

Patient Satisfaction Survey February 2018

Dear Patient,

Phoenix Surgery's Patient Participation Group is conducting its annual survey to establish the views of patients on their experience when they contact or visit the surgery.

We should be very grateful if you would spend approximately 5 minutes in the waiting room, before and/or after your appointment, answering the following questions.

On behalf of Phoenix Surgery and the Patient Participation Group, thank you for taking the time to complete the survey. We will publish the results shortly on our Website.

Please place your completed questionnaire in the patient survey box at reception.

- 1) **a) Please circle your age group:**
17 – 24, 25 – 34, 35 – 44, 45 – 54, 55 – 64, 65 – 74, 75 and over
- b) **About you:** Male Female
- 2) **Think of the last time you needed to see your GP:**
- a) **How easy was it to get through on the telephone?**
Very easy Fairly easy Not very easy Did not use the phone
- b) **How easy was it to get an appointment to suit you?**
Very easy Fairly easy Not very easy Not at all easy
- c) **How helpful was the receptionist?** Excellent Good Fair Poor
Q2 : Comments, if any.
- 3) **Are you aware of the surgery times?** Yes No
- 4) **Are you satisfied with the available times?** Yes No
Comments, if any:
- 5) **Would it be helpful if nurse appointments were available earlier in the morning or later in the afternoon/evening?** Yes No
Comments, if any.
- 6) **Are you aware that you can book six weeks ahead?** Yes No
- 7) **Have you had occasion to speak on the telephone to your GP, rather than a face to face appointment?** Yes No
- 8) **If yes to Q7, was the GP able to deal with your problem over the phone?** Yes No
Comment, if any:

PLEASE TURN OVER AND COMPLETE THE OTHER SIDE

- 9) a) **Do you visit the Surgery Website? The website address is www.thephoenixsurgery.co.uk**
Yes No I have no access to the internet
- 10) **Are you aware that if you register on the website, you can?**
a) Book an appointment Yes No
b) Order repeat prescription drugs Yes No
c) View your medical records Yes No
- 11) **How satisfied are you with the general care that you get from the:**
a) **GPs** Excellent Good Fair Poor
Comments, if any.
- b) Practice Nurses** Excellent Good Fair Poor
Comment, if any:
- 12) **The Practice offers a service called Social Prescribing, which enables some patients, where appropriate, to be referred to a range of local non-clinical services. These services are typically provided by voluntary or community sector organisations and are aimed at improving patients' health and well-being. Are you aware of this service?**
Yes No
- Have you been involved with the Social Prescribing Service?**
Yes No
- 13) **The Practice has recently joined with Romney House Surgery, in Tetbury. Are you aware that this has taken place?**
Yes No
- As a result of this change do you feel that the service you receive has been:-**
Negatively affected Not affected at all
- If negatively affected please state why?**
- 14) **Are you aware that you can provide feedback via the Friends and Family test? (Forms and Box at Reception)**
Yes No
- 15) **Which surgery do you usually use?**

Phoenix Surgery, Chesterton Lane South Cerney Surgery
 Kemble Surgery Royal Agricultural University Surgery

16) **Please circle your ethnic origin**
 White British/White Irish/Other white background/Mixed – White and Black Caribbean/
 Mixed - White and Black African/Mixed – White and Asian/Other mixed background/
 Asian or Asian British - Indian/Asian or Asian British – Pakistani/ Asian or Asian British – Bangladeshi
 Other Asian background/Black or Black British – Caribbean/ Black or Black British – African/
 Other Black background/Chinese/other ethnic background/
 Prefer not to say

17) **Any other comments you would like to make about your experience at Phoenix Surgery.**

18) **The surgery has a lively Patient Participation Group that meets about 4 times per year. It was founded in 2011 and has been responsible for this survey, which influences our Action Plan for the year. We have forged links with other PPGs in the area, Healthwatch Gloucestershire, and the Gloucestershire Clinical Commissioning group. Find out more on the Phoenix Surgery website. If you are interested in joining, please complete questions a) and b) and leave your name and contact details below:-**

Would you like to get involved with the Patient Participation Group?

a) Active member (come to meetings, maybe take on a task) Yes No

b) Support member (help with one-off activities) Yes No

Name: Telephone Number:

Address:

Email Address: