

Patient Survey 2013

Heathgate Medical Practice

Your surgery, your experience, your say

This is the second Practice survey compiled jointly by the Practice Patient Reference Group, the Doctors and the management team at the Surgery. Many of the questions this year are similar to last time to allow us to make a direct comparison with last years results. The survey should take **no more than five minutes** to complete and your participation will help the surgery deliver its contractual obligation of seeking the views of its patients.

Please place a tick in the box(s), which best represents, your views and return your completed survey to one of our surgeries. There is a collection box at both reception desks. Thank you for your participation.

Access to the building

1. How easy do you find it to get in and out of the surgery?

	Very easy	Fairly easy	Not very easy	Not at all easy
Tick One				

2. In your opinion how easy is it for people with disabilities to move around the surgery?

	Very easy	Fairly easy	Not very easy	Not at all easy
Tick One				

	Poringland	Rockland
Which surgery do you usually visit?		

Access to surgery services via the telephone

3. How easy do you find our telephone system?

	Very easy	Fairly easy	Not very easy	Not at all easy
Tick One				

4. How easy do you find it to get through to the surgery on the telephone?

	Very easy	Fairly easy	Not very easy	Not at all easy
Tick One				

5. If in the past 12 months, you have called the surgery on the telephone, how helpful was the person answering the telephone?

	Very helpful	Fairly helpful	Not very helpful	Unhelpful
Tick One				

Access – opening times of the surgery

6. How satisfied are you with the opening times of the surgery?

	Very satisfied	Fairly satisfied	Unsatisfied	Very unsatisfied
Tick One				

Access to clinical services

7. How often do you see the Doctor of your choice?

	Always	Most of the time	Never	It does not worry me
Tick One				

Access to information about our services8. As a direct result of patient views, we redesigned and re-launched our Practice web site on 1st November 2012. If you have visited the new site since then, how easy was it to find the information/service you were looking for?

	Not used the site	Very easy	Easy	Not very easy
Tick One				

9. How do you feel we should promote and make patients aware of any changes to the services we offer? Tick as many boxes as you like.

Our web site	Practice newsletter	Notices in the Practice	Parish newsletters	Local media

Access to repeat medication

10. How do you usually request repeat medication?

	In person	Telephone (including answer phone)	On line	By returning the repeat slip
Tick One				

11. For safety reasons, we are discouraged from accepting requests for repeat medication on the telephone. How would you feel if, in the future we excluded this method of dealing with your request?

	Not concerned as it would not affect me	Disappointed but can recognise the need for safety at all times	Accept it and use one of the other methods of ordering	Find it difficult to order my medication
Tick One				

Age	Under 18	18-24	25-44	45-55	56-65	66-75	75+

Male	
Female	

General comments on any of the questions you have answered

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