

# Mossley Fields Surgery Patient Representative Group Patient Survey 2018-19

## 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?	96	3	1	
2	Are you happy with the ease of contacting our practice on the telephone?	88	10	2	
3	Are you happy with the availability of seeing a Doctor/Nurse of your choice?	75	13	12	
4	Were you satisfied with the length of time you had to wait for your appointment today?	84	7	9	

### 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 GP/Nurse/Nurse Prescriber/Pharmacist today?	96	2	1	1
6	Were you happy with the information you received from our GP/Nurse/Nurse Prescriber/Pharmacist today?	95	2	1	2
7	Were you satisfied with the amount of time given to you in your appointment today?	96	2	1	1
8	Were you satisfied with the length of time you had to wait for your appointment in surgery today?	93	4	2	1
9	If you required an examination at your appointment today were you offered a chaperone?	47	11		42

### 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?	98	1		1
11	Are you happy with the amount of privacy and confidentiality you were treated with today?	99			1

### 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 GP/Nurse/Nurse Prescriber/Pharmacist at the practice?	30	59	11		
13	Which of the methods would you prefer to use to book appointments at your practice? <b>(If you chose online, please sign up for this service at reception)</b>	26	53	18	2	1

		YES	NO	UNDECIDED BOX	N/A
14	Are you aware the surgery has a website?	85	<b>15</b>		
15	Do you know we have a text reminder service for appointments?	<b>94</b>	<b>6</b>		

### About our Premises

		YES	NO	UNDECIDED BOX	N/A
16	Are you satisfied with the cleanliness and hygiene of our Premises?	<b>100</b>			
17	Were you aware we had a privacy room? E.g. used for breast feeding, contagious disease etc	<b>76</b>	<b>17</b>		<b>7</b>

### 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?	<b>20</b>	<b>72</b>	<b>7</b>	<b>1</b>

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	You can now book GP appointments and order medication on-line. Would you be interested in signing up for this? (If you answer YES, ask reception for a registration form)	<b>38</b>	<b>39</b>	<b>15</b>	<b>8</b>
20	Are aware that there is an Electronic Prescribing Service where your prescription is sent direct to the chemist of your choice (if applicable)	<b>77</b>	<b>12</b>	<b>4</b>	<b>7</b>
21	Were you aware the surgery has Twitter & Facebook Pages?	<b>49</b>	<b>38</b>	<b>6</b>	<b>7</b>
22	Are you aware that there is an out of hours hub in Walsall where you can be seen by a Clinician when the surgery is closed? Call 01922501999 for an appointment	<b>62</b>	<b>32</b>	<b>6</b>	

\*Medical Topic =

### Patient Representative Group

		Yes	No	Undecided Box	N/A
23	Are you aware the surgery has a Patient Representative Group who have regular meetings	<b>53</b>	<b>43</b>		<b>4</b>
24	Are you aware of any of the members of the surgery's Patient Representative Group?	<b>34</b>	<b>62</b>		<b>4</b>
25	Are you aware of how to contact a member of the PRG should you have a question or suggestion about the surgery?	<b>26</b>	<b>69</b>	<b>1</b>	<b>4</b>

The following questions provide us with general information about the range of people who have responded to this survey. No one at the practice will be able to identify your personal responses.

How old are you in years?	Are you	Was this visit your usual Doctor/Nurse?	How long have you been attending this practice?
Under 25 - 10	Female - 66	Yes - 72	Less than 5 years - 38
25-59 - 35	Male - 34	No - 28	5 – 10 year - 22
60+ - 55			More than 10 year - 40

**Any comments about how our GP/Nurse/ANP etc could improve their service:**

- Good attitude and excellent communication including reception staff
- Very happy with everyone
- Very happy with service
- First class
- Sometimes it's a very long wait for an appointment

**Any comments about how the practice could improve its service:**

- Keep up the good work
- Earlier and later GP appointments
- More open time for emergencies
- Opening times – I work late most days
- Sort the phone lines out – always busy and rings too long
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