

Mossley Fields Surgery Patient Representative Group Patient Survey Results for 2016-17

You can help this general practice improve its service

- This practice would welcome your honest feedback
- No-one at the practice will be able to identify your personal responses
- Once completed, please return this survey to reception in the envelope provided

Please mark the questionnaire like this with a blue or black pen. If you change your mind just cross out your old response and make your new choice.

If you answer no to any of the questions please feel free to add your reasons in the comment boxes at the end of the survey.

About our Practice

		YES	NO	UNDECIDED BOX	N/A
1	Are you happy with our practice's opening hours?	91	4	5	
2	Are you happy with the ease of contacting our practice on the telephone?	85	10	5	
3	Are you happy with the availability of seeing a Doctor/Nurse of your choice?	78	17	4	1
4	Were you satisfied with the length of time you had to wait for your appointment today?	89	7	2	2

About our Doctor/Nurse (whom you have just seen)

		YES	NO	UNDECIDED BOX	N/A
5	Are you overall satisfied with your visit to our doctor/nurse today?	95	1	4	
6	Were you happy with the information you received from our doctor/nurse today?	95		5	
7	Were you satisfied with the amount of time given to you in your appointment today?	95	1	4	
8	Were you satisfied with the length of time you had to wait for your appointment in surgery today?	91	5	2	2
9	If you required an examination at your appointment today were you offered a chaperone?	61	9	2	28

About our staff

		YES	NO	UNDECIDED BOX	N/A
10	Are you happy with the manner in which you were treated by our reception staff?	100			
11	Are you happy with the amount of privacy and confidentiality you were treated with today?	95	1	1	3

How you book your appointments

		In Person	By Phone	Online	Undecided Box	N/A
12	How do you normally book your appointments to see a Doctor/Nurse at the practice?	25	72	3		
13	Which of the methods would you prefer to use to book appointments at your practice?	20	69	8	3	

		YES	NO	UNDECIDED BOX	N/A
14	Are you aware the surgery has a website?	75	23	1	1
15	Do you know we have a text reminder service for appointments?	87	10	1	2

About our Premises

		YES	NO	UNDECIDED BOX	N/A
16	Are you satisfied with the cleanliness and hygiene of our Premises?	100			
17	Were you aware we had a privacy room? E.g. used for breast feeding, contagious disease etc	82	17		1

Student Question

		YES	NO	UNDECIDED BOX	N/A
18	As we are a teaching practice, would you mind a student being present at your consultation?	29	57	9	5

If you answered YES to this question, please give a member of staff your name and contact details so that we can contact you regarding the medical students.

Future ideas

		Yes	No	Undecided Box	N/A
19	All calls both incoming and outgoing at the surgery are recorded for training and medico-legal purposes. Were you aware of this?	84	13		3
20	Are aware that there is an Electronic Prescribing Service where your prescription is sent direct to the chemist of your choice (if applicable)	87	11		2
21	Were you aware the surgery has Twitter & Facebook Pages?	53	41	1	5
22	If the surgery was to hold an awareness day, would you attend and what medical topic would you be interested in?*	49	21	21	9

*Medical Topic = More for children, Dementia

Patient Representative Group

		Yes	No	Undecided Box	N/A
23	Are you aware the surgery has a Patient Representative Group who have regular meetings	55	39	2	4
24	Are you aware of any of the members of the surgery's Patient Representative Group?	36	57	2	5
25	Are you aware of how to contact a member of the PRG should you have a question or suggestion about the surgery?	33	58	3	6

Any comments about how our **Doctor or Nurse** could improve their service?

Any comments about how our **Practice** could improve its service?

More Doctors to PM clinics

Open on weekends

Not to have to wait so long to see a Dr of choice

Find it difficult to get through on the telephone

Have a mental health person available

Be able to call at a different time for an emergency PM appointment. 1pm is not convenient when at work

How old are you in years?	Are you	Was this visit your usual Doctor/Nurse?	How long have you been attending this practice?
18 Under 25	71 Female	78 Yes	45 Less than 5 years
34 25-59	29 Male	22 No	21 5 – 10 year
48 60+			34 More than 10 year