**DAYBROOK MEDICAL PRACTICE**

**PATIENT SURVEY 2013/14**

Q1. Are you aware appointments are available with the doctor or nurse from 7.30am Monday-Friday and one late night per week?

Yes

No

Q2. Do you feel these times are useful?

Yes

No

Q3. Did you know appointments with the doctor and nurse can be booked up to 4 weeks in advance?

Yes

No

Q4. Are you aware that the practice has a website at: www.daybrookmedicalpractice.co.uk where you can book or cancel appointments and request prescriptions?

Yes

No

Q5. Did you know that the cost of a missed appointment is around £67.00?

Yes

No

Q6. If the surgery was closed who would you contact if you required non urgent medical advice?

111

A&E

Walk in centre

Q7. Are you aware that if you attend A&E this costs between £67-£150?

Yes

No

Q8. What method would you prefer to be able to book your appointments?

On-line

In person

By phone

Q9. If you phoned for an appointment with the doctor and were offered the option of having a telephone consultation rather coming to the surgery is this something you would consider?

Yes

No

Q10. Do you feel the doctors/nurses treat you with dignity?

Yes

No

Q11. Do the doctors/nurses speak to you in a way that is easy to understand?

Yes

No

Q12. Do the doctors/nurses involve you in deciding how to handle the problem(s) you discussed?

Yes

No

Q13. Do you feel rushed during your consultation with the doctor/nurse?

Yes

No

Q14. In general are your prescriptions ready within the specified time?

Yes

No

Q15. Are you aware prescriptions can be ordered in the following way?

In surgery Yes/No

Via the website Yes/No

Through your chemist Yes/No

Q16. Are you?

Male

Female

Q17. Are you?

Under 18

19-24

25-34

35-44

45-54

55-64

65-74

75-84

85 and over

Q18. Are you?

In employment

In full time education

Unemployed

Permanently sick or disabled

Retired

A Carer for someone at home

Q19. Which is the ethnic background with which you most identify with?

White British

White Irish

Mixed White & Black Caribbean

Mixed White & Black African

Mixed White & Black Asian

Indian

Pakistani

Bangladeshi

Black Caribbean

Black African

Chinese

Other

Are there any improvements in your current healthcare or surgery practice that you wish to suggest?

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Many thanks for taking the time to complete this survey

Daybrook Medical Practice