



## The Richmond Hill Practice



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Colne Health Centre, Craddock Rd, Colne, BB8 0JZ

# IMPROVING THE PRACTICE

## QUESTIONNAIRE

### CARERS

Are you...

- a carer
- a registered carer
- someone who is cared for
- I am not a carer or cared for.

If you do require further support please contact Toni Ruddy at the Richmond Hill Practice.

### SERVICES

Every month there are approximately 150 appointments that have not been attended. This is the equivalent to a weeks' worth of appointments in one Doctor's surgery.

**Q2.** What action do you think we should take to improve our DNA rates?

[Click here to enter text.](#)

### COMMENTS

[Click here to enter text.](#)

AGE

[Click here to enter](#)

### GENDER



### APPOINTMENTS

**Q3.**

What time is most convenient for you to attend an appointment? (weekdays)

am

7 - 8

8 - 9

9 - 10

10 - 11

11 - 12

pm

12 - 1

1 - 2

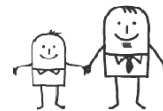
2 - 3

3 - 4

4 - 5

5 - 6

7 - 8



### PATIENT ACCESS

**Q4.**

Do you know you can access your medical record online?

Yes

No

If you answered yes, but don't use it, are you able to tell us why?

[Click here to enter text.](#)

If you would like to register for patient access, please ask at reception, it only takes a few minutes.

The following questions provide us only with general information. It will not be used to identify you and will remain confidential.

Thank you