

Quakers Lane Surgery, Richmond

GP/Patient Reference Group Survey – November 2011

Dear Patient

We are encouraging patients to give their views about how the practice operates and the GP's and staff are keen to hear your views. We wondered if you would help us by completing the enclosed survey.

We are keen to focus on areas where we can improve existing services or consider new changes to benefit patients. It is important for us to mention that your participation can improve patient experience, not just for you, but also for other people. It is your individual answers we report, and these are completely confidential and anonymous – be assured, your answers cannot be attributed to you personally in any way.

The survey will take less than 10 minutes of your time – please help us improve or enhance the services for our patients.

A summary of this survey's findings will be available to view both at reception and also on the practice website.

Your views really can make a difference. Thank you for taking part.

Drs Kipling, Moon, Mawer & Wilkins

**YOUR COMPLETED SURVEY WILL HELP US TO IMPROVE
SERVICES FOR OUR PATIENTS**

**WE WOULD THEREFORE VERY MUCH APPRECIATE IT,
IF YOU COULD RETURN YOUR SURVEY TO THE PRACTICE
IN THE PRE-PAID ENVELOPE PROVIDED
NO LATER THAN 31ST DECEMBER 2011**

THANK YOU

Keeping in touch with Patients

Q1 Do you have easy access to the internet?

Please tick as appropriate

Yes

No

If No, please go to Question 4

Q2 We are thinking of making repeat prescriptions easier to obtain - would you use an on-line repeat prescription service, if it were available?

Please tick as appropriate

Yes

No

Q3 We are considering booking appointments on-line. Would this be of benefit to you and is this a service you would use?

Please tick as appropriate

Yes

No

Q4 How would you feel about incoming telephone calls being recorded for training purposes?

Please tick as appropriate

I do not have a problem with this development

I do have a problem with this development

Q5 We already have a Quakers Lane Surgery website at www.quakerslanesurgery.co.uk

Have you ever viewed the website ?

Please tick as appropriate

Yes

No

If you have ticked 'Yes' - what are your thoughts on the website? Is this helpful to you? How could it be improved?

Please complete below in your own words

Your Experience at the Surgery

Q6 Think about the last time you tried to see a doctor quickly – were you able to be seen within 48 hours?

Please tick as appropriate

Yes

No

Q7 On arriving for your appointment or when visiting the surgery, how clean do you find the surgery/dispensary?

Please tick as appropriate

Very clean and tidy

Fairly clean and tidy

Not at all clean

Q8 How friendly and helpful do you find our receptionists/dispensers when phoning or visiting the surgery?

Please tick as appropriate

Very helpful

Fairly helpful

Not at all helpful -- explain below if you wish.

Q9 How well do you feel the doctors and nurses listen and involve you in decisions about your care?

Please tick as appropriate

Very well

Fairly well

Not at all ----- explain below if you wish

Q10 The Out Of Hours Service is separately managed from the surgery. Tell us please, if you have experience of the out of hours service – are you --

Please tick as appropriate

Very satisfied

Fairly satisfied

Satisfied

Other – describe please/or tick if not applicable

***** AND Finally**

If you have an email address and would like us to keep in touch with you about the changes and improvements we are making at the Surgery, please provide us with your email address below:

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(These email contact details are confidential and will be kept safely and used only for this purpose)

THANK YOU FOR COMPLETING THIS SURVEY

