

Holland Park Surgery Patient Representative Group Patient Survey 2015-6

You can help this general practice improve its service

- This practice would welcome your honest feedback
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the questionnaire like this with a blue or black pen. If you change your mind just cross out your old response and make your new choice.

If you answer no to any of the questions please feel free to add your reasons in the comment boxes at the end of the survey.

About our Practice

		YES	NO
1	Are you happy with our practice's opening hours?	98	2
2	Are you happy with the ease of contacting our practice on the telephone?	96	4
3	Are you happy with the availability of seeing a Doctor/Nurse of your choice?	84	16
4	Where you satisfied with the length of time you had to wait for your appointment today?	85	7

About our Doctor/Nurse (whom you have just seen)

		YES	NO
5	Are you overall satisfied with your visit to our doctor/nurse today?	99	1
6	Where you happy with the information you received from our doctor/nurse today?	100	
7	Where you satisfied with the amount of time given to you in your appointment today?	100	
8	If you required an examination at your appointment today were you offered a chaperone.	61	8

About our staff

		YES	NO
9	Are you happy with the manner in which you were treated by our reception staff?	99	1
10	Are you happy with the surgery privacy line and the amount of privacy and confidentiality you were treated with today?	64	1

How you book your appointments

		In Person	By Phone	Online
11	How do you normally book your appointments to see a Doctor/Nurse at the practice?	27	58	8
12	Which of the methods would you prefer to use to book appointments at your practice?	21	73	14

		YES	NO	
13	Are you aware the surgery has a website?	81	14	
14	Do you know we have a text reminder service for appointments?	93	7	
About our Premises		YES	NO	
15	Are you satisfied with the cleanliness and hygiene of our Premises?	97	1	
16	If you have required using a room privately, have you been offered this? E.g. Breast feeding, contagious disease or to speak to a manager.	34	9	
		Yes	No	Medical topic
Feedback				
17	All calls at the surgery are recorded for training and medico-legal purposes. Are you aware of this?	68	28	
18	Are you aware there is an Electronic Prescription Service where your prescription is sent direct to the chemist of your choice?	78	22	
19	If the surgery was to hold an awareness day, would you attend? And what medical topic would you be interested in?	45	43	
Patient Participation Group		Yes	No	
20	Are you aware the surgery has a Practice Participation Group who has regular meetings?	59	39	
21	Are you aware of any of the members of the surgery's Patient Participation Group?	40	56	
22	Are you aware of how to contact a member of the PRG should you have a question or suggestion about the surgery?	37	58	

The following questions provide us with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

How old are you in years?	Are you	Was this visit your usual Doctor/Nurse?	How long have you been attending this practice?
14 Under 25	59 Female	44 Yes	29 Less than 5 years
42 25-59	29 Male	27 No	30 5 – 10 year
37 60+			19 More than 10 year

Thank you for your time and assistance