

ST FILLAN'S MEDICAL CENTRE

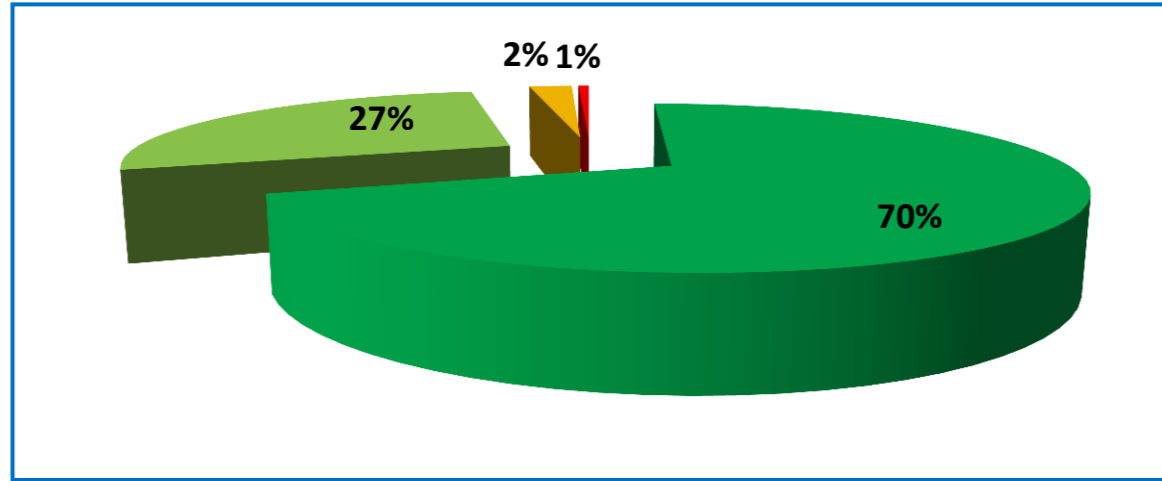
Patient Survey 2013

175 Survey Sheets

RECEPTION AND APPOINTMENTS

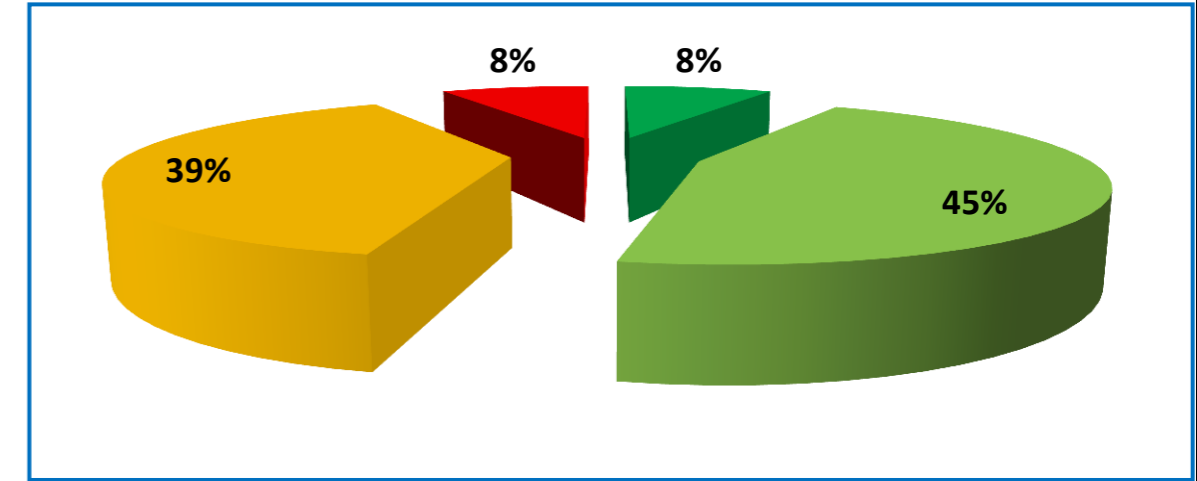
Q1 How helpful do you find the receptionists at your GP Practice?

- 1 Very helpful
- 2 Fairly helpful
- 3 Not very helpful
- 4 Not at all helpful



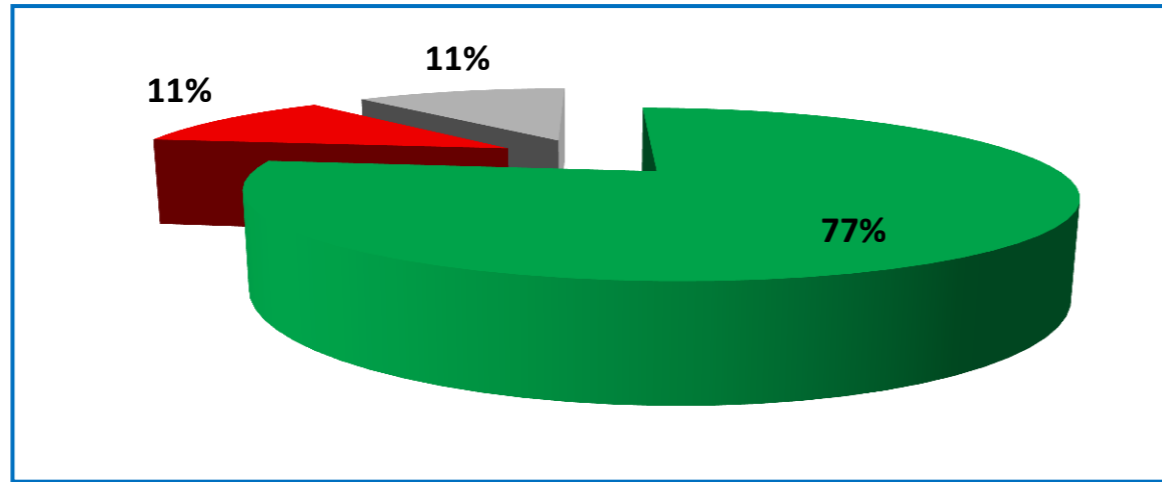
Q2 How easy is it to get through to someone at your GP Practice on the telephone?

- 1 Very easy
- 2 Fairly easy
- 3 Not very easy
- 4 Not at all easy



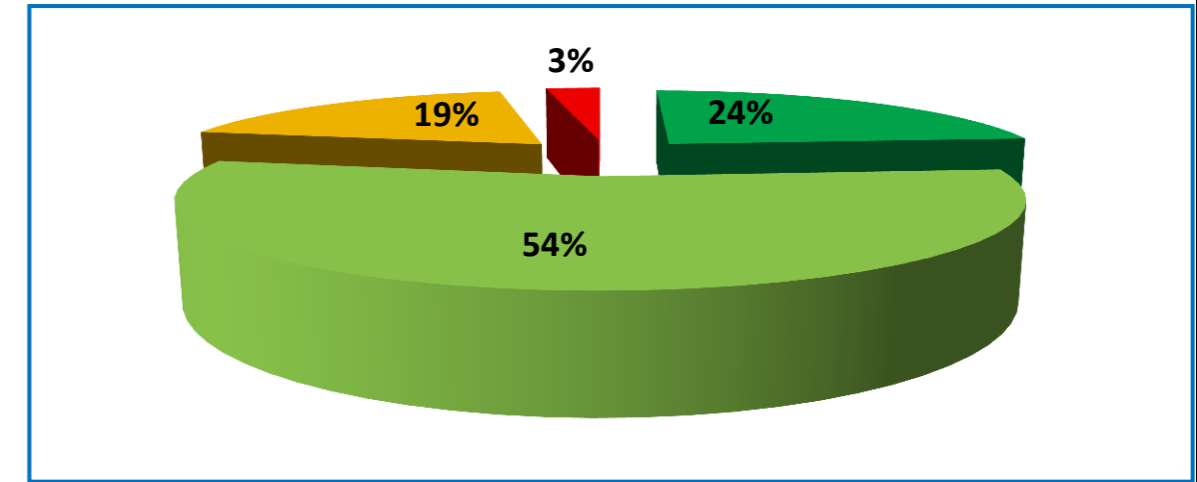
Q3 If you need to see a GP urgently, can you normally be seen on the day?

- 1 Yes
- 2 No
- 3 Don't know/ Never needed to



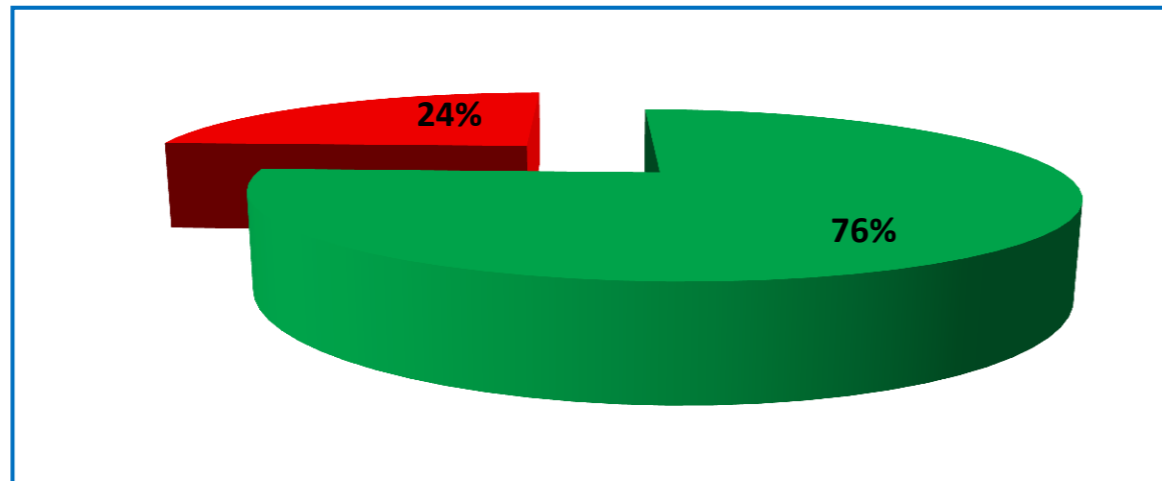
Q4 How easy is it to book ahead in your practice?

- 1 Very easy
- 2 Fairly easy
- 3 Not very easy
- 4 Not at all easy



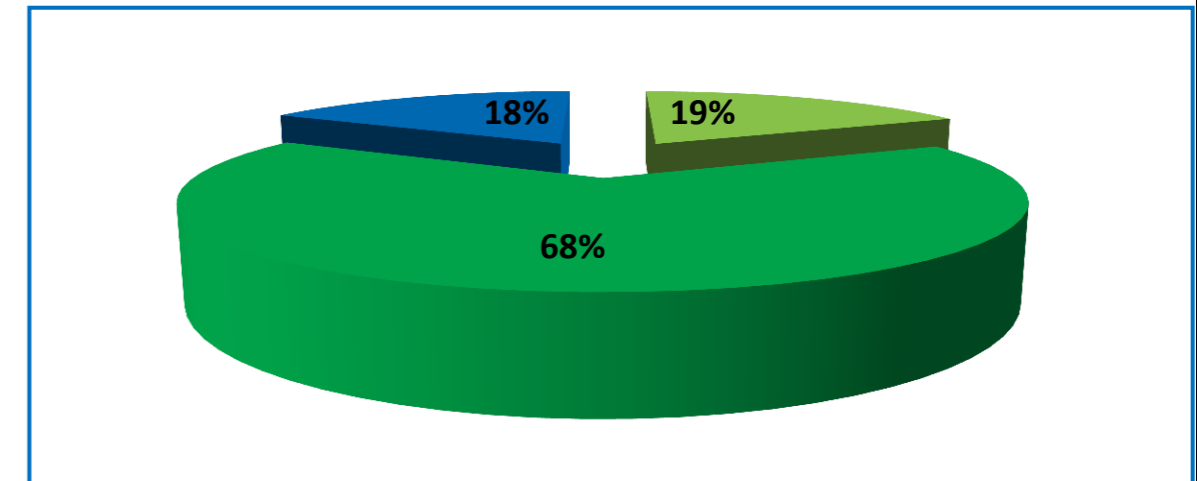
Q5 Do you know you can book up to 4 weeks ahead to see a GP or Nurse?

- 1 Yes
- 2 No



Q6 Which of the following methods would you prefer to use to book appointments at your practice?

- 1 In person
- 2 By telephone
- 3 Online
- 4 Doesn't apply



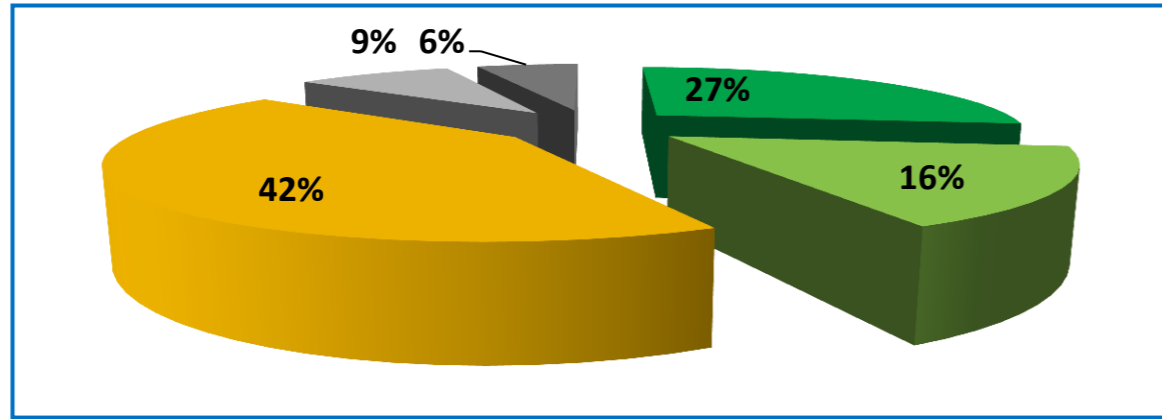
ST FILLAN'S MEDICAL CENTRE Patient Survey 2013

175 Survey Sheets

THINKING OF TIMES WHEN YOU WANT TO SEE A PARTICULAR DOCTOR

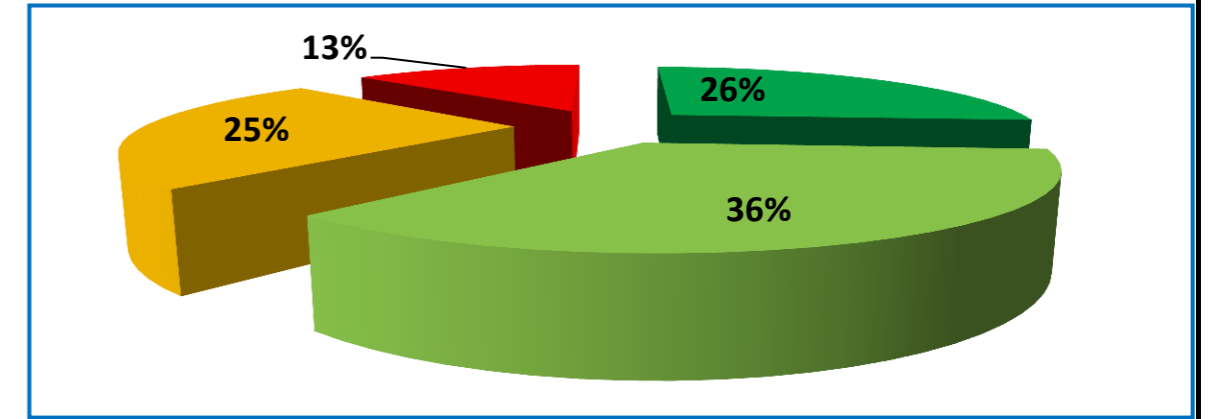
Q7 How quickly do you get to see that doctor?

- 1 Same day or next day
- 2 2-4 days
- 3 5 days or more
- 4 I don't usually need to be seen quickly
- 5 Don't know, never tried



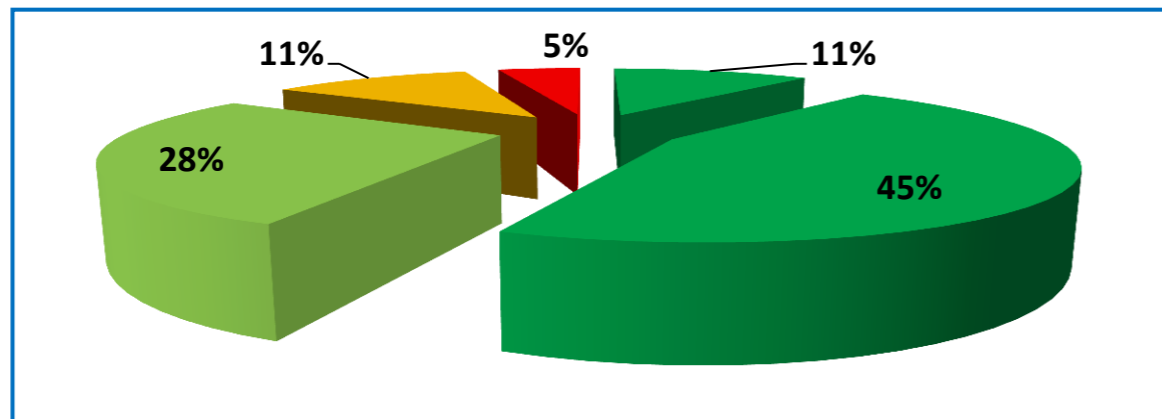
Q8 How do you rate this?

- 1 Very Good
- 2 Good
- 3 Fair
- 4 Poor



Q9 How long after your appointment time do you usually have to wait?

