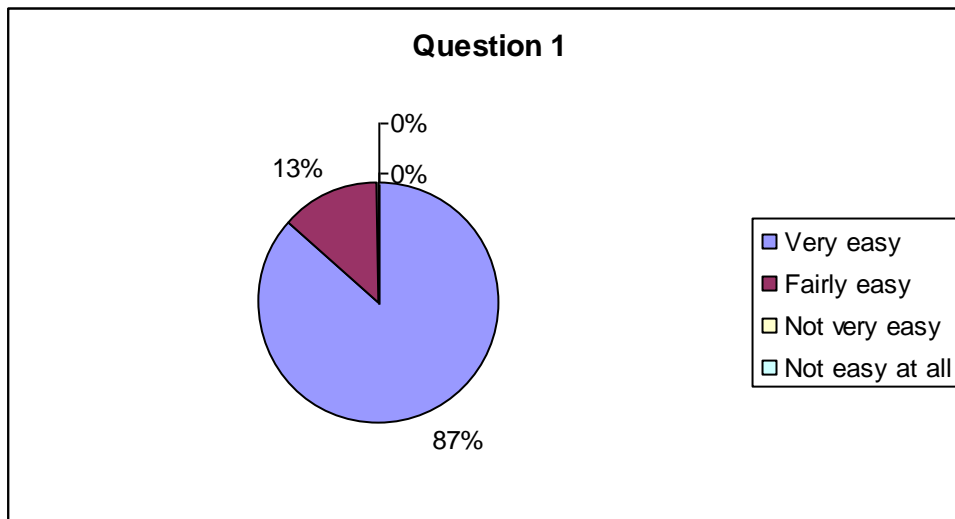


Virtual Patient Participation Forum  
Patient Questionnaire – 2013

Please find finding from our most recent patient participation forum survey.

**Question 1**

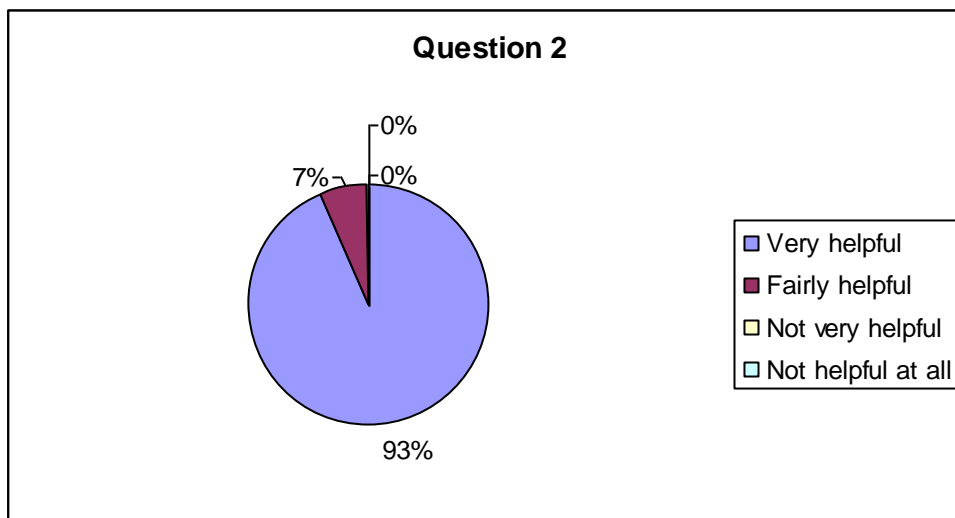
**How do you find getting through to the surgery on the telephone?**



87% of our forum patients said that getting through to the surgery on the telephone was very easy and 13% said it was fairly easy

