

HEATH LANE SURGERY

PATIENT PARTICIPATION GROUP (PPG) PRACTICE PATIENT SURVEY

PLEASE RETURN TO RECEPTION

Introduction

The PPG & GPs would be keen to find out more about what you think of the practice. We are trying to collect the views from as many patients as possible by requesting you complete this short questionnaire. It shouldn't take more than a few minutes to answer. The PPG will review the data collected in collaboration with Dr Jenkins & the Practice Manager. We will use the responses to agree an action plan with the intention of making services better for all our patients. Your response is confidential, but the action plan will be made available for all patients to read in the waiting room and on the practice website: www.heathlanesurgery.co.uk

Questions

- 1. How do you normally book your appointments to see a doctor or nurse at the Surgery?**

Please tick the answer that applies to you:

In person

By telephone

On line

By fax

Other (please specify below)

- 2. In the past 6 months how easy have you found the following?**

Please tick the answer that applies to you:

Getting through on the 'phone

Easy

Difficult

Never Tried

Speaking to a Health Professional
on the 'phone

Easy Difficult Never Tried

Obtaining test results by 'phone

Easy Difficult Never Tried

Getting an appointment

Easy Difficult Never Tried

3. Were you able to be seen urgently?

Please tick the answer that applies to you: **Yes No N/A**

If not why not?

Please tick the answer that applies to you:

There weren't any appointments

Times offered didn't suit

Appointment was with a doctor who I didn't want to see

A nurse was free but I wanted to see a doctor

Can't remember

Other (please specify below)

4. In the past 6 months, have you tried to book ahead for an appointment with a doctor? By 'booking ahead' we mean booking an appointment more than two weekdays in advance.

Please tick the answer that applies to you:

Yes

No

Cannot Remember

5. In the past 6 months have you missed an appointment?

Yes

No

If yes, please tick the answer that applies to you

Was your appointment:

Pre booked

Made online

Booked on the day

Did you miss your appointment because you forgot?

You couldn't get to the appointment because of work/ commitments

You were embarrassed to ring & cancel

You didn't think the appointment could be used by another patient

Other (please specify below)

6. In general, how happy were you with the care you get at the Surgery?

Very happy

Fairly happy

Quite unhappy

Very unhappy

7. Finally are there any changes that could be made to improve the service?

8. What is your age range?

Under 16

16 – 19

20 – 29

30 – 39

40 – 49

50 – 59

60 – 69

70 – 79

80+

Prefer not to say

Thank you very much for taking the time to complete this questionnaire.
Please hand your responses in at reception.