

Queens Road Surgery

Partners: Dr J M E Stuart Dr S P J English Dr J N Worthy Dr A J Clarke Dr A J M M Beekman
Dr D T Graham

GP Patient Survey - 2013.

Thank you for taking the time to answer the questions.

As the answer to all questions will be either YES or NO, please answer by circling YES or NO.

Your answers will be kept completely confidential.

Age: 15 16-25 26-35 36-45 46-55 56-65 66-75 76-85 over 86

Please circle your gender

Gender: Male Female

Communications with the surgery

Q1. During the past 6 months, have you been able to:-

easily get through on the phone?	Yes	No
Speak to a doctor on the phone?	Yes	No
Speak to a nurse on the phone?	Yes	No

Q2. Do you know that you can obtain the results of certain tests on the phone? Please ring after 11.00am

	Yes	No
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Booking an appointment

Q3. Are you aware of the new appointment system? Yes No

Q4. Do you understand how to book an appointment? Yes No

Q4b Does the appointment system work for you? Yes No

Comment.....

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- Q5. Would you use the Internet to request a call back or to make an appointment, if that service was available? Yes No
www.queensroadsurgery.co.uk for up to date information

Seeing a doctor

- Q6. During the past year, were you able to see a doctor 'fairly quickly'? Yes No

By fairly quickly we mean on the same day or in the next 2 weekdays when the surgery was open.

For your information, Drs Stuart, English, Clarke and Graham are part-time, and Drs Worthy and Beekman are full-time.

Seeing your preferred doctor

- Q7. Is there a particular Doctor you prefer to see at the Surgery? Yes No

- Q8. Do you almost always see this Doctor? Yes No

Surgery Opening Hours

- Q9. Do you know when the Surgery is normally open? Yes No

- Q10. Do you know that the surgery is open Tuesday and Thursday evenings 6.00 – 8.00pm. for patients who work? Yes No

- Q11. Are you satisfied with the hours that the Surgery is open? Yes No

Seeing a Doctor at the Surgery

- Q12. Did you have confidence and trust in the Doctor you saw? Yes No

- Q13. Were you given enough time to explain to the Doctor why you needed to be seen? Yes No

Seeing a Practice Nurse at the Surgery

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|--|-----|----|
| Q14. Was it easy to get an appointment with a Practice Nurse? | Yes | No |
| Q15. Do you know that a nurse now does a surgery on Tuesday & Thursday evening 6.00 – 8.00 pm for patients who work? | Yes | No |

Your overall satisfaction

- | | | |
|---|-----|----|
| Q16. In general, are you satisfied with the care you receive at the Practice? | Yes | No |
| Q17. Would you recommend this GP surgery to someone new to the area? | Yes | No |

One thing you like about the Practice

One thing you would like to change

Thank you for taking the time to complete our survey.