**Question 2**

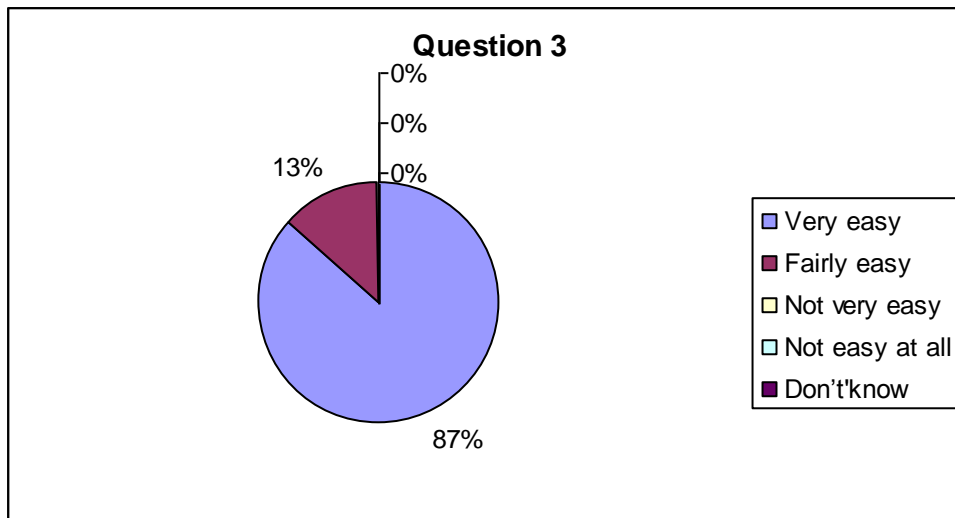
**How helpful do you find the reception staff at the Practice?**



93% of our forum patients said that they found the reception staff at the practice very helpful

### Question 3

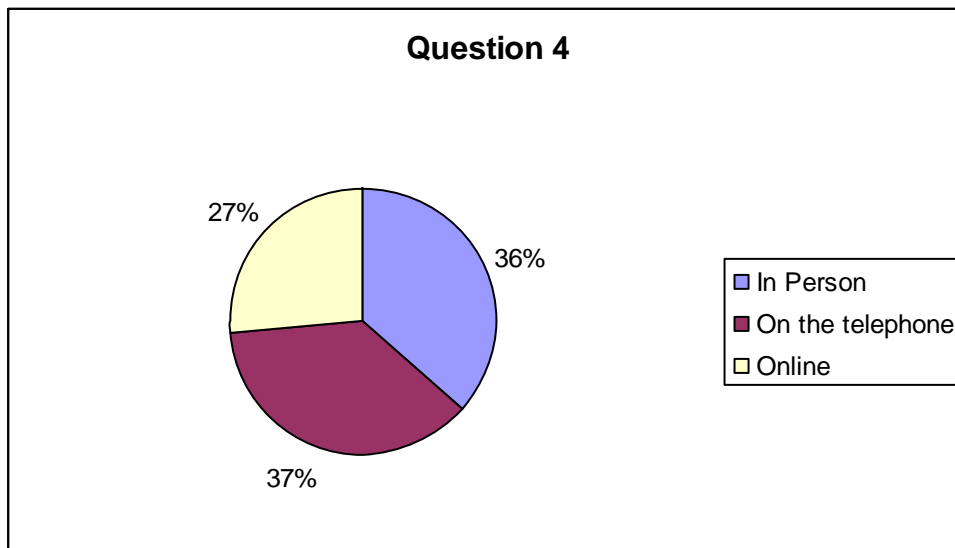
How easy do you find making an appointment to see a nurse or doctor?



87% of our forum patients said that they found it very easy to make an appointment to see a nurse or a doctor and 13% said that they found it fairly easy.

### Question 4

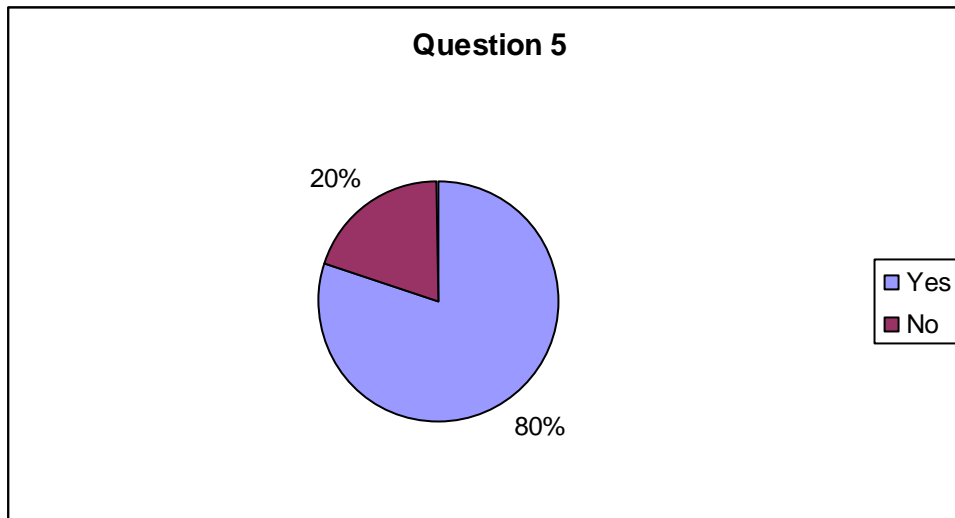
How do you prefer to book appointments at the practice? (tick all that apply)