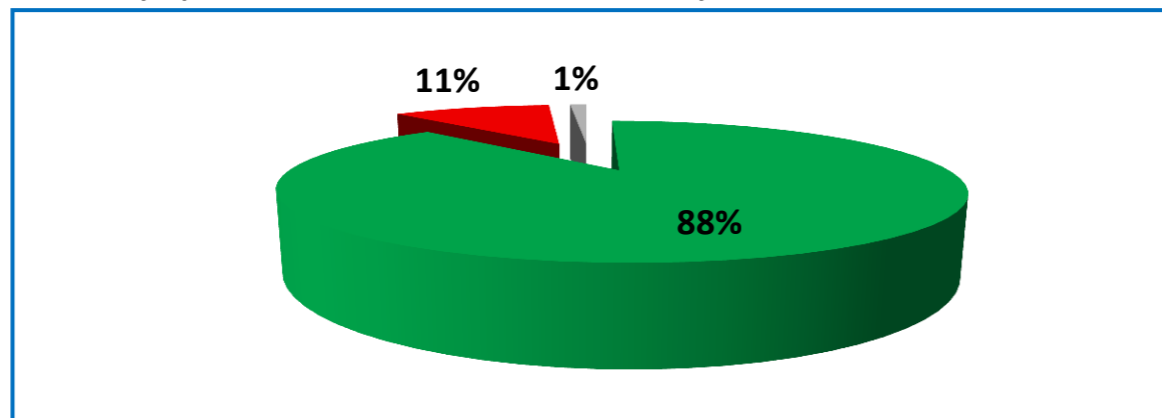
- 1 0-5 minutes
- 2 5-10 minutes
- 3 10-20 minutes
- 4 20-30 minutes
- 5 30+ minutes



THINKING OF TIMES WHEN YOU WANT TO SEE THE DOCTOR

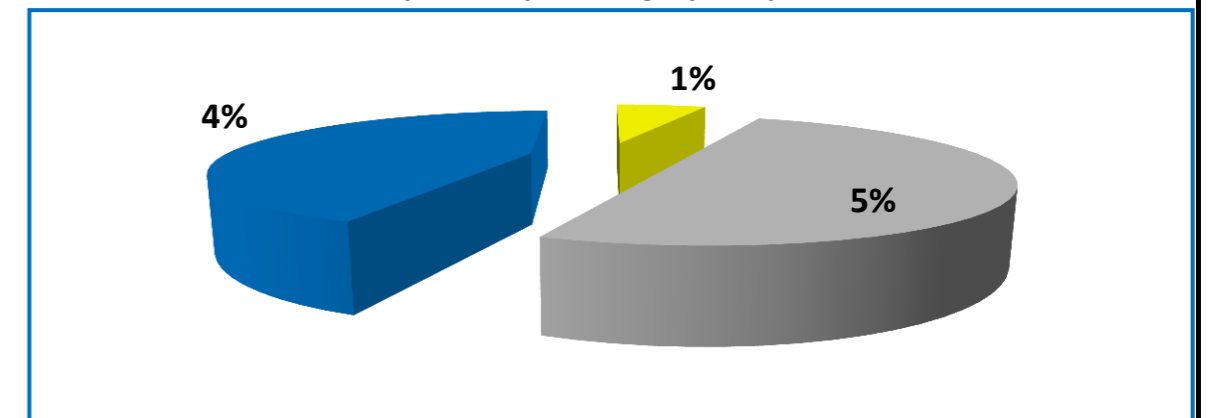
Q10 Is your GP Practice currently open at times that are convenient to you?

- 1 Yes
- 2 No
- 3 Don't Know



Q11 If you answered "NO" to Q10. When would you like your surgery to open?

