it?

b) with the receptionist Yes No

7. Has the recent changes to reception made it any clearer where to go?

Yes No

8. Has it reduced the queues around the doors

Yes No

9. Have the changes to signage made it easier to find GPs and their rooms

Yes No

any other comments on this service?

10. Do you know what to do if they are running late or going to miss an appointment?

11. Do you want texting to be reminded about appointments?

Yes No

If they say yes we need to tell them how to get that in place ie sign attached consent form

Getting the most from the practice

12. Do you know who the main partners are/ when they work?

Yes No

If no you can find details in patient hand book etc

13. Do you know that there are GPs in this practice with specialism in eg Heart problems (cardiology); diabetes; skin complaints (dermatology); minor surgery; older people; Ears, nose and throat (ENT); Bladder problems (urology)

Yes No

if no – you can find details in the patients handbook (available from the surgery) or on the web. Then you can book with the most appropriate GP.

14. Did you know that the following services are also based here?

Midwives, physiotherapists, chiropodist, district nurses, health visitors, mental health workers, optometrists, hospital consultants, pharmacist, etc

Yes No

if no – you can find details in the patients handbook (available from the surgery) or on the web.

Prescriptions

15. Have the changes to the system made any difference to getting you prescriptions

Yes No

If Yes follow up questions – what difference..

16. Can you get repeat prescriptions easily?

Yes No

If no what is the problem?

17 Do you know that you can order repeat prescriptions through the practice web site?

Yes No

The waiting area

18. What do you think about the changes to the waiting area – is it an improvement or not..

Yes No

Any other comments?

Communications with practice staff

19. Were you clear about what the GP/ Nurse/ Practice staff were saying to you during your appointment about treatment/ medication

Yes No

20. Were you given information on providers/ available services to be able to make decisions about your future treatment/ (if appropriate)

Yes No not relevant

21 Do you understand what will happen next in your treatment?

Yes No not relevant

22. The practice web site

Have you ever used the web site?

Yes No

If yes what for and comments;

If no what would encourage you to use it

The last bits

22. Give one thing that you really like about the practice?

23. Give one thing that you would like to change to improve the service?

24. Would you be interested in discussion/ focus groups on particular services or disease areas with medical staff:

Eg diabetes, IBS, dermatology, mental health... others

Yes No

If yes, which service or disease area would you be interested in, please state the topic here

Please provide your name and contact details here so we can let you know if we run an event on this topic (Optional to supply details)

Name:

Contact tel number:

Contact email address:

Thank you.....that is the end of the survey..... but before you go.....

We need to make sure we are hearing from a wide range of people who use the practice so could you give us **some information about the patient..**

Is the patient male or female

Which age bracket is the patient in? please tick

Need to insert age bands

What is the patients ethnic background? Please tick

What is your ethnic background?

- British or mixed British
- White British
- Irish
- Other white background
- White & black Caribbean
- White & black African
- White & Asian
- Other mixed background
- Indian or British Indian
- Pakistani or British Pakistani

- Bangladeshi or British Bangladeshi
- Other Asian background
- Caribbean
- African
- Other black background
- Chinese
- Other
- Ethnic category not stated

And finally

If you are interested in being involved in r the Patients Participation group, give your contact details and we will be in touch.

There is a letter explaining what the Patients Participation group is and does – its on our notice bard, available from Reception and on the web site

Your name

How to contact you

The Patients Participation Group