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#### **2013 Annual Patient Survey**

Every year the practice conducts an annual patient survey, in previous years we have used a standard General Practice Survey.

This year we have created our own survey in conjunction with our PPG (Patient Participation Group) members. The questions are based from a previously circulated survey to our PRG (Patient Reference Group) members asking what we do well and what we do least well. Those responses have formed the basis of this final survey. The survey is anonymous and the results will be published in March 2014

#### Please complete ALL pages

Please answer the following questions on a scale of 1-5 1 being very satisfied and 5 being very dissatisfied.

How would you rate your surgery's waiting room?								
1. On comfort								
Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied				
	g Important info	ormation						
Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied				
3. On facilities for young children ( please note for infection control reasons we are no longer able to have toys in the waiting rooms)								
Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied				
What improvements can be made?								

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Please answer the following questions on a scale of 1-5 1 being very satisfied and 5 being very dissatisfied.

How satisfied are you with the surgery's Appointment System?								
4. On booking an appointment with any doctor?								
Very Satisfied	Satisfied		Neither Satisfied or Dissatisfied	<u>,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,</u>	Dissatisfied	Very Dissatisfied		
5. If your answer to the question 4 above was between 'Neither Satisfied nor Dissatisfied – Very Dissatisfied what are your reasons?								
Difficultly in getting through to the practice to book		No availa appointm	able No		lo suitable ppointment	Other		
Other (please specify)								
6. On booking	an ap	pointment	t with a prefer	re	d doctor?			
Very Satisfied Satisfied		fied	Neither Satisfied or Dissatisfied		Dissatisfied	Very Dissatisfied		
7. If your answer to question 6 above was between 'Neither Satisfied or Dissatisfied – Very Dissatisfied what are your reasons?								
Difficultly in getting through to the practice to book		appointm	No available appointment for or or the		lo suitable ppointment me	Other		
		uay i rang	ng					
Other (please specify)								

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8. On booking a Nurse/Treatment Room appointment?									
Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisf	ied Very Dissatisfied					
9. On booking a phlebotomy appointment (blood test)									
Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisf	ied Very Dissatisfied					
	10. If your answer to question 8 or 9 above was between 'Neither Satisfied or Dissatisfied – Very Dissatisfied what are your reasons?								
Difficultly in getting through to the practice to book	No available appointment f preferred GP day I rang	or appoi	uitable intment time						
Other (please specify)									
11. How satisfied are you with the range of appointments the surgery offers throughout the week/Saturdays									
Very Satisfied Sa	Sat	ther E isfied or satisfied	Dissatisfied	Very Dissatisfied					
Other ( please sp	ecity)								

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12. Were you aware that you can book appointments up to 4 weeks in advance for both GPs and Nurses not just on the day?									
YES			NO						
13. Were you aware that you can book appointments on line?									
YES			NO						
	ware that the pointments for wo			rly, evening and	l Saturday pre				
YES			NO						
	ware that a 10 r	ninute app		ent was for 1 p	roblem?				
YES			NO						
16. Other than booking appointments by telephone on the day, inadvance, on line or face to face, can you think of another way to make booking appointments easier?									
Please answer the following questions on a scale of 1-5 1 being very satisfied and 5 being very dissatisfied.									
How satisfied are you with Practice communication?									
			ents?		s, letter invites etc)				
Very Satisfied	Satisfied	Neither Satisfied Dissatisfied		Dissatisfied	Very Dissatisfied				
18. Making patient comments and suggestions?									
Very Satisfied	Satisfied	Neither Satisfied Dissatisfie	or	Dissatisfied	Very Dissatisfied				

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19. Being informed if a GP/Nurse is running late?								
Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied				
20. Being treat	ed with dignity	and respect?						
Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied				
friends and far	nily?	Would you reco		-				
YES	NO	)	OTHER	R				
Other ( please specify)								
		nments, questio	ns or concerns	f				
26. Do you have any other comments, questions or concerns?  ( please specify)								

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General Patient Demographics (Last bit!)								
22. What is	your gende	r?						
Female				Male	!			
23. What is	your age?			•				
18 to 24	25 to 34	35 to 44	45 to 54		55 to 64	65 to 74	75 +	
24. What is your ethnicity? ( Please select all that apply)								
White/Caucasia	an Black or African American	Hispani	c or Latino	Asian Pacifi Island	c In	merican ndian or Jaskan Jative	Prefer not to answer	
25. What Practice are you registered with?								
Backwell				Brock	way			

# Many thanks for taking the time to complete this survey.

**The Partners** 

**Backwell and Nailsea Medical Group**