Whilst most of our forum patients would prefer to make their appointments over the phone you can make appointments in person or online

### Question 5

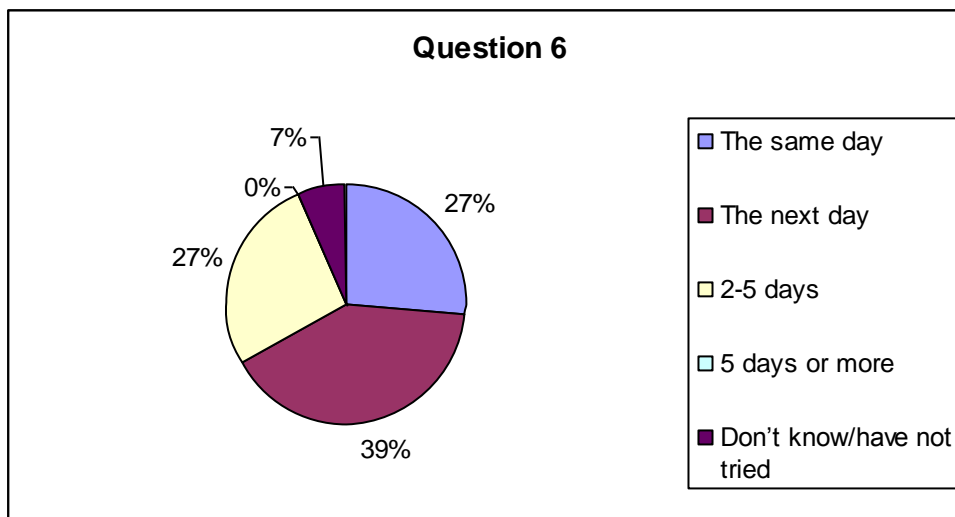
Did you know that you were able to book an appointment or order a repeat prescription online?



80% of our forum patients said that they knew they were able to book appointments online.

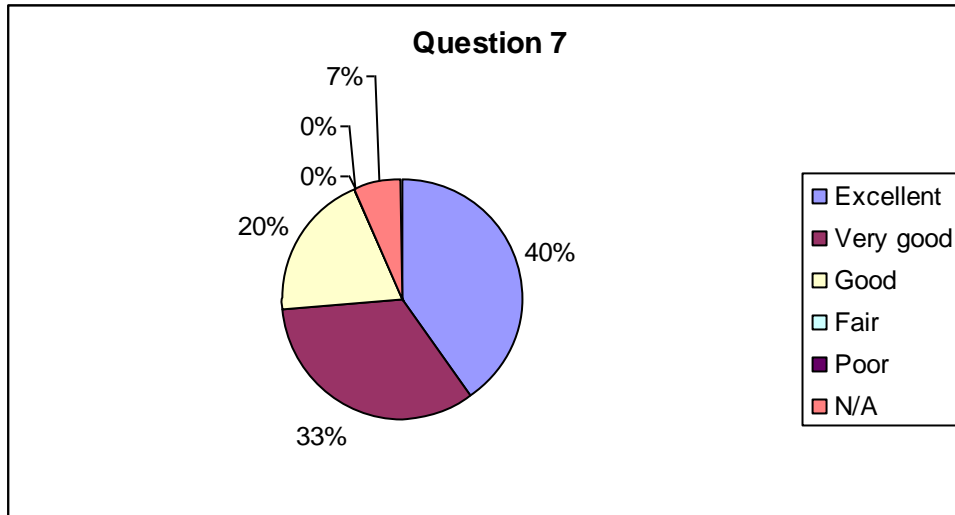
### Question 6

When you want to make an appointment with a particular doctor, how quickly do you usually get seen?



