

## SWAN PATIENT SURVEY 2012

The team at Swan Surgery constantly review how we do things in order to improve. It would really help us if we could have your views by answering our questions below in this survey of patient experience. Please mark your answers with an 'X' in the appropriate box.

This survey covers 2 main topics:

- 1) Access to Surgery services – booking and availability of appointments
- 2) Customer Service and quality of care – by both GPs and Nurses

### ACCESS:

#### A. Appointments at the Surgery

Q1. When did you last see a Doctor at the Swan Surgery?

In the past 3 months	
Between 3 and 6 months ago	
More than 6 months ago	
I have never been seen at my present GP Surgery	

Q2. If you haven't seen a doctor in the past 6 months, why is that? *Please mark with an 'X' all options that apply*

I haven't needed to see a doctor	
I couldn't be seen at a convenient time	
I couldn't get to my appointment easily	
I didn't like or trust the doctors	
Another reason	

Q3. How do you normally book your appointments to see a doctor or nurse at the Surgery? *Please mark with an 'X' all options that apply*

In person	
By phone	
Online	
Doesn't apply	

Q4. Which of the following methods would you prefer to use to book an appointment at the Surgery? *Please mark with an 'X' all options that apply*

In person	
By phone	
Online	
No preference	

#### B. Getting through on the phone

Q5. In the past 6 months how easy have you found the following? *Please put an 'X' in one response for each row*

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone						
Speaking to a Doctor on the phone						
Speaking to a Nurse on the phone						
Obtaining test results by phone						

### C. Access to GP appointments

Q6. Thinking of when you have wanted to see a particular Dr (*put an 'X' in one box only*)

	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	Within 5 or more working days	Does not apply
How quickly do you usually get to see that Dr?							
	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
How do you rate this?							

Q7. Thinking of times when you are willing to see any Dr (ie. not your usual GP) (*put an 'X' in one box only*)

	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	Within 5 or more working days	Does not apply
How quickly are you usually seen?							
	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
How do you rate this?							

	Yes	No	Don't know/ never necessary
Q8. If you need to see a GP urgently, can you normally get an appointment for the same day?			

	Not very easy	Fairly easy	Very easy
Q9. How easy was it to get an appointment for the <u>time</u> you wanted?			

	Prefer not to say	Not at all important	Fairly important	Very important
Q10. How important is it to you that you see a specific GP when coming to this practice?				

	Very well	Quite well	Not at all well	Not very well
Q11. How well do you know which days of the week your usual GP is available?				

#### D. Access to Nurse appointments

Q12. Thinking of times when you want to see a Nurse at the Surgery (*put an 'X' in one box only*)

	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	Within 5 or more working days	Does not apply
How quickly are you usually seen?							
	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
How do you rate this?							

#### E. Booking appointments ahead

Q13. In the past 6 months, have you tried to book ahead for an appointment with any Dr (not just your usual Dr) ? *By 'booking ahead' we mean booking an appointment more than two weekdays in advance.*

Yes	
No	
Can't remember	

Q14. Last time you tried, were you able to get an appointment with any Dr more than 2 weekdays in advance?

Yes	
No	
Can't remember	

**F. Car Parking**

Q15. How do you rate the patient car parking facilities at the Surgery?

Excellent	
Good	
Fair	
Poor	

**CUSTOMER SERVICE / QUALITY OF CARE:**

**G. Reception staff at the Surgery**

Q16. How helpful do you find the receptionists at the Surgery?

Very	
Fairly	
Not very	
Not at all	

Q17. Do the receptionists at the Surgery provide you with the correct information that you need? *(put an 'X' in one box only)*

Yes, always	
Yes, most of the time	
Sometimes	
No, not at all	

**H. Seeing a Doctor at the Surgery**

Q18. The last time you saw a Dr at the surgery how good was the Dr at each of the following? *Please put an 'X' in one response for each row*

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time						
Asking about your symptoms						
Listening						
Explaining tests and treatments						
Involving you in decisions about your care						
Treating you with care and concern						
Taking your problems seriously						

Q19. Did you have confidence and trust in the doctor you saw?

Yes, definitely	
Yes, to some extent	
No, not at all	
Don't know/can't say	

### I. Seeing a Nurse at the Surgery

Q20. Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following? *Please put an 'X' in one response for each row*

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time						
Asking about your symptoms						
Listening						
Explaining tests and treatments						
Involving you in decisions about your care						
Treating you with care and concern						
Taking your problems seriously						

Q21. Did you have confidence and trust in the nurse you saw?

Yes, definitely	
Yes, to some extent	
No, not at all	
Don't know/can't say	

### J. Making complaints at the Surgery

Q22. In the last 12 months have you felt like making a complaint about a GP, Nurse, Receptionist or other member of staff at your GP Surgery? *(put an 'X' in one box only)*

Yes and I have made at least 1 complaint		Go to Q23
Yes, but I have not made a complaint		Go to Q25
No		Go to Q25

Q23. Who have you complained about in the last 12 months? *Please mark with a 'X' all options that apply*

A GP/Doctor	
A Practice Nurse	
A Receptionist	
Other staff at GP surgery	

Q24. The last time you made a complaint was it sorted out to your satisfaction?  
*(put an 'X' in one box only)*

Yes	
No	
Too early to say	

Q25. Do you know how to make a complaint at the Surgery?  
*(put an 'X' in one box only)*

Yes	
No	

#### K. Your Overall Satisfaction

Q26. In general, how satisfied are you with the care you get at the Surgery?

Very	
Fairly	
Neither satisfied nor dissatisfied	
Quite dissatisfied	
Very dissatisfied	

Q27. Would you recommend the Surgery to someone who has just moved to your local area?

Yes	
Might	
Not sure	
Probably not	
Definitely not	
Don't know	

Any additional comments?:

It is not compulsory but if you wish please add you name and date of birth as it will allow us to contact you about any comments you have made:

**Name:**

**DOB:**