- 1 Early
- 2 Late
- 3 Weekends



ST FILLAN'S MEDICAL CENTRE

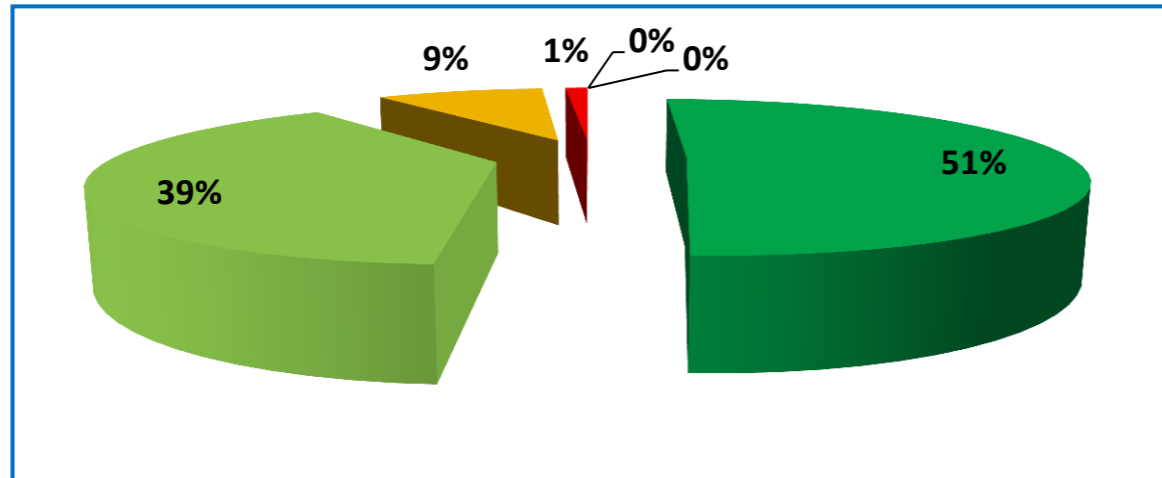
Patient Survey 2013

175 Survey Sheets

THINKING ABOUT YOUR CONSULTATION TODAY, HOW DO YOU RATE THE FOLLOWING

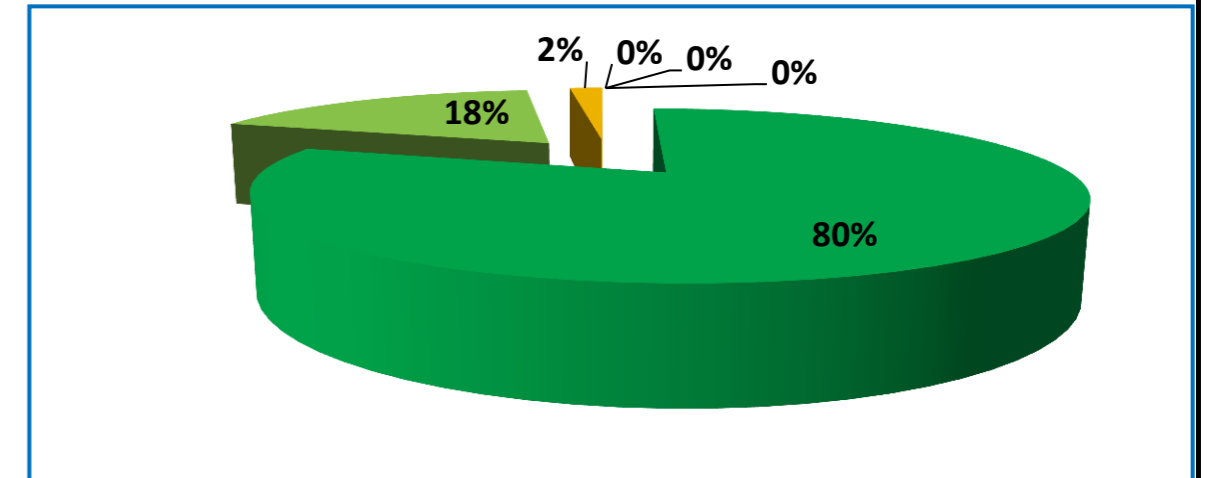
Q14 Length of time allowed for your consultation?

- 1 Very good
- 2 Good
- 3 Fair
- 4 Poor
- 5 Very Poor
- 6 Does not apply



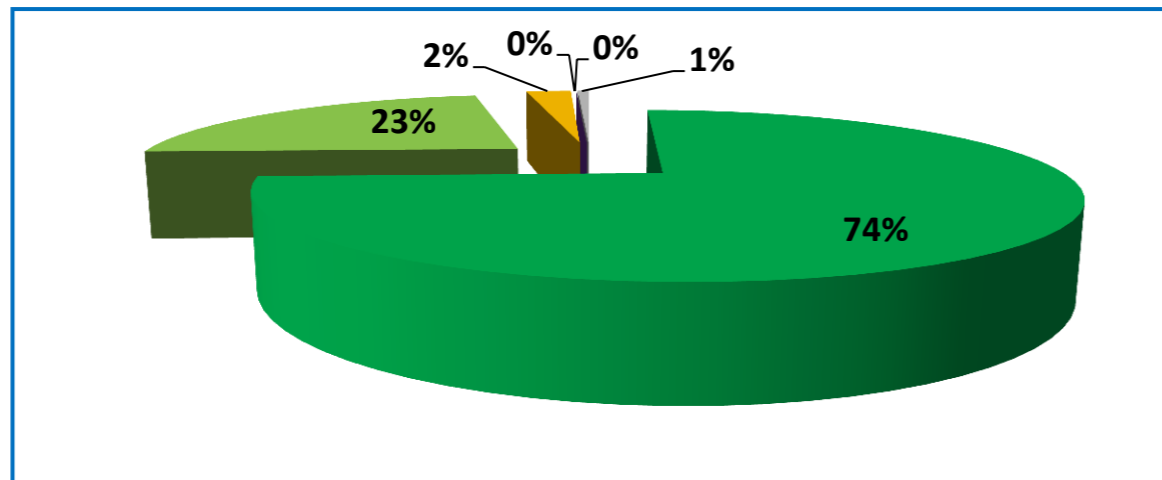
Q15 How well were you listened to?

- 1 Very good
- 2 Good
- 3 Fair
- 4 Poor
- 5 Very Poor
- 6 Does not apply



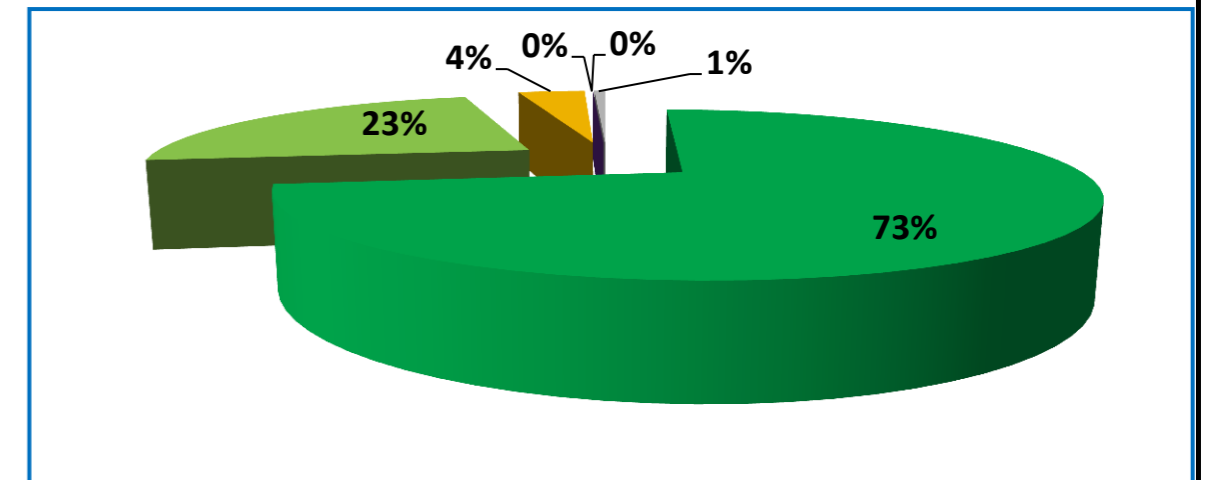
Q16 Explaining tests and treatments?

