

BURNLEY WOOD MEDICAL CENTRE PATIENT SURVEY 2014/2015

Please Circle Your Answer Or Print Where Asked

Q1. How easy do you find getting into the building at the surgery?

Very easy

Fairly easy

Not very easy

Not at all easy

Q2. How clean is the GP surgery?

Very clean

Fairly clean

Not very clean

Not at all clean

Don't know

Q3. In the reception area; do you think that other patients overhear what you say to the receptionist?

Yes but don't mind

Yes and am not happy about it

No other patients, cannot overhear

Don't know

Q4. How helpful do you find the receptionists at the surgery?

Very

Fairly

Not very

Not at all

Q5. How long after your appointment time do you normally wait to be seen?

I am normally seen on time

Less than 5 minutes

5 to 15 minutes

15-30 minutes

More than 30 minutes

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Q6. How do you feel about how long you normally have to wait?

I don't normally have to wait long

I have to wait a bit too long

I have to wait far too long

Don't Mind

Q7. Were you able to see the GP you wanted to see?

Yes

Did not want specific GP

No

Q8: How easy do you find it to get an appointment with the GP you wanted to see?

Very easy

Fairly easy

Not very easy

Q9: How important is it to you that you see a specific GP when coming to this practice?

Very important

Fairly important

Prefer not to say

Not at all important

Q10: The surgery has now had the 01282 local number for 24 months, how do you find getting through to the surgery compared to ringing the old 0844 number

Very easy

Fairly easy

Not very easy

Not at all easy

Don't care because you think it's cheaper to call now

Q11. When you feel you or your child are becoming ill which of these options do you choose first?

Go to Local Pharmacy for advice (self-help)

Call GP surgery for advice

Call GP surgery to book appointment

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Q12. How do you find the on-line patient access services for booking appointments and repeat prescriptions?

Don't Use

Very easy

Fairly easy

Fairly easy but then stops working

Difficult

Q13. The surgeries opening times are Mon-Fri 0800am-0630pm, would you like the surgery open at additional times?

Yes

No

Q14. If you answered yes to Q13, what additional times would you like to see and why? (Please Print)

**To help us analyse your answers please tell us a few things about yourself:
Are you male or female?**

Male

Female

What age are you?

Under 16

17 - 24

25 – 34

35 - 44

45 - 54

55 – 64

65 - 74

75 - 84

Over 84

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What is the ethnic background with which you most identify?

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

How would you describe how often you come to the practice?

Regularly

Occasionally

Very Rarely

Many thanks for your time in answering the questions on this survey.