

The Patient Reference Group has been asked by the Practice to find out about Patients' experiences when making appointments, visiting the surgery, arranging and receiving treatment and the other services available. This is the first part of an ongoing interaction with the Patients, with the ultimate aim of providing the best service practicable.

Please be assured that your responses will not be made available to the Practice in a way that can be attributed to you personally.

This survey should not be used to complain about specific medical problems or treatment you have had or are currently receiving; for that you should approach the Practice directly.

Scoring system: We will need to evaluate all replies later, so have tried to keep the responses as simple as possible without restricting your options. For each item, please score 4 to 0, with 4 being totally satisfied through to 1 being very unhappy - or 0 if you have no experience of that item.

| Your experience of the current arrangements | Score | There is space against each item where you may write a brief comment relating to your experience of that item. There is a larger 'white space' overleaf where you may make further comments about your overall experiences and your suggestions for improvements at the Practice. |
|---|-------|--|
| Excellent | 4 | |
| Good | 3 | |
| Satisfactory | 2 | |
| Poor | 1 | |
| Never used / don't know | 0 | |

1: Appointments to see the Doctor or Nurse

| Question | Score | Comment |
|--|-------|---------|
| How easy do you find making an appointment by phone? | | |
| How easy do you find making an appointment using the website? | | |
| At the Reception Desk, how are your enquiries regarding making an appointment to see a Doctor or Nurse dealt with? | | |
| Do you find the text message reminder service useful? | | |

2: Arriving for your Appointment, Booking-In & Waiting

| | | |
|---|--|--|
| How easy do you find the electronic booking-in screen? | | |
| At the Reception Desk, how are your enquiries regarding your appointment dealt with? | | |
| How comfortable do you find the waiting areas? | | |
| What is your opinion of the system used to call you to the Doctor's or the Treatment Room? | | |
| Thinking of your last visit, how promptly were you called in to your appointment? | | |
| If you were late being called into your appointment, were you advised of the likely delay? | | |
| And if you were late being called in to your appointment, was this dealt with to your satisfaction by the Doctor/Nurse? | | |

| | | |
|--|--|--|
| What is your overall experience of your recent visit(s) to the Practice? | | |
|--|--|--|

3: Repeat Prescriptions

| | | |
|--|--|--|
| How easy do you find using the on-line repeat prescription facility? | | |
| How effective do you find the on-line repeat prescription service? | | |
| How easy do you find using the Surgery Repeat Prescription box? | | |

4: General

| | | |
|---|--|--|
| What is your experience of generally communicating with the Practice regarding matters such as test results, rescheduling appointments, seeking advice, etc? | | |
| How would you respond to a suggestion that non-medical communications (e.g. 'your test results are ready – please ring the Surgery') are made using e-mail or text? | | |
| Describe your experience of using the 'extra' services offered by the Practice e.g. chiropractic, counselling, smoking cessation, travel health clinic, dietician, etc. | | |

5: Your overall comments and suggestions for improvements at the Practice

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6: Please advise your gender and age range, please circle your answer

| | | | | | |
|-------------------|--------------------|--------------|--------------|--------------|------------|
| Sex: | Male/Female | | | | |
| Age Range: | Under 20 | 21-40 | 41-60 | 61-80 | 81+ |

Care to help us further?

| | |
|--|----------------------|
| If you would be prepared to answer more questions, complete a more detailed survey or become a member of our on-line survey panel, please provide your e-mail address or phone number in the space below. | |
| Email address: | Telephone No: |
| We would especially like more young persons and those from various ethnicities to take part! | |

