

**PATIENT SURVEY – MARCH 2015**

**COMMUNICATION**

<b>1. How would you like us to invite you for reviews or follow-up appointments?</b>	Telephone 35	Text 25	E-mail 11	Letter 29	Other – please specify	
<b>2. Which method of communication do you feel is most suitable to inform patients about new services or changes to existing services?</b>	E-mail 20	Text 10	Letter 57	Promotional material in surgery 6	Website 7	Other – please specify 0
<b>3. Do you find contacting the surgery easy?</b>	Yes 74			No 26		
<b>4. How would you rate the ease of contacting the surgery by telephone?</b>	Excellent 17	Very good 17		Good 57	Fair 0	Poor 9
<b>5. Do you feel the practice newsletter would be a useful source of information?</b>	Yes 42		No 12		Undecided/no reply 46	

**DEVELOPING SERVICES**

<b>6. Are you aware the practice has a Patient Reference Group which enables the patients to have a say about how we deliver and develop patient services?</b>	Yes 27		No 62			
<b>7. Would you like more information about the Patient Reference Group?</b>	Yes 8	No 49		Already signed up 7	No reply 36	
<b>8. Do you find the option of a telephone appointment useful?</b>	Yes 46	No 15		Never used 0	Unaware of service 15	
<b>9. Are you aware that we have appointments available to book online?</b>	Yes 34	No 12		Not sure 21		
<b>10. How helpful do you generally find the reception staff?</b>	Very 62	Fairly 21		Not very	Not at all	
<b>11. How helpful do you generally find the nursing staff?</b>	Very 72	Fairly 15		Not very	Not at all	
<b>12. How helpful do you generally find the doctors?</b>	Very 74	Fairly 18		Not very	Not at all	

**OPENING HOURS**

<b>13. Are you happy with the opening hours of the surgery?</b>	Yes 58	No 7	Not sure		Other – please specify	
<b>14. Would you like the practice to continue offering extended hours? (8.30 am – 11.30 am Saturday morning)</b>	Yes 39	No 3	Not sure 32		Other – please specify	
<b>15. Would you recommend your GP surgery to someone who has just moved to your local area?</b>	Yes 77			No 12		