

LOCAL PATIENT PARTICIPATION GROUP **IMPROVING PRACTICE SURVEY**

The practice has recently established a Patient Participation Group aimed at improving the services we provide here at Lawn Medical Centre.

Some of you may have been asked for your input and we have tried to include it in the areas covered by the survey.

Our Patient Group has been set up “virtually” which that means patients can make their contributions via e-mail or in writing which eliminates the need for a large face to face meeting. We currently have over 80 patients in this group. The practice felt by using this way forward we would be able to have a greater input into the survey from a wide range of our patient demographic.

The survey is a “starting point” for the group to try and establish how patients feel about the practice and feedback gained will be used for the improvement of services provided to all our patients. The results of the survey will allow us to target certain areas of improvement and further questionnaires may be required. If you wish to take part please complete the form and return it to the practice.

We intend to publish our results by the end of February 2012 and welcome any further input from any patients who are not currently part of the group.

Please mark the response that most describes your experience at the practice

How many times have you visited the practice in the last year?

0-3	4-6 X	7-9	More than 9
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Patient Access

How satisfied are you with the opening hours?	Not at all	Slightly	Satisfied	Very
Are you aware of the opening hours?		No	Yes	
Did you know that you can book appointments up to 2 weeks in advance?		No	Yes	
How easy is it for you to make an appointment by telephone?	Very difficult	Difficult	Easy	
How satisfied are you with the appointment system?	Not at all	Slightly	Satisfied	Very satisfied
Have you been able to get an appointment with the doctor of your choice?	Never	Hardly ever	Sometimes	Always
If we introduced technology to assist booking in at the surgery, eg on line booking appointments, how likely would you be to use it?	Very unlikely	Unlikely	Possibly	Very likely

Comments or suggestions on opening hours/appointments

Accessibility

How do you rate access to the practice? eg waiting room, toilets and consulting rooms	Not Acceptable	Fairly acceptable	Acceptable	Very acceptable
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Comments or suggestions

Environment/waiting room

How satisfied are you with information given and notice boards?	Not at all	Slightly satisfied	Satisfied	Very satisfied
How satisfied are you with the waiting area?	Not at all	Slightly satisfied	Satisfied	Very satisfied
How well do we manage confidentiality at the reception desk?	Badly	Satisfactory	Well	Very well

Are there any changes you would like to see made in the waiting room, or any other information to be included on notice boards?

Services

How satisfied are you with the overall quality of the service you receive?	Not at all	Slightly	Satisfied	Very satisfied
How satisfied were you with your visit to the practice today or the last time you attended?	Not at all	Slightly	Satisfied	Very satisfied
How do you find the length of time waiting for a doctor or nurse?	Not acceptable	Adequate	OK	Acceptable??
The amount of time given to me for this or my last appointment was	Not enough	Adequate	Satisfactory	Very satisfactory
How satisfied were you with the manner in which you were dealt with by the reception team when you visited the practice or by telephone	Not at all	Slightly Satisfied	Satisfied	Very satisfied
If we introduced telephone assessment with the nurse, how likely would you be to use it?	Very unlikely	Unlikely	Possibly	Very Likely

Comments or suggestions

Extra Services

Are you aware that we have a web site at www.lawnmedicalcentre.co.uk ?		Yes	No	
If you have access to the web, how likely would you be to use it (for booking appointments, ordering prescriptions etc)	Very unlikely	Unlikely	Possibly	Very Likely

If you have seen the web site, is it useful, is there anything you would like to be added or removed?

We have had some suggestions for other services to be provided. What, if anything, would you like to see provided at the practice?