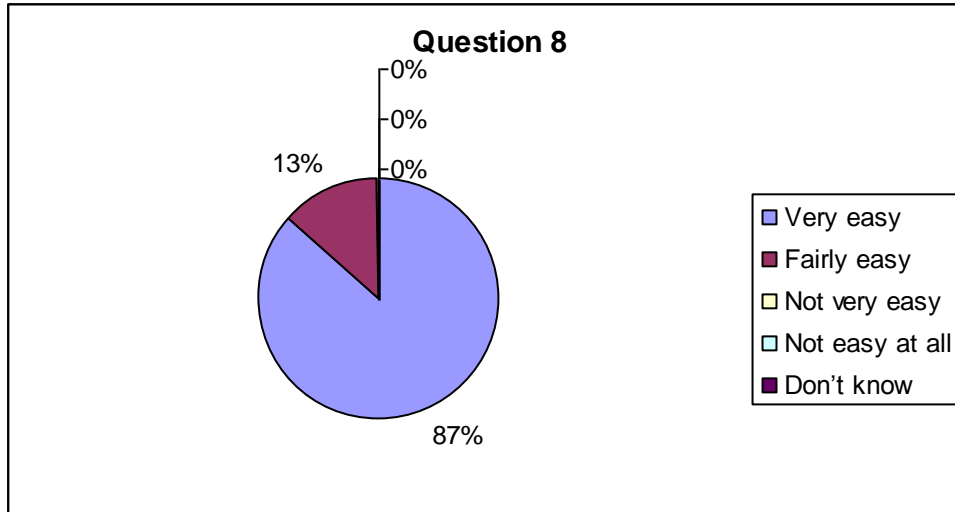
The majority of our patients were able to book appointments to see a particular GP the same day or the next day

**Question 7**  
**How do you rate this?**



73% of our forum patients rated this as either excellent or very good.

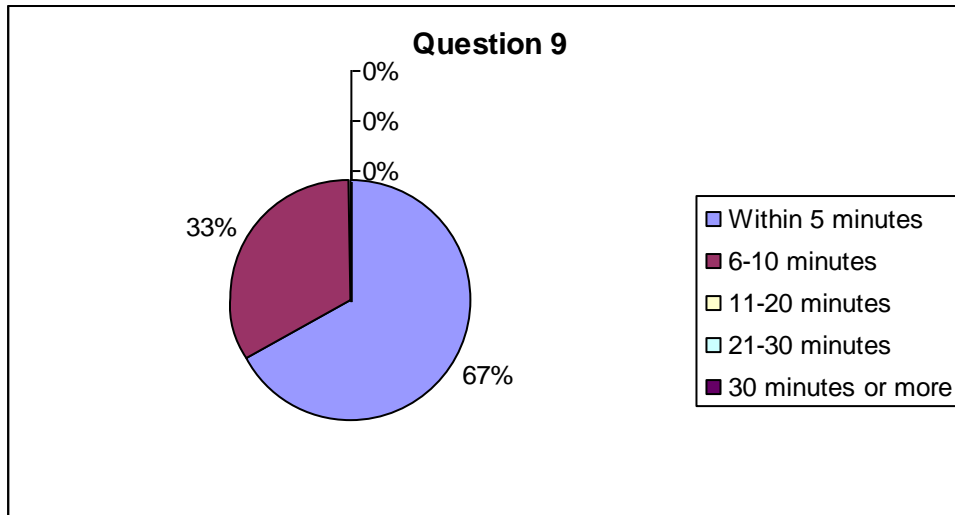
**Question 8**  
**If you need to speak to someone at the Practice for advice, how easy do you usually find this?**



87% of our forum patients said that they found it very easy and 13% said they found it fairly easy to speak to someone for advice at the practice.

### Question 9

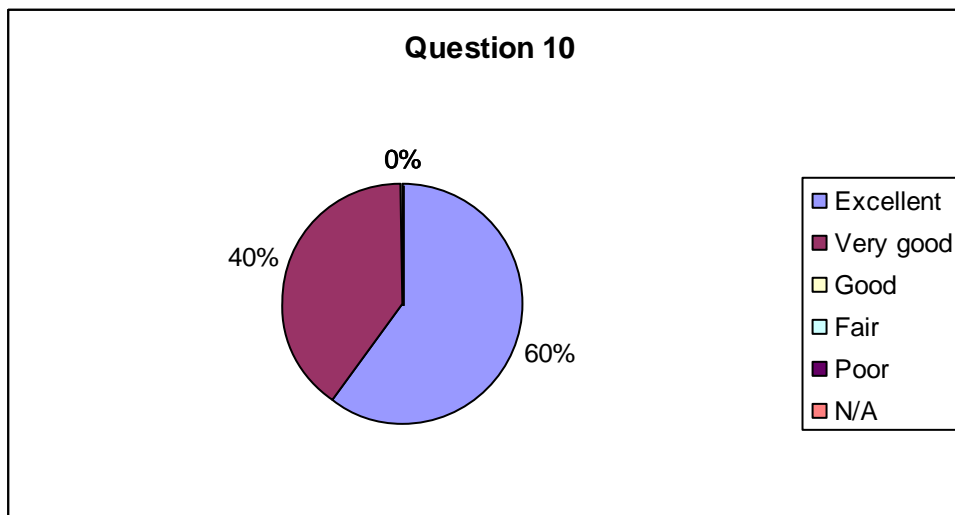
When you were at your last consultation with a doctor, how long did you have to wait for your consultation to start?



