

Patient Experience Survey August 2015

Dear Patient,

Thank you for agreeing to complete this survey regarding the service that we at Highgate Medical Surgery provide for you. We want to provide the highest standard of care. Feedback from this survey will enable the surgery to identify areas that may need improvement. Your opinions are therefore very valuable. Results from the survey will be available to view on our website www.highgatemedicalcentre.co.uk and in the waiting room.

Please answer the questions by circling/ticking the answer that applies to you and hand back in to reception when completed.

Q1. How do you normally book your appointments with the nurse/doctor?

In person
By telephone
Online

Q2. How easy was it to get an appointment for the time you wanted?

Very easy
Fairly Easy
Not very easy

Q3. If you have been unable to get an appointment to suit your needs, what did you do instead:

Visited a Pharmacy
Visited the Walk In Centre
Called NHS Direct
Self Treated
Does not apply

Q4. How clean did you find the surgery when you last attended?

Very clean
Fairly clean
Not clean

Q5. In the past 6 months how easy have you found the following:

Getting through on the telephone	Very easy	Easy	Difficult	Never Tried
Obtaining test results by telephone	Very easy	Easy	Difficult	Never Tried

Speaking to a doctor/nurse on the telephone Very easy Easy Difficult Never Tried

Q6. How long after an appointment time do you normally have to wait to be seen?

- I am normally seen on time
- Less than 5 minutes
- 5-15 minutes
- 15-30 minutes
- More than 30 minutes

Q7. How satisfied are you with the opening hours at the surgery?

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Quite dissatisfied
- Very dissatisfied
- Don't know the surgery's opening hours

Q8. Are you aware that the surgery offers extended opening hours on Monday mornings from 7:15am and Wednesday mornings from 7:30am?

Yes

No

Q9. Which of the following minor illnesses do you think the nurse can help you with and prescribe? Please tick as many as you wish

- | | |
|---------------------|-------------------------|
| Chest infections | Emergency contraception |
| Insect/animal bites | Skin conditions/rashes |
| Wound care | Urine infections |
| Ear infections | Sickness and diarrhoea |
| Coughs/colds | |

Q10. Did you know you can now book telephone consultations with a GP and a Nurse Practitioner?

Yes

No

Q11. How helpful do you find the receptionists at the surgery?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful

Q12. How would you prefer to find out about the services that we offer? Please tick all that apply.

- Ask the receptionist
- Practice leaflet
- Practice website
- On back of prescription
- Newsletter in waiting room

Q13. Did you know that we have a Patient Participation Group called ‘Friends of Highgate Surgery’? The aims of this group are to provide feedback to the practice about its service and act as a support and resource for patients.

- Yes
- No

If you would like to join this group, please write your contact details below and we will contact you

Q14. In general, how happy are you with the care you get at the surgery?

- Very happy
- Fairly happy
- Quite unhappy
- Very unhappy

Q15. Would you recommend the surgery to your family/friends?

- Yes
- No

If you wish to make any comments at all about the care and service you receive at the surgery, please do so in the box below. You can add your name and contact details if you wish us to respond.

The following questions are **optional**, however they will help us to determine who is using the surgery and how we can improve our services to you, the patient.

Gender

Age Range

Male

16-34 years
35-64 years

Female

65-74 years

75-84 years

Over 84 years

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

White				
British Group		Irish		
Mixed				
White and Black Caribbean		White and black African		White and Asian
Asian or Asian British				
Indian		Pakistani		Bangladeshi
Black or Black British				
Caribbean		African		
Chinese or other ethnic Group				
Chinese		Any other		