

THE MANOR SURGERY

IMPROVING THE PRACTICE QUESTIONNAIRE 2013

Members of the Manor Surgery Patient Participation Group together with practice staff have designed this questionnaire to ask your opinion on various aspects of your experience during the last 12 months at the surgery. YOU can help the practice improve its service. Please help us and take the time to complete this survey.

Accessibility

1.	Do you have any of the following access needs?	Mobility	5.5%
		Sight	1.5%
		Hearing	3%
		Small Children	6%
		Language	
		Other	
		No	84%
2.	The EXTERNAL access to the building would be best described as:	Excellent	8%
		Good	19%
		Meets my needs	63%
		Would benefit from changes	10%
		Does not meet my needs	
3.	The ENTRANCE to the building would be best described as:	Excellent	33%
		Good	61%
		Meets my needs	4%
		Would benefit from changes	2%
		Does not meet my needs	
4.	My use and access to the RECEPTION DESK would best be described as:	Excellent	11%
		Good	38%
		Meets my needs	46%
		Would benefit from changes	5%
		Does not meet my needs	

5.	How do you rate the hours that the practice is open for appointments?	Excellent	4%
		Very Good	33%
		Good	59%
		Fair	3%
		Poor	1%
6.	If you have used the telephone appointment system, how did you find it?	Excellent	
		Very Good	24%
		Good	76%
		Fair	
		Poor	
7.	How would you rate the reception staff? Are they courteous and sensitive to your needs?	Excellent	12%
		Very Good	23%
		Good	65%
		Fair	
		Poor	
8.	How easy is it to contact the surgery on the telephone?	Excellent	
		Very Good	13%
		Good	87%
		Fair	
		Poor	
9.	How long do you normally have to wait to get an appointment with the GP of your choice?	Same day	3%
		Next day	11%
		2 days	53%
		3 days	32%
		4-7 days	1%
		8 days or longer	
10.	If you need to see a doctor urgently you can always get seen on the same day, although this may not be the doctor of your choice. How do you rate this?	Excellent	9%
		Very Good	67%
		Good	22%
		Fair	2%
		Poor	
Quality of consultation			
11.	When you consult your doctor how do you rate how well the doctor explains your health problem and any treatment that might need?	Excellent	42%
		Very Good	49%
		Good	8%
		Fair	1%
		Poor	

12.	How do you rate how well the doctor listens to what you have to say?	Excellent	47%
		Very Good	39%
		Good	11%
		Fair	3%
		Poor	
13.	How do you rate how much the doctor involves you in decisions about your care?	Excellent	22%
		Very Good	29%
		Good	47%
		Fair	2%
		Poor	
14.	If you needed to have a physical examination, were you given enough privacy? (Doctor or Nurse)	Yes	99.32%
		NO	0.34%
		Sometimes	0.34%
15.	If you have consulted a nurse in the last 12 months, please rate how well they explained your health problem and any treatment that you might need.	Excellent	41%
		Very Good	59%
		Good	
		Fair	
		Poor	
16.	How do you rate how much the nurse involves you in decisions about your care?	Excellent	37%
		Very Good	63%
		Good	
		Fair	
		Poor	
17.	How do you rate how well the nurse listens to what you have to say?	Excellent	44%
		Very Good	56%
		Good	
		Fair	
		Poor	
Communication			
18.	Do you use the surgery website?	Yes	11%
		No	75%
		Wasn't aware there was one	14%
19.	Have you ever read a Newsletter from the practice?	Yes	22%
		No	78%

20.	Were you aware that the surgery had a Patient Participation Group?	Yes	26%
		No	74%
21.	Were you aware that you can book appointments and order prescriptions online?	Yes	34%
		No	66%
22.	Do you care for someone with a physical or mental disability?	Yes	5%
		No	95%
23.	Do you have any support?	Yes	59%
		No	41%
24.	Has the surgery given you any information to support you?	Yes	24%
		No	76%
25.	Have you needed medical help when the surgery is closed?	Yes	23%
		No	77%
26.	Was it easy to get assistance or help?	Yes	79%
		No	21%
27.	Where did you go to receive emergency care?	NEMS	36%
		NHS Direct	14%
		Walk in Centre	15%
		Hospital	34%
		Crisis Team(mental health)	1%

If you would like to add any further comments relating to any of the above questions, please do so.

.....

.....

.....

.....

.....

The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you.

Are you?	Male	43%
	Female	57%
How old are you?	Under 16	2%
	16-25	14%
	26-35	17%
	36-45	12%
	46-55	11%
	56-65	27%
	65+	27%
What ethnic group do you belong to?	White	100%
	Mixed	
	Asian or Asian British	
	Black or Black British	
	Chinese	
	Other	
	Not Stated	