67% of our forum patients were seen within 5 minutes for their consultation to start and 33% were seen with 6-10 minutes. None of our patients have had to wait more than 11 minutes.

### Question 10

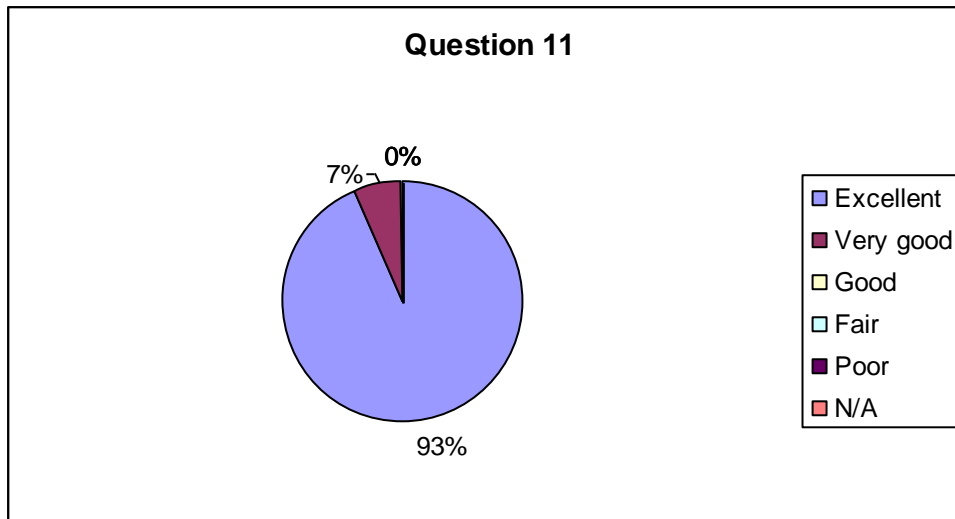
How do you rate this?



60% of our patients rated this as Excellent and 40% rated this as very good.

### Question 11

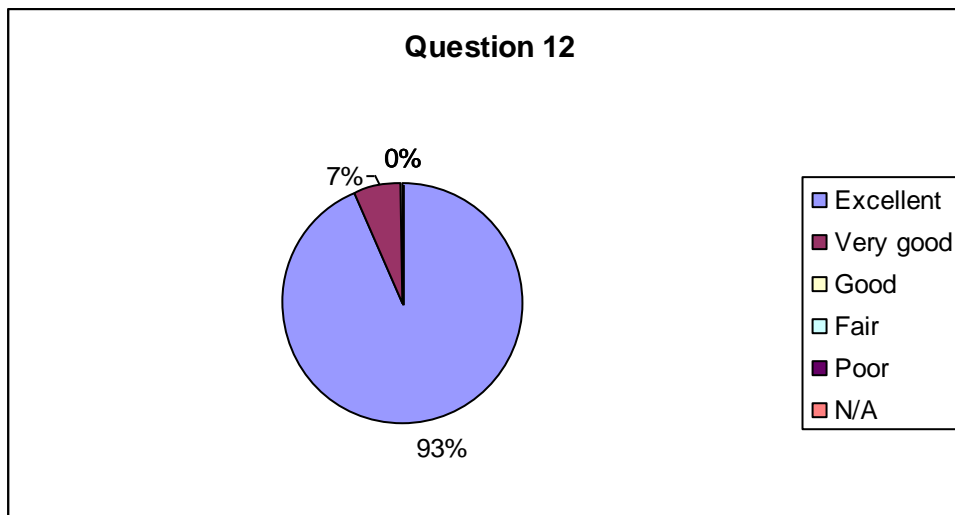
The last time you saw a doctor, how would you rate how good they were at treating you with dignity and respect?



93% of our forum patients said excellent and 7% said very good when asked if the GP they saw treated them with dignity and respect.

