

Sandy Lane Surgery PPG Patient Survey 2012

1. How helpful do you find the receptionists?

Very Good Good Fair Poor

2. Thinking of times when you want to see a particular doctor

a) How quickly do you usually get seen?

Same day Next day Within 1 week Longer

b) Are you satisfied with the time in which you are seen?

Yes No

3. Thinking of times when you need to see any doctor

a) How quickly do you usually get seen?

Same day Next day Within 1 week Longer

b) Are you satisfied with the time in which you are seen?

Yes No

4. Thinking of times when you need to see a practice nurse

a) How quickly do you usually get seen?

Same day Next day Within 1 week Longer

b) Are you satisfied with the time in which you are seen?

Yes No

5. How near to the allocated time for your appointments are you usually seen?

Less than 10 mins Within 30 mins Longer

6. If there is an extended delay, are you kept informed?

Yes No

7. How easy is it to get through to the surgery on the phone?

Very easy Easy Difficult Very Difficult

8. Have you used the telephone consultation process to speak to a doctor?

Yes No

9. Was this useful?

Yes No

9a. Are you aware of booking appointments online via our website?

Yes No

ABOUT YOUR LAST CONSULTATION

10. If you can remember the name of the last doctor you saw at the surgery, please write it below

.....

How good was the last doctor you saw at each of the following:

a) Explaining tests and treatment

Very Good Good Fair Poor

b) Giving you enough time

Very Good Good Fair Poor

c) Asking about your symptoms

Very Good Good Fair Poor

d) Involving you in decisions about your care

Very Good Good Fair Poor

e) Taking your problems seriously

Very Good Good Fair Poor

f) Did you have confidence & trust in the doctor you saw?

Yes No

11. If you can remember the name of the last practice nurse you saw at the surgery, please write it below

.....

How good was the last practice nurse you saw at each of the following

a) Explaining tests and treatment

Very Good Good Fair Poor

b) Giving you enough time

Very Good Good Fair Poor

c) Asking about your symptoms

Very Good Good Fair Poor

d) Involving you in decisions about your care

Very Good Good Fair Poor

e) Taking your problems seriously

Very Good Good Fair Poor

f) Did you have confidence & trust in the nurse you saw?

Yes No

Thinking about the care you get from your doctors & nurses overall, how well does the surgery help you to:

12. Understand your health problems

Very Good Good Fair Poor

13. Keep yourself healthy

Very Good Good Fair Poor

14. Do you feel that you are directed to additional support services, if you need them?

Yes No

15. How would you like information to be provided? (Tick as many as apply)

*Written information leaflets
Support groups
Other suggestions:.....*

16. Would you recommend the surgery to someone new to the area?

Yes No

17. Have you ever complained to the surgery?

Yes No

18. If you use the surgery website, which of the following services do you use?

Clinics Latest News Self Help Information Contact Details Other

19. What else would you like to see on the website?

.....

20. Are you

Male

Female

21. How old are you?

Age.....

22. Do you have a long-standing illness, disability or infirmity?

Yes No

23. Are you a carer for anyone at home?

Yes No

**24. To which ethnic group do you belong?
(Please select one only)**

White
Black or Black British
Asian or Asian British
Chinese
Mixed
Other ethnic group

25. How would you describe yourself?

Employed (full or part time or self employed)
Unemployed & looking for work
At school or in full-time education
Unable to work due to long-term sickness
Looking after your home/family
Retired from paid work
Other (please describe)

26. If you use the car park how easy is it for you to use

Very Easy Easy Difficult Very Difficult

27. Are there enough disabled spaces?

Yes No

28. How easy are they to use?

Very Easy Easy Difficult Very Difficult

29. How appropriate for your needs is the seating provided in the waiting room?

Very Good Good Fair Poor

Please return your completed survey to:

**Sandy Lane Surgery
77 Sandy Lane
Mansfield
Notts
NG18 2LT**