- 1 Very good
- 2 Good
- 3 Fair
- 4 Poor
- 5 Very Poor
- 6 Does not apply



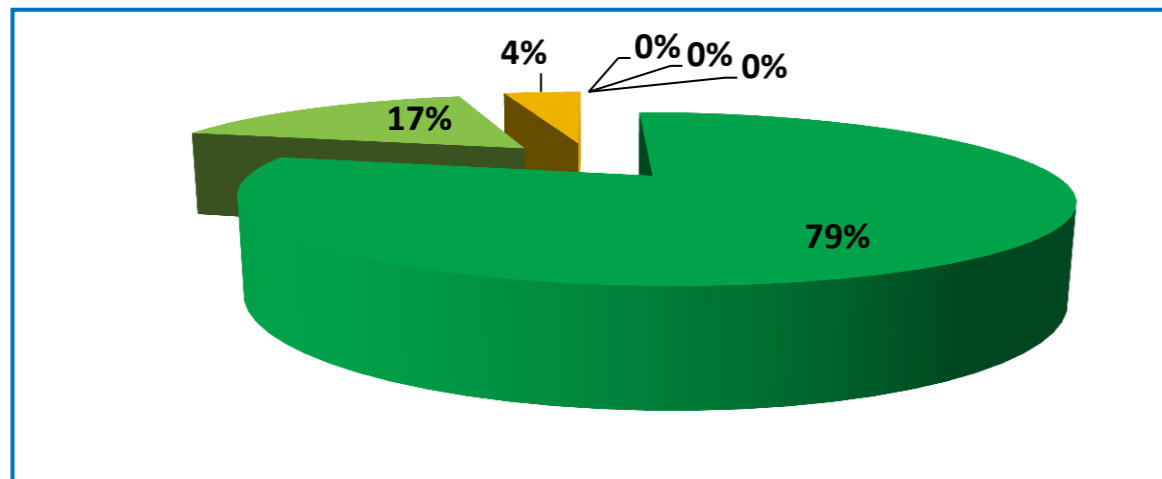
Q17 Involving you in decisions about your care?

- 1 Very good
- 2 Good
- 3 Fair
- 4 Poor
- 5 Very Poor
- 6 Does not apply



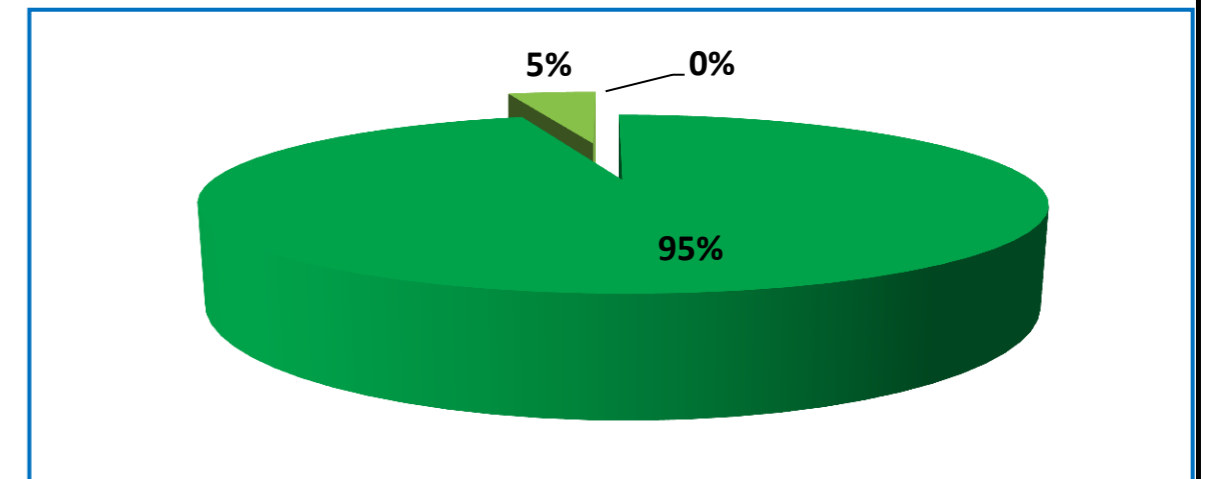
Q18 Treating you with care and concern?

- 1 Very good
- 2 Good
- 3 Fair
- 4 Poor
- 5 Very poor
- 6 Does not apply



Q19 Did you have confidence and trust in the GP you saw or spoke to?