### Question 12

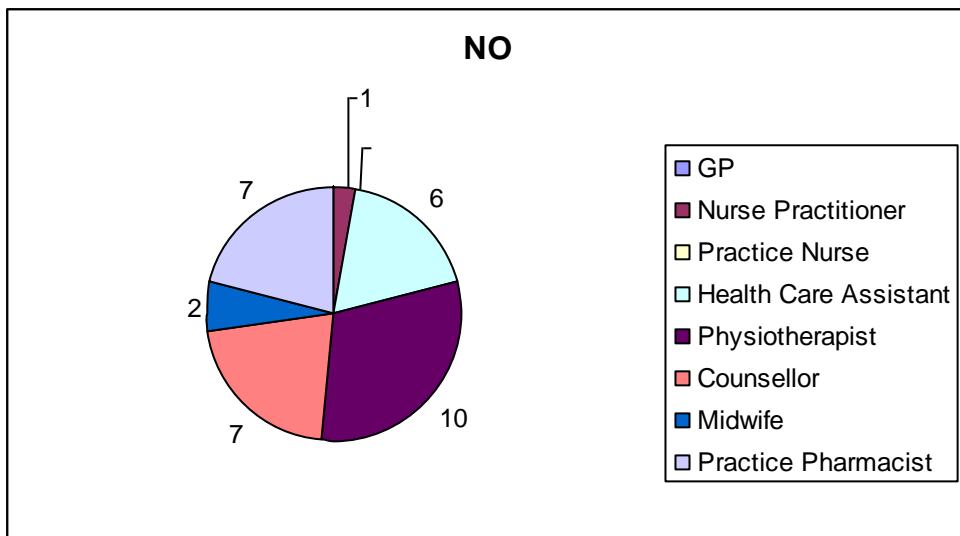
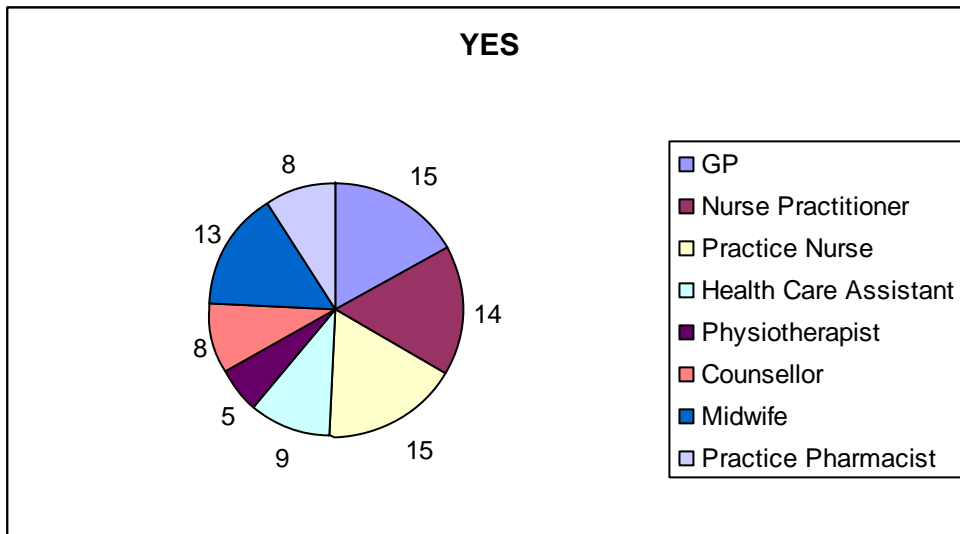
How easy do you find accessing the building?



93% of our forum patients rated accessing the building was excellent and 7% said very good.

### Question 13

Did you know that we offer the following in-house services? (Please tick Yes or No)

