

Patient Questionnaire

We're on a journey to improve our services by listening to you. Please tell us what you think about your experience, good or bad.

We look at all feedback and use it to make decisions that will make our service better for local people.

Please state to what extent you agree or disagree with the following statements:

1. I can usually get an appointment to see my preferred clinician.

STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE

2. The clinicians involve me in decisions about my own care/treatment.

STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE

3. Clinicians are good at listening to me.

STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE

4. I find it easy to get through to the right person on the telephone.

STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE

6. I find the Reception staff helpful and friendly.

STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE

7. I am satisfied with the Practice opening hours.

STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE

8. Overall, how would you describe your experience at Staffa Health?

VERY GOOD	GOOD	AVERAGE	POOR	VERY POOR

THE NHS FRIENDS AND FAMILY TEST

We would like you to think about your recent experience of our service.

How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

EXTREMELY LIKELY	
LIKELY	
NEITHER LIKELY OR UNLIKELY	
UNLIKELY	
EXTREMELY UNLIKELY	
DON'T KNOW	

Any comments:

Doctors TNB Scott, RE Cooper, AP Parker,
P Gadsden, T Taylor, D Stinton & N Humes

STAFFA
HEALTH

Get Involved



Do you have views about Staffa Health:

- ⇒ How we provide our services?
- ⇒ Facilities, environment or access?

Why not join our Patient Participation Group and give us your Feedback?

Patient Participation Group (PPG)

Our Patient Participation Group (PPG) meet every 2 months to discuss current issues, and how they would like the surgery to develop.

The meetings take place at our Tibshelf surgery, usually on a Thursday afternoon and refreshments are provided.

We occasionally invite guest speakers from local health organisations to keep the group up to date on the latest health campaigns and local initiatives.

We would like to have a wide range of people represented on our PPG so that we can get opinions from all local community groups and a variety of ages, professions and ethnicities.

So whoever you are; be it a

- Young person
- Of working age
- Retiree
- White British
- From an ethnic minority
- A frequent visitor to the surgery
- Or somebody we rarely see

We would like to hear from you!

To sign up for the PPG please complete the slip to the right and return it to any of our surgery Reception desks. This will be passed to one of the Practice Administrators who will contact you with details of the next meeting.

Cant get to a meeting?

You can choose to be a virtual member of the PPG if you prefer. This is where you do not attend the meetings but can put forward ideas and comments by email or post. We will send you the relevant paperwork from each PPG meeting so that you are kept up to date.

If you sign up to be a virtual PPG member we may occasionally send you a short survey by email (or by post if you do not have an email address) giving you the chance to have your say about the care and services you receive.



To sign up for our PPG please complete the slip below and return to the Staffa Health Admin Team via any of our surgery Reception Desks

Name	
Email Address	
Telephone Number	
Home Address	

Please complete further information below:

Gender		Ethnicity	
Male		White British	
Female		White Irish	
Age		White - Other	
Under 17		Mixed African	
17 - 24		Mixed Caribbean	
25 - 44		Mixed - Other	
45 - 64		Indian	
65 - 74		Pakistani	
75 - 84		Bangladeshi	
Over 85		Asian - Other	
How often do you visit the surgery?		Caribbean	
More than 4 times a year		African	
2-4 times a year		Chinese	
Once a year or less		Any other background	