**ADDINGHAM SURGERY & PPG PATIENT SURVEY**

The views of our patients are very important and we value honest feedback and suggestions. In collaboration with the patient group we have developed the following questionnaire which we would appreciate your time completing. At a recent care quality commission inspection where we received a favourable report, a key aspect of their enquiry was the area of responsiveness which is gained from feedback such as this. All answers will be published anonymously and this survey is for patients of Addingham surgery only.

**ABOUT YOU**

The following questions will help us to see how experiences vary between different groups of the population.

1. What sex are you?

|  |  |
| --- | --- |
|  | Male |
|  | Female |
|  | Other |
|  | Prefer not to say |

1. Please select your age group

|  |  |
| --- | --- |
|  | 18 and under |
|  | 19-35 |
|  | 36-55 |
|  | 56-75 |
|  | 75 and over |

1. What is your ethnic group?

|  |  |
| --- | --- |
| Please state |  |

1. Are you a carer?

|  |  |
| --- | --- |
|  | Yes |
|  | No |

1. When did you last see or speak to a GP from your surgery?

|  |  |
| --- | --- |
|  | In the past 3 months |
|  | Between 3 & 6 months ago |
|  | Between 6 & 12 months ago |
|  | More than 12 months ago |
|  | Not applicable |

1. When did you last see or speak to a nurse from your GP surgery?

|  |  |
| --- | --- |
|  | In the past 3 months |
|  | Between 3 & 6 months ago |
|  | Between 6 & 12 months ago |
|  | More than 12 months ago |
|  | Not applicable |

1. Generally how easy is it to get through on the telephone to someone at your surgery?

|  |  |
| --- | --- |
|  | Very easy |
|  | Fairly easy |
|  | Not very easy |
|  | Not at all easy |

1. How do you normally book appointments to see a GP or nurse at your surgery? Tick all that apply.

|  |  |
| --- | --- |
|  | By telephone |
|  | In person |
|  | Online |

1. As far as you know, which of the following online services does your surgery offer? (Tick all that apply)

|  |  |
| --- | --- |
|  | Booking appointments online |
|  | E-consults |
|  | Ordering repeat prescriptions |
|  | Accessing medical records online |
|  | None of these |

1. In the past 6 months, which of the following online services have you used at your GP surgery? Please tick all that apply.

|  |  |
| --- | --- |
|  | Booking appointments online |
|  | Ordering repeat prescriptions |
|  | Accessing medical records online |
|  | E-Consult |
|  | None of these |

1. How satisfied are you with the hours that your GP surgery is open?

|  |  |
| --- | --- |
|  | Very satisfied |
|  | Fairly satisfied |
|  | Neither satisfied or dissatisfied |
|  | Fairly satisfied |
|  | Very dissatisfied |
|  | I am not sure when my surgery is open |

12. Do you know that the surgery now offers appts Monday to Thursday 6.30pm-8pm & weekends?

|  |  |
| --- | --- |
|  | Yes |
|  | No |

13. Have you used these late night or weekend appts?

|  |  |
| --- | --- |
|  | Yes |
|  | No |

14. Last time you contacted the surgery did you want to ………?

|  |  |
| --- | --- |
|  | See a GP at the surgery |
|  | See a nurse at the surgery |
|  | Speak to a GP/nurse on the phone |
|  | Request a home visit |
|  | Other: Please state  |

1. How long after initially contacting the surgery did you actually see or speak to someone?

|  |  |
| --- | --- |
|  | On the same day |
|  | The next working day |
|  | A few days later |
|  | A week or more later |
|  | Can’t recall |

1. How satisfied are you with the service you get from your GP?

|  |  |
| --- | --- |
|  | Very satisfied |
|  | Satisfied |
|  | Neither satisfied or dissatisfied |
|  | Fairly dissatisfied |
|  | Very dissatisfied |
|  | Not applicable |

1. How satisfied are you with the service you get from your nurse?

|  |  |
| --- | --- |
|  | Very satisfied |
|  | Satisfied |
|  | Neither satisfied or dissatisfied |
|  | Fairly dissatisfied |
|  | Very dissatisfied |
|  | Not applicable |

1. How satisfied are you with the service you get from the reception team?

|  |  |
| --- | --- |
|  | Very satisfied |
|  | Satisfied |
|  | Neither satisfied or dissatisfied |
|  | Fairly dissatisfied |
|  | Very dissatisfied |
|  | Not applicable |

1. In general, how satisfied are you with the service you receive from the practice?

|  |  |
| --- | --- |
|  | Very satisfied |
|  | Satisfied |
|  | Neither satisfied or dissatisfied |
|  | Fairly dissatisfied |
|  | Very dissatisfied |
|  | Not applicable |

1. Overall, how would you describe your experience of your GP surgery?

|  |  |
| --- | --- |
|  | Very good |
|  | Fairly good |
|  | Neither good nor poor |
|  | Fairly poor |
|  | Very poor |
|  | Not applicable |

1. Would you recommend your GP surgery to someone who has just moved to the local area?

|  |  |
| --- | --- |
|  | Yes would definitely recommend |
|  | Yes would probably recommend |
|  | Not sure |
|  | No would probably not recommend |
|  | No would definitely not recommend |

1. How satisfied are you that the practice shares your information appropriately with other healthcare professionals involved in your care?

|  |  |
| --- | --- |
|  | Very satisfied |
|  | Satisfied |
|  | Neither satisfied or dissatisfied |
|  | Fairly dissatisfied |
|  | Very dissatisfied |
|  | Not applicable |

1. How satisfied are you that your consent is sought and your wishes respected when a request is received from a third party such as a solicitor or insurance company?

|  |  |
| --- | --- |
|  | Very satisfied |
|  | Satisfied |
|  | Neither satisfied or dissatisfied |
|  | Fairly dissatisfied |
|  | Very dissatisfied |
|  | Not applicable |

1. If you received your covid vaccination at the surgery how satisfied were you with the experience?

|  |  |
| --- | --- |
|  | Very satisfied |
|  | Satisfied |
|  | Neither satisfied or dissatisfied |
|  | Fairly dissatisfied |
|  | Very dissatisfied |
|  | Not applicable |

The surgery has an active Patient Participation Group (PPG) and a virtual group, (VPPG). It is a direct link between you, (the patient) and the practice. The group provides a forum for patients to contribute to the decision making and service development within the surgery. Please contact the practice if you would like to join either group.

1. Are you aware of the existence of the PPG & VPPG?

|  |  |
| --- | --- |
|  | Yes |
|  | No |

1. Are you aware of the activities the PPG do?

|  |  |
| --- | --- |
|  | Yes |
|  | No |

1. Do you have any general comments you would like to make?

|  |
| --- |
|  |