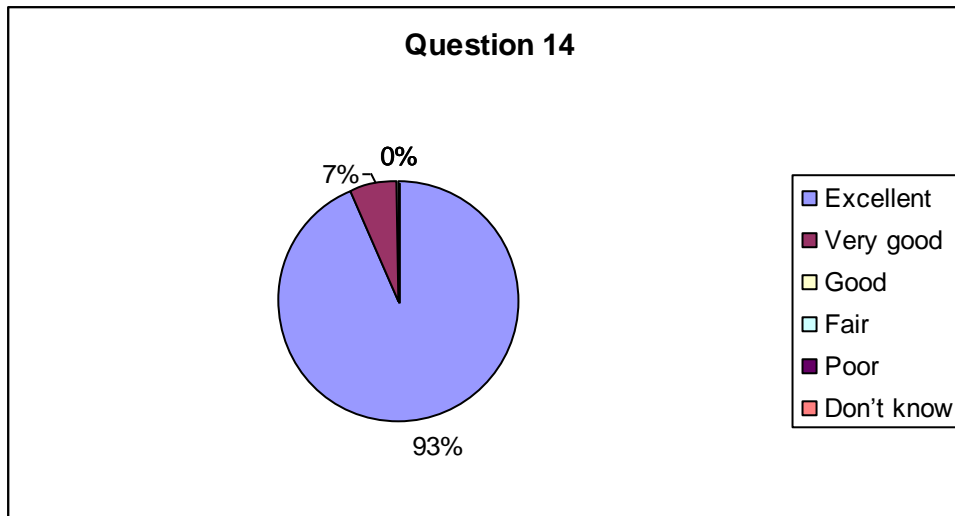


We offer the following in-house services at the practice

- GP
- Nurse Practitioner appointment slots
- Practice Nurse appointments
- Health Care Assistant services
- Physio (self refer)
- Counsellor (referral from GP)
- Midwife (every other Thursday appointments only)
- Practice Pharmacist (visits once a week)

### Question 14

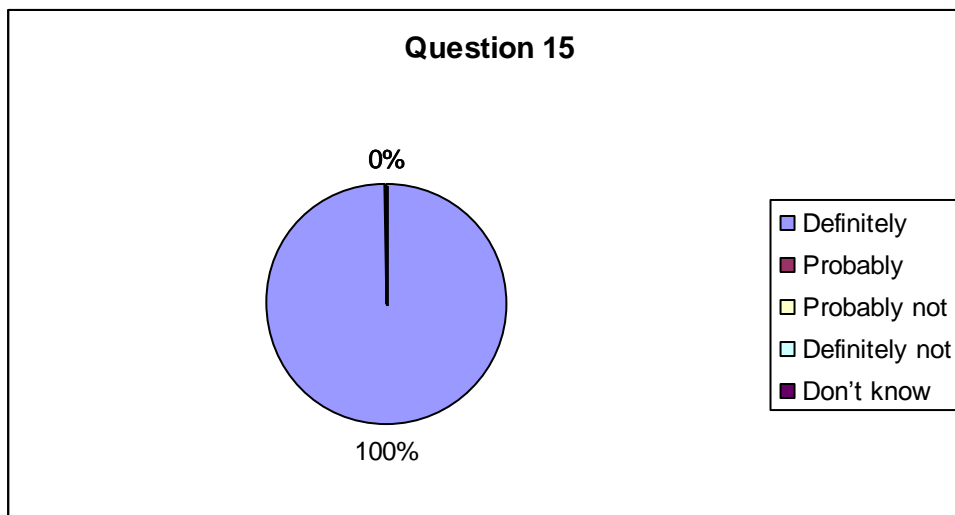
How do you rate the cleanliness of the Practice?



93% of our forum patients found the cleanliness of our practice excellent and 7% found it very good

### Question 15

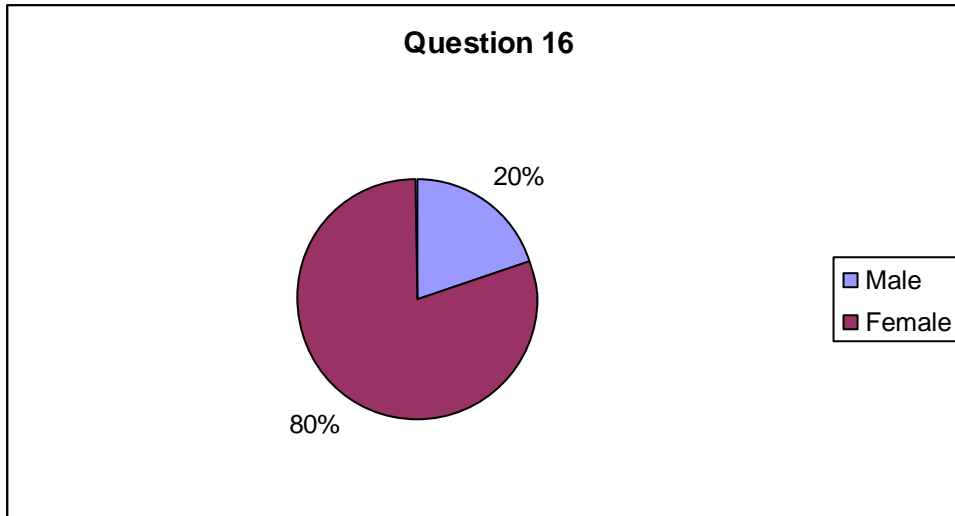
Would you recommend the Practice to someone that has just moved into your local area?



