

BACKWELL + NAILSEA MEDICAL GROUP

Appendix 1

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	Dissatisfied	Very Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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 available appointment for any GP on the day I rang	No suitable appointment time	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

6. On booking an appointment with a preferred doctor?

Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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	No available appointment for preferred GP on the day I rang	No suitable appointment time	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

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8. On booking a Nurse/Treatment Room appointment?				
Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Neither Satisfied or Dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Very Dissatisfied <input type="checkbox"/>
9. On booking a phlebotomy appointment (blood test)				
Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Neither Satisfied or Dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Very Dissatisfied <input type="checkbox"/>
10. If your answer to question 8 or 9 above was between 'Neither Satisfied or Dissatisfied – Very Dissatisfied what are your reasons?				
Difficulty in getting through to the practice to book <input type="checkbox"/>	No available appointment for preferred GP on the day I rang <input type="checkbox"/>	No suitable appointment time <input type="checkbox"/>	Other <input type="checkbox"/>	
Other (please specify)				
11. How satisfied are you with the range of appointments the surgery offers throughout the week/Saturdays				
Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Neither Satisfied or Dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Very Dissatisfied <input type="checkbox"/>
Other (please specify)				

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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 <input type="checkbox"/>	NO <input type="checkbox"/>
13. Were you aware that you can book appointments on line?	
YES <input type="checkbox"/>	NO <input type="checkbox"/>
14. Were you aware that the practice offers early, evening and Saturday pre bookable appointments for working patients?	
YES <input type="checkbox"/>	NO <input type="checkbox"/>
15. Were you aware that a 10 minute appointment was for 1 problem?	
YES <input type="checkbox"/>	NO <input type="checkbox"/>
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?				
17. On communication with you are patients? (text reminders, letter invites etc)				
Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Neither Satisfied or Dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Very Dissatisfied <input type="checkbox"/>
18. Making patient comments and suggestions?				
Very Satisfied	Satisfied	Neither Satisfied or Dissatisfied	Dissatisfied	Very Dissatisfied

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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Being informed if a GP/Nurse is running late?				
Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Neither Satisfied or Dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Very Dissatisfied <input type="checkbox"/>
20. Being treated with dignity and respect?				
Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Neither Satisfied or Dissatisfied <input type="checkbox"/>	Dissatisfied <input type="checkbox"/>	Very Dissatisfied <input type="checkbox"/>
21. Friends and Family Test – Would you recommend this Practice to your friends and family?				
YES <input type="checkbox"/>	NO <input type="checkbox"/>	OTHER <input type="checkbox"/>		
Other (please specify)				
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 gender?						
Female <input type="checkbox"/>			Male <input type="checkbox"/>			
23. What is your age?						
18 to 24 <input type="checkbox"/>	25 to 34 <input type="checkbox"/>	35 to 44 <input type="checkbox"/>	45 to 54 <input type="checkbox"/>	55 to 64 <input type="checkbox"/>	65 to 74 <input type="checkbox"/>	75 + <input type="checkbox"/>
24. What is your ethnicity? (Please select all that apply)						
White/Caucasian <input type="checkbox"/>	Black or African American <input type="checkbox"/>	Hispanic or Latino <input type="checkbox"/>	Asian or Pacific Islander <input type="checkbox"/>	American Indian or Alaskan Native <input type="checkbox"/>	Prefer not to answer <input type="checkbox"/>	
25. What Practice are you registered with?						
Backwell <input type="checkbox"/>			Brockway <input type="checkbox"/>			

Many thanks for taking the time to complete this survey.

The Partners

Backwell and Nailsea Medical Group