

"Improving the Practice" Questionnaire

ALBION SURGERY RESULTS 2013-14.

INTRODUCTION

This questionnaire is designed for issue to patients to assess the service provided.

Questionnaire

You can help the Practice to improve its service.

- The Doctors and staff welcome your feedback
- Please do not write your name on this survey
- Please read and complete this survey while waiting for your appointment

Are you seeing:

- Doctor
- Practice Nurse

Please tick as appropriate

Name of Doctor/Practice Nurse (if applicable):

.....

PLEASE RATE EACH OF THE FOLLOWING AREAS BY TICKING ONCE ON EACH LINE:

	No experience	Poor	Fair	Good	Very Good	Excellent
Access to a Doctor or Nurse						
1. Speed at which the telephone was answered initially		1 0	2 3	3 15	4 19	5 29
2. Length of time you had to wait for an appointment		1 0	2 3	3 8	4 26	5 29
3. Convenience of day and time of your appointment. Including extended hours		1 0	2 0	3 10	4 25	5 33
4. Seeing the Doctor of your choice IF YOU HAVE ASKED FOR A SPECIFIC GP		1 0	2 2	3 14	4 19	5 29
5. Length of time waiting to check in with Reception		1 0	2 0	3 5	4 17	5 44

6. Length of time waiting to see the Doctor or Nurse		1 0	2 0	3 5	4 17	5 44
Obtaining a repeat prescription						
DO YOU ORDER PRESCRIPTIONS ONLINE YES NO only 3 respondents ordered on line						
7. Prescription ready on time		1 0	2 0	3 8	4 7	5 26
8. Prescription correctly issued		1 0	2 0	3 9	4 9	5 27
9. Handling of any queries		1 0	2 0	3 6	4 9	5 29
Obtaining test results						
10. Were you told when to contact us for your results?		1 0	2 0	3 10	4 12	5 27
11. Results available when you contacted us if you ring when told to not before		1 0	2 0	3 10	4 16	5 23
12. Level of satisfaction with the manner in which the result was given		1 0	2 0	3 6	4 16	5 25
About the staff						
13. The helpfulness of the Reception staff		1 0	2 0	3 7	4 14	5 50
14. The helpfulness of nursing team		1 0	2 0	3 5	4 11	5 48
And finally						
15. My overall satisfaction with this Practice		1 0	2 0	3 5	4 15	5 50

Any further comments: TAKEN DIRECTLY FROM FORMS

Since being in Albion the service has been excellent

I was very impressed with reception staff and they were very good at finding me an appointment time to suite me. Also practice nurse is very informative with all treatment given

The Doctors I have seen on my last 2 visits have been wonderful. Thorough, caring and showing genuine concern for me as a person and my health.

Laura, Joanne, Nikki, and Fran are all lovely on the reception and always make me laugh when I come in. They are a pleasure to deal with.

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, and will remain confidential.

How old are you?	Good mix of ages
Are you male or female?	Good mix of gender
How many years have you been attending this Practice?	Variety of old and newly registered patients.

The responses are very positive indeed and show that patients are happy with the service we are providing. The survey was conducted with random patients over a 3 week period.

Thank you very much for your time and assistance

Please place your completed questionnaire in the box on the Reception desk

IF YOU WISH TO REGISTER FOR ONLINE PRESCRIPTION ORDERING AND ONLINE APPOINTMENTS PLEASE SEE RECEPTION

The Practice website <http://www.albionsurgeryeverton.nhs.uk/> will be updated regularly and new services added.

The practice has a Patient Participation Group if you would like to join please ask reception for a form.