

Park & Herne & Broomfield Surgeries Patient Survey

1. In the past 6 months how easy have you found the following? (Please tick)

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone						
Speaking to a Doctor on the phone						
Speaking to a Nurse on the phone						
Obtaining test results by phone						

2. When did you last see a Doctor at our Surgery? (Please tick)

- In the past 3 months.....
- Between 3 and 6 months ago.....
- More than 6 months ago.....

3. How helpful do you find the receptionists when you are at the Surgery Premises?

- Yes, extremely helpful.....
- Yes, very helpful.....
- Yes, fairly helpful.....
- No, not very helpful.....
- No, not at all helpful.....

4. How helpful do you find the staff when you telephone the Surgery?

- Yes, extremely helpful.....
- Yes, very helpful.....
- Yes, fairly helpful.....
- No, not very helpful.....
- No, not at all helpful.....

5. Do you use the patient self check-in touch screen?

- Yes mostly.....
- Yes occasionally.....
- No never.....

6. In April 2013 we introduced a telephone triage system, where a doctor calls back to assess your problem. If you have used this service please complete this section.

- I have used this service and it was helpful
- I have used this service but it was not helpful
- I am not happy to use this service and prefer to book an appointment straight away

7. If you have accessed our practice website www.parksurgery.net then how do you rate it? (please tick)

	Very good	Good	Average	Poor	Very poor	Doesn't apply
Content in terms of information about the Practice						
Content in terms of information about general ailments and health news						
Interactive content i.e. ability to order repeat medication etc using the website						
In terms of being user friendly, how do you rate the Practice website						

8. We endeavour to adhere to the national guidelines for issuing repeat medication and would value your opinion about our repeat medication service?

-I am not on any repeat medication so this question does not apply to me

-I am happy with the manner in which my requests for repeat medication are dealt with and prescriptions are ready within 2 working days (3 days if delivered to a pharmacy)

-I am unhappy with the service and my prescription is not usually ready within 2 working days (3 days if delivered to a pharmacy)

Comments about our repeat prescription service

9. This question is about Generic and Brand names of medicines which the doctor prescribes. (Please tick)

	Yes	No
Are you already aware of the difference between branded and generic medicines?		
Are you already aware that in the UK there are strict quality controls before a product license is granted for brand named or generic version of medicines. This means that a generic or brand name version of the same medicine will work the same, and be equally as safe.		
Are you aware that branded medicines usually cost the NHS considerably more?		
Do you feel the NHS has a duty to reduce its prescribing costs by prescribing generically when possible?		

You are invited to make a brief additional comment should you have an opinion about prescribing within the NHS.

10. Only answer this question if you are in receipt of repeat medication otherwise go to the next question. (Please tick)

	Yes	No	Not sure
Does the Pharmacy in trying to be helpful, encourage you to have medicines you don't really need because you already have a sufficient supply at home?			
Thinking of your own medicine cupboard do you have medicines which have not been used, perhaps because you had to stop taking it due to being in hospital or some other reason?			

11. Only answer this question if you or a member of your family had to attend Accident and Emergency or Minor Injuries Unit within the last 2 years otherwise go to question 19. Who referred you to Accident and Emergency or the Minor Injuries Unit?

- Self-referral whereby you turned up unannounced.....
- Ambulance following 999.....
- NHS Direct advised you to attend.....
- Minor Injuries Unit advised you to attend A & E.....
- The GP Out of Hours service advised you to attend.....
- Your own GP arranged or advised for you to attend.....

Please state the nature of the problem(s) and if you attended on more than one occasion.

12. If under question 17 you answered that you self-referred to Accident & Emergency or a Minor Injuries Unit then please answer the following to say what prompted this – you can select more than one answer if appropriate.

- You had contacted the GP Surgery but could not get an urgent appointment.....
- The GP Surgery was closed.....
- You felt that the nature of the problem necessitated going straight to A & E or Minor Injuries Unit
- In terms of your time or location it was more convenient for you to attend A & E or Minor Injuries Unit.....

We are surveying why patients attend A & E or MIU in preference to the GP Surgery so any comments would be appreciated.

13. Please could you let us know if you are:

- Male.....
- Female.....

14. What is your ethnic group?

	(Please tick)
White: British	
White: Irish	
White: Other	
Mixed: White and Black	
Black or Black British	
Other mixed	
White and Asian	
Asian or Asian British	
Caribbean	
African	
Indian	
Pakistani	
Bangladeshi	
Chinese	
Other Asian	
Other Black	
Other Ethnic Group	

15. Which category below includes your age?

	(Please tick)
Age 20 or below	
Age 21 – 30	
Age 31 – 40	
Age 41 – 50	
Age 51 – 60	
Age 61 – 70	
Age 71 – 80	
Age 80 or above	

16. The results of the survey will be published on our Practice Website and in the Surgery. (Please tick)

	Yes	No	Not sure
Were you happy to complete the survey?			
Would you complete a future survey?			

You have been asked to complete this questionnaire anonymously. Therefore whilst we may act upon your comments we cannot reply.