- 1 Yes, definitely
- 2 Yes, to some extent
- 3 No, not at all



ST FILLAN'S MEDICAL CENTRE

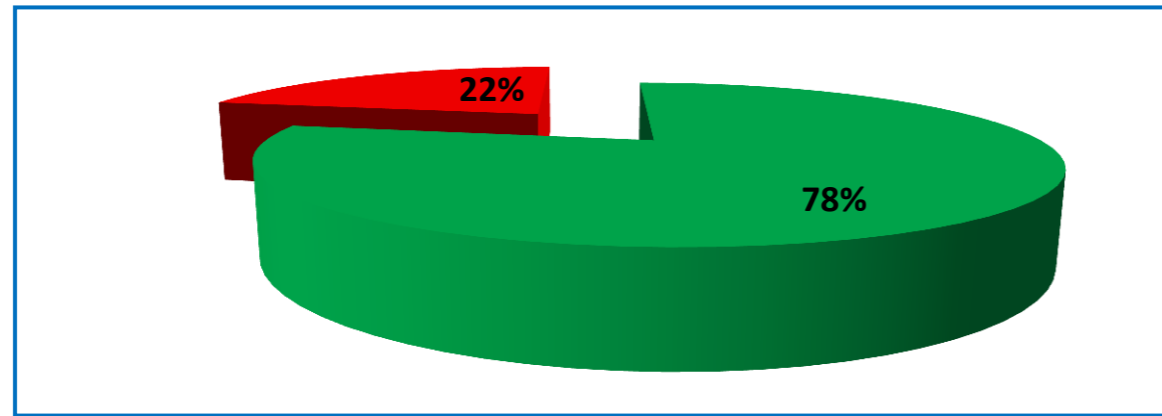
Patient Survey 2013

175 Survey Sheets

KNOWLEDGE OF PRACTICE SERVICES

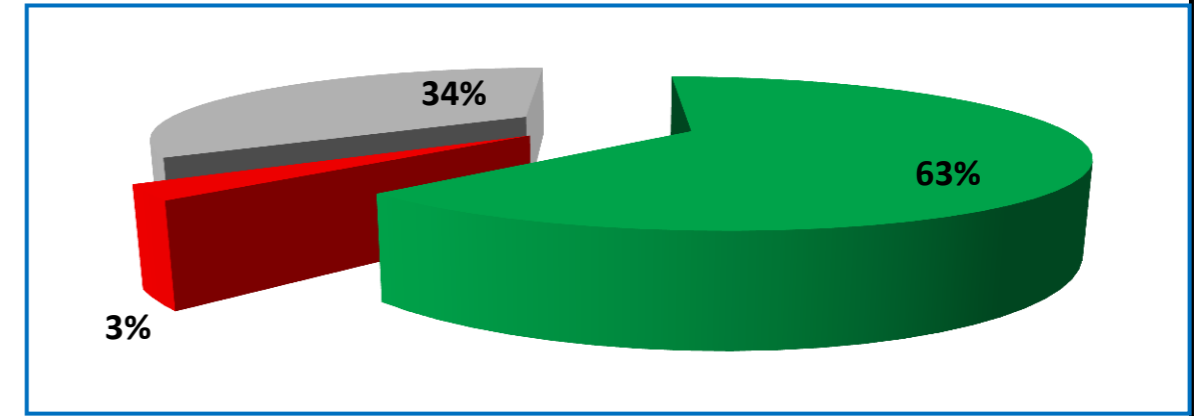
Q20 Are you aware of the health clinics available with the practice nurse?

- 1 Yes
- 2 No



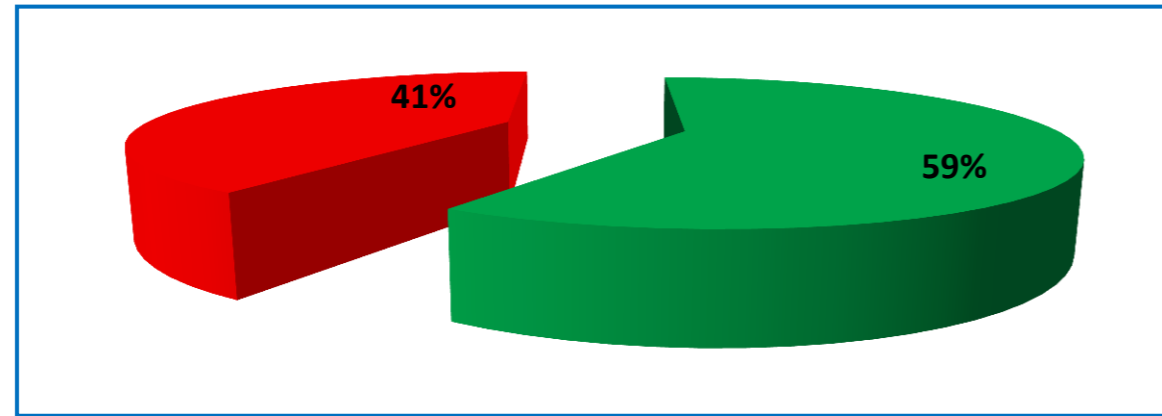
Q21 Are they easy to access?

- 1 Yes
- 2 No
- 3 Don't Know



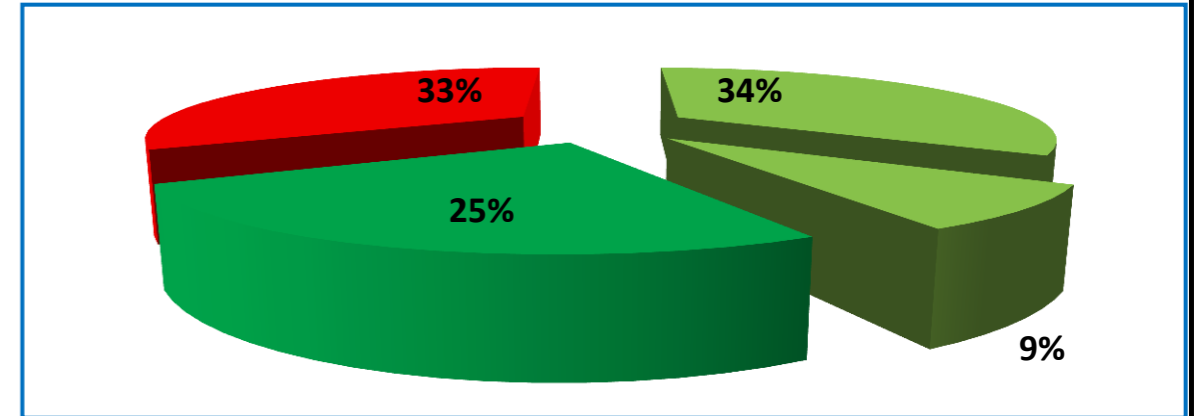
Q22 Have you seen the NHS health promotion campaigns in the Surgery?

- 1 Yes
- 2 No



Q23 Are you aware of the other services we offer?

