**THE QUEENHILL MEDICAL PRACTICE**

**2017 PATIENT SATISFACTION SURVEY**

The Patient Participation Group (PPG) acts as a conduit between some 7000 patients and the practice professionals at the Queenhill Medical Practice.

Its role, among others, is to champion the views and concerns of patients, to seek to understand the issues the practice and its staff are facing, to work with the practice to enhance its effectiveness and to improve the services for the wellbeing of the patients.

The PPG has designed this survey to derive as much feedback as possible on a variety of issues affecting the practice and its patients. Without your feedback the PPG cannot focus with clarity and certainty on those issues where improvement or change is required for your benefit. You will not be asked to identify yourself in the survey and it would therefore be greatly appreciated if you could take the time to complete it as soon as you possibly can, as your candid views are very important to the success of this process.

The survey comprises a number of multiple choice questions where you are asked to highlight the most appropriate answer(s) for your own particular experiences. There are also a few questions where a fuller response is required.

Once completed please hand the survey in at reception or send it to:

The Practice Manager, Queenhill Medical Centre, 31 Queenhill Road, Selsdon, South Croydon, CR2 8DU.

A report will subsequently be published outlining the findings.

If you should be interested in becoming part of the PPG please contact the Practice Manager or e-mail the PPG secretary at queenhillmedical[practiceppgsec@gmail.com](mailto:practiceppgsec@gmail.com)

**2017 PATIENT SATISFACTION SURVEY**

1. Are You?

Male Female

1. How old are You?

Under 18 18-34 35-54 55-74 75 and over

1. Approximately how long have you been a patient at the Queenhill Medical Practice?

Less than 1 year 1-5 years 6-10 years 11-20years over 20 years

1. How easy do you find it to make a doctor’s appointment?

Very easy Fairly easy Not very easy Not at all easy

1. How easy do you find it to make an appointment with a doctor of your choice, or, if returning for a follow up appointment, the doctor who saw you originally?

Very easy Fairly easy Not very easy Not at all easy

1. How easy do you find it to make an appointment that suits your work and lifestyle commitments?

Very easy Fairly easy Not very easy Not at all easy

1. If you need to see a GP urgently can you normally get an appointment the same day?

Yes No

1. On average there are 100 missed appointments at the practice each month. Do you think that patients who persistently miss appointments without good reason should be sanctioned in some way, e.g. a penalty fee?

Yes No

1. Whilst at the surgery do you read the notice boards and posters on display?

Regularly Occasionally Hardly ever Never

1. Whilst at the surgery do you read the practice newsletter or take a copy home with you?

Regularly Occasionally Hardly ever Never

1. Do you think an electronic message board would be a welcome addition to the waiting room displays?

Yes No

1. How often do you visit the practice website?

Regularly Occasionally Hardly ever Never

1. Are you aware that you can make and manage appointments, order repeat prescriptions and consult your medical records online through the practice website?

Yes No

1. How do you normally make your appointments at the surgery?

In person Telephone Online

If you do not make appointments online please provide your reasons for not doing so

1. How easy do you find it to use the online services?

Very easy Fairly easy Not very easy Don’t use them at all

1. How easy is it to get through to someone at the practice on the phone?

Very easy Fairly easy Not very easy Not at all easy

1. How easy do you find it to speak to a doctor or nurse on the phone?

Very easy Fairly easy Not very easy Not at all easy Never tried to

1. When you last saw a doctor or nurse at the practice how would you rate their manner and attitude, e.g. putting you at ease, listening to you carefully and with concern, etc?

Excellent Good Satisfactory Poor

1. How helpful do you find the receptionists at the practice?

Very helpful Fairly helpful Not at all helpful

1. Are you aware that the surgery is open two evenings during the week?

Yes No

1. The surgery is closed at week-ends and on bank holidays. If you have needed to see a GP at these times which of the following services have you used?

NHS 111 Helpline NHS Direct Croydon GP Hubs A&E None of these

1. Do you feel that the practice covers the whole range of health services that you require?

Agree Partly agree Disagree

1. Overall how would you describe your experience of the practice?

Excellent Very good Good Fair Poor Very poor

1. Would you recommend the practice to someone who has just moved to the area?

Definitely Probably Possibly Definitely not

1. What are the three things you particularly like about the Queenhill Medical Practice?

a)

b)

c)

1. What are the three areas in the practice where you would like to see improvements?

a)

b)

c)

**THANK YOU FOR RESPONDING TO THE SURVEY**