

CANNINGTON HEALTH CENTRE PATIENT SURVEY 2012/13

We would be very grateful if you could complete this survey about aspects of the practice. We want to provide the highest standard of care and feedback from this survey can help us to make improvements.

About receptionists and appointments, in the last 12 months

Q1 How helpful have you found the receptionists?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know

Q2 How easy is to get through to us on the phone (excluding the repeat prescription order line)?

- Very easy
- Fairly easy
- Not easy
- It depends when I try
- Haven't tried

Q3 How easy is to get through to us on the repeat prescription order phone line?

- Very easy
- Fairly easy
- Not easy
- It depends when I try
- Haven't tried

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

- Yes
- No
- Don't know/never needed to

Q5 Do you prefer to check in

- At the reception desk
- Using the self check in touch screen
- At reception but will use the touch screen if there is a queue at reception

Q6 Have you experienced any problems with the check in or call system? Tick all that apply.

- Long queue at reception
- Couldn't get the touch screen to work
- The system didn't register that I had booked in
- Touch screen out of order
- Don't like my name appearing on the call board
- Can't read the call board very easily
- Not had any problems

Thinking of times when you want to see a particular doctor:

Q7 How quickly do you usually get seen?

- Same day or next day
- 2-4 days
- 5 days or more
- Don't know/never tried

Q8 How do you rate this?

- Excellent
- Good
- Acceptable
- Poor
- Very Poor
- Does not apply

About getting test results

We are trying to find out how acceptable you find our current system for passing on test results.

These questions apply only for tests, such as blood tests or investigations such as X-rays that have been done or requested by us and not by others such as the hospital.

Notifying you of results - If a test result is very abnormal, we will contact you but otherwise we expect you to contact us to get your test results.

Q9 Do you think this system is

- Acceptable
- Unacceptable, the practice should notify everyone of their results

Passing on results - GPs review all the results and leave a comment for receptionists to pass on to you.

Q10 how do you feel about getting your results through a receptionist?

- Completely acceptable
- Acceptable but there are times when I should like more information
- I always get my results from a doctor or nurse
- Unacceptable

Confidentiality – normally we will only give results out to the person concerned but apart from checking the address, date of birth and asking when the test was done, we don't have any security checks to confirm the identity of the caller. We do refuse to divulge results to anyone other than the patient without that patient's consent.

- Q11 Do you think?
- This is completely acceptable
 - There should be securer identity checks
 - It's annoying not to be given results on behalf of a relative or friend

Timescale – results are usually (but not always) received within a few days and we have to allow time for the doctor to review and comment on the result

- Q12 When you contacted us for your results, were we able to tell you straightaway?
- Yes
 - No but you told me later with an acceptable delay
 - No, there was an unacceptable delay
 - Not had any tests done

- Q13 Did you receive sufficient information?
- Yes
 - No
 - I didn't need any information
 - Not had any tests done

About care from your doctors and nurses

Q14-16 Thinking about the care you get from your doctors and nurses overall, how well do we help you to:

- Q14 Understand you health problems?
- Very well
 - Moderately well
 - Not very well
 - Does not apply

- Q15 Cope with your health problems?
- Very well
 - Moderately well
 - Not very well
 - Does not apply

Q14-16 Thinking about the care you get from your doctors and nurses overall, how well do we help you to:

- Q16 Keep yourself healthy?
- Very well
 - Moderately well
 - Not very well
 - Does not apply

It will help us to understand your answers if you could tell us a little about yourself

- Q17 Are you ?
- Male
 - Female

- Q18 How old are you?
- Under 16
 - 16-44
 - 45-64
 - 65-74
 - 75 and over

- Q19 Do you have a long-standing health condition?
- Yes
 - No
 - Don't know

- Q20 Which one of the following best describes you?
- Employed (full or part-time including self employed)
 - Unemployed/looking for work
 - At school or in full time education
 - Unable to work due to long term sickness
 - Looking after your home or family
 - Retired from paid work
 - Other

Thanks for taking the time to complete this survey. Please return to the health centre by 8.2.13 Finally, please add below any further comments you would like to make about the practice.