100% of our forum patients would recommend the Practice to someone who has moved into their local area

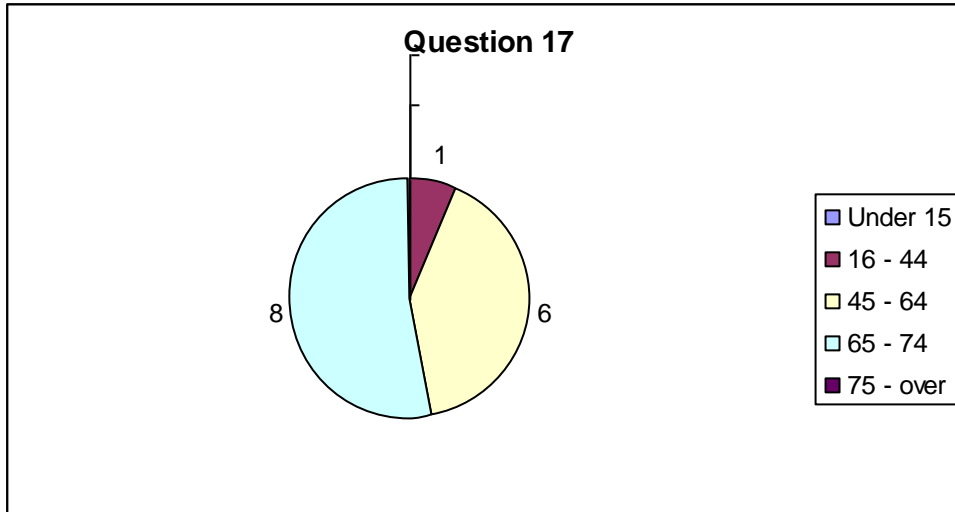


**Question 16**  
**Are you?**

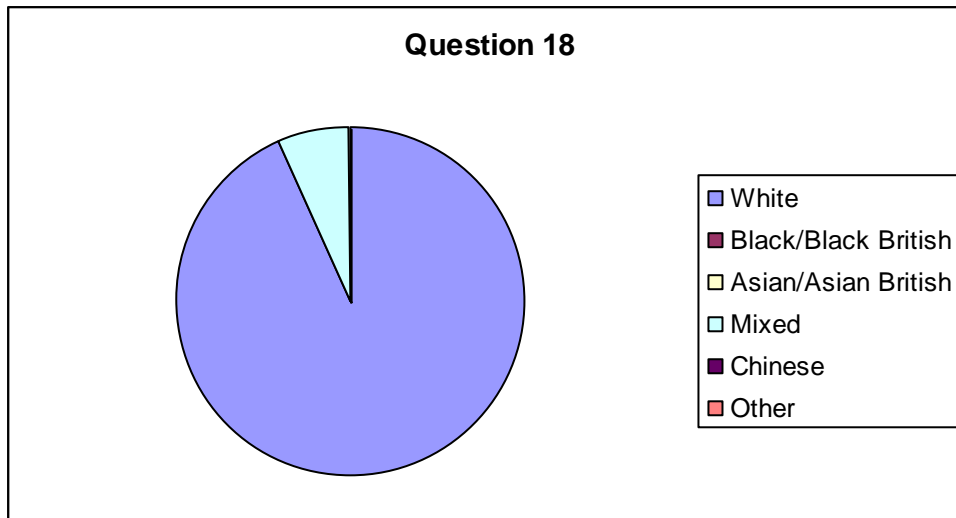


80% of our members are female and 20% are male

**Question 17**  
**How old are you?**



**Question 18**  
**What is your ethnic group?**



We also asked our members if they had any further comments to add:

*"I have never had to request a particular GP appointment, I am happy to see all the GP's"*

*"Lovely Practice – helpful people – caring staff"*

*"I always get a same day appointment"*

*"A fab practice!!!"*

*"Doctors are always nice and staff are very friendly. Nothings ever a bother"*

*"Receptionists are always nice and friendly"*

*"very good – no problems. Just one thing – I would like to see the same doctor, there doesn't seem to have much continuity with the GP's"*

*"Very good although did have to wait about 6-7 minutes for my appointment last time I was here"*

*"How would I get a repeat prescription on-line? There needs to be something to tell patients how to get something/do something?"*

*"Excellent – no complaints"*