**Bramblehaies Surgery**

**PATIENT QUESTIONNAIRE – January 2019**

**Gender**: Male / Female / would prefer not to say

**Age group :** Under 16 / 16 to 39 / 40-59 / 60-79 / 80 or over

**APPOINTMENT**

1. Generally, how easy is it to get through to the GP practice on the phone?

Very easy

Fairly easy

Not very easy

Not at all easy

Haven’t tried

Any Feedback:

1. **When you last had to make an urgent appointment were you satisfied with the date you were given? YES / NO**

If no, what could be changed?

1. **When you last had to make a routine appointment were you satisfied with the date you were given? YES / NO**

If no, can you say why?

1. Have you ever booked a telephone appointment, and how did you find it?
2. Overall, how would you describe your experience of making a **telephone** appointment?

Very good

Fairly good

Fairly poor

Very poor

1. Would you like the practice to consider offering e-consults (consultations via an online connection)? YES / NO

Any comments:

**RECEPTION**

1. **In your experiences of talking with the reception team how helpful have they been?**

Helpful

Not helpful

If not helpful, what could be done differently?

**MEDICAL STAFF**

1. If you can remember your last appointment, did you feel you were involved in your care and treatment, and did we listen to you?

Yes, definitely

Yes, to some extent

No, not at all

Don’t know / doesn’t apply

**OVERALL EXPERIENCE**

1. Overall, how do you feel about our GP practice?

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

1. Are you aware you can book appointments, view blood test results and your medical record, and order repeat prescriptions on line? YES / NO
2. Do you need help using the on line access system? YES / NO
3. Do you have access to a computer? YES / NO
4. Is there any service you would like to see the surgery offer that is not currently being offered

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*Please note the practice post service updates on our facebook page (Bramblehaies) and on our website (www.bramblehaiessurgery.co.uk)*

**Thank you for taking the time to respond to these questions. The results will be shared as a report and shown in the waiting room and on the practice website**