

# Hadleigh Practice Patient Survey February 2012

The Friends of the Hadleigh Practice and our new Patient Representative Group are keen for us to ask for our patients' views about

- Getting an Appointment and
- Clinical Care at the Hadleigh Practice.

(If you would like to join either group please collect a leaflet from Reception or look at our Website.)

THANK YOU for a few minutes of your time to complete the following questions.

We are a large, busy Practice with over 19,400 patients across our two sites. Our routine Doctor and Nurse Practitioner Appointments are usually 10 minutes long, with longer appointments occasionally being booked for particular examinations or for GPs in training.

Remember - we now offer Telephone appointments and On-line booking of appointments with doctors and nurse practitioners.

We are lucky to be a well-recognised Training Practice so we usually have several fully qualified Doctors with us who are starting their careers in General Practice.

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Please tick appropriate box

**A. What is your age**

18 -29

30 - 44

45 - 59

60 -74

75 - 84

85 and over

**B. Are you Male  or Female**

**C. Please tick box if English is NOT your main language**

**D. If you have a disability you would like us to be aware of please let Reception know.**

## Part One - GETTING AN APPOINTMENT

1. Which of our Practices do you attend? Broadstone  Corfe Mullen

2. Before today, when did you last need to make an appointment at the surgery?

In the last 3 months	
3-6 months ago	
More than 6months ago	
I have never contacted the surgery	

3. How do you currently book your appointments? - tick any that apply.

In person	
By telephone	
Online - ( Available since 2011 )	

4. If you haven't tried it yet, will you consider booking online in future?

Yes       Maybe       No       I don't have access to a computer

5. In the last 6 months how have you found the following?

Please tick in appropriate box ✓	Haven't tried	Very easy	Fairly easy	Quite difficult	Very difficult
Getting through on the telephone to reception					
Booking an urgent (same-day) appointment with a GP or Nurse Practitioner					
Booking to see a GP or Nurse Practitioner fairly quickly - within two working days					
Booking a routine appointment with the GP or Nurse Practitioner of my choice.					
Booking a telephone appointment with a GP or Nurse Practitioner					
Booking an appointment online					
Booking an early morning appointment (between 8 and 9am)					
Booking a late appointment ( 6.30 - 7.30 pm)					
Booking a Saturday morning appointment.					

6. **MOST IMPORTANT:** Please give any comments or suggestions about how we can improve our appointment systems or the appointment times we offer.

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**Part Two - CLINICAL CARE offered by the Doctors and Nurse Practitioners at the surgery.**

1. The last time you saw a Dr or Nurse Practitioner at the surgery how good were they at each of the following ?

Please put a tick ✓ in one box for each row	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time						
Asking about your symptoms						
Listening						
Explaining tests and treatments						
Involving you in decisions about your care						
Treating you with care and concern						
Taking your problems seriously						
Knowing what was wrong						
Making you feel better						

2. Did you have confidence and trust in the Doctor or Nurse Practitioner you saw ?

Yes, definitely	Yes, to some extent	Don't know	No, not really	No, not at all

3. I am perfectly happy to have a consultation with a trainee GP.

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree

Any further comments? .....

4. MOST IMPORTANT - do you have any comments or suggestions about the clinical care you receive at the surgery? Is there anything we could be doing better?

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 .....  
 ..... Please continue on rear if not enough space.

**MANY THANKS AGAIN FOR YOUR TIME**