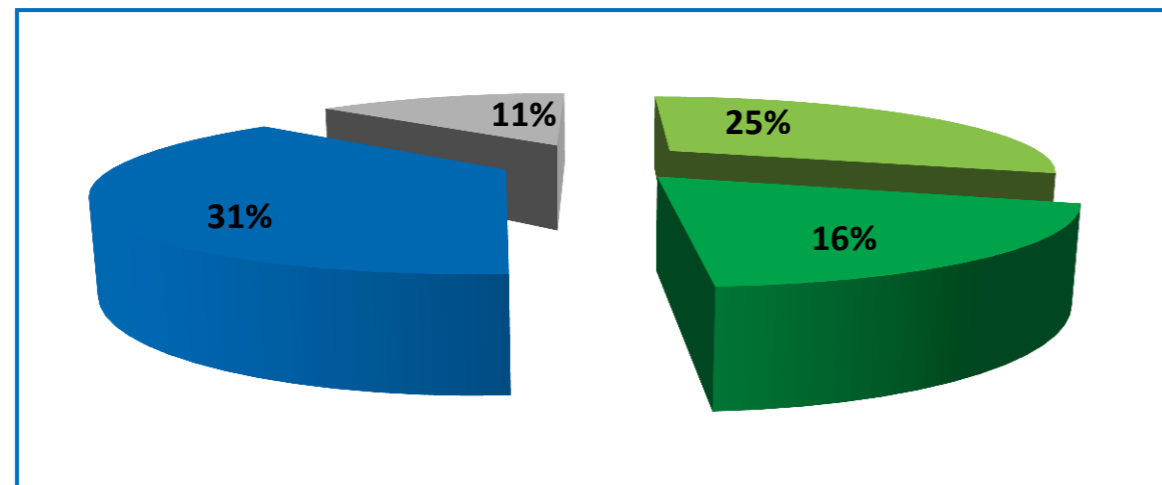
- 1 E-Mail / On-line Prescription Services
- 2 Practice Website
- 3 Both
- 4 None



PRESCRIPTION ORDERING AND COLLECTION

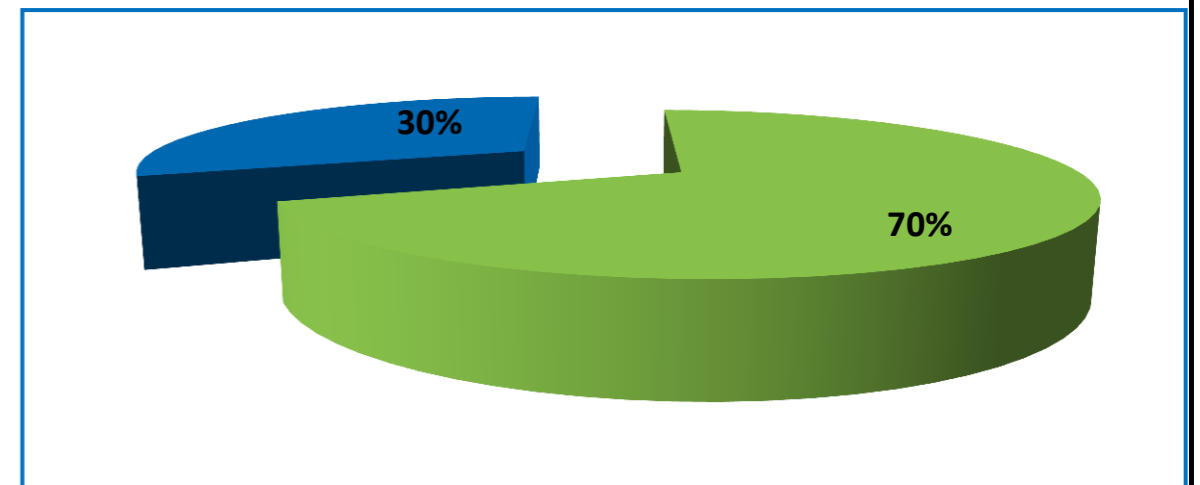
Q12 How do you order your prescription?

- 1 In Person
- 2 Re-Order Form
- 3 Telephone
- 4 E-Mail / On-line



Q13 How do you receive your prescription medication?

- 1 Collect in Person
- 2 Collect by Pharmacy



ST FILLAN'S MEDICAL CENTRE

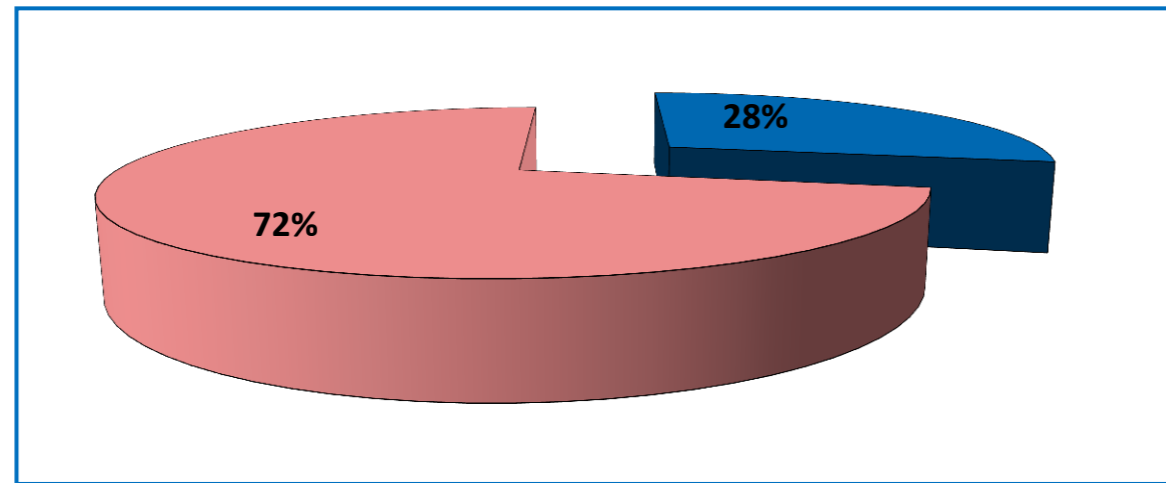
Patient Survey 2013

175 Survey Sheets

THE PATIENT

Q24 Are you?

- 1 Male
- 2 Female



Q25 How old are you?

- 1 Under 15
- 2 16 - 44
- 3 45 - 64
- 4 65 - 74
- 5 75 or over

