

Handsworth Medical Practice

Patient Survey Questionnaire

Dear Patient

We would be grateful if you would complete this questionnaire about your general practice and your visit today. The practice want to provide the highest standard of care. Feedback from this survey will enable the surgery to identify areas that may need improvement. Your opinions are very valuable. Please answer ALL the questions below. There are no right or wrong answers and your doctor will NOT be able to identify your individual responses.

PLEASE TAKE A FEW MINUTES TO COMPLETE THE SURVEY

THANK YOU

<p>Q1. How often do you attend the surgery?</p> <p>Every Week <input type="checkbox"/> 18% 34</p> <p>Every Month <input type="checkbox"/> 38% 71</p> <p>Every 3 Months <input type="checkbox"/> 37% 68</p> <p>Yearly <input type="checkbox"/> 6% 12</p> <p>DID NOT ANSWER <input type="checkbox"/> 0% 0</p>	<p>Q2. How helpful do you find the receptionists on your visit?</p> <p>Helpful <input type="checkbox"/> 97% 180</p> <p>Not Helpful <input type="checkbox"/> 0% 0</p> <p>Don't Know <input type="checkbox"/> 4% 4</p> <p>DID NOT ANSWER <input type="checkbox"/> 1% 1</p>
<p>Q3. Did you know the best time to telephone for results is between 11.00 am – 12.00 am and 4.00 pm – 6.00pm?</p> <p>Yes <input type="checkbox"/> 71% 132</p> <p>No <input type="checkbox"/> 29% 53</p> <p>DID NOT ANSWER <input type="checkbox"/> 0% 0</p>	<p>Q4. Did you know the surgery offers booking appointments on line?</p> <p>Yes <input type="checkbox"/> 61% 185</p> <p>No <input type="checkbox"/> 37% 69</p> <p>DID NOT ANSWER <input type="checkbox"/> 2% 3</p>
<p>Q5. Do you receive text message reminder for appointments at the surgery? This is set automatically for patients with mobile numbers to receive reminder sms messages for appointments. If you are interested in this please see the receptionist.</p> <p>Yes <input type="checkbox"/> 142 - 77% 142 - 77%</p> <p>No <input type="checkbox"/> 40 - 22% 40 - 22%</p> <p>DID NOT ANSWER <input type="checkbox"/> 3 - 2% 3 - 2%</p>	
<p>Q6. How good was the doctor at providing and arranging treatment for you?</p> <p>Good <input type="checkbox"/> 56% 104</p> <p>Satisfactory <input type="checkbox"/> 36% 67</p> <p>Poor <input type="checkbox"/> 4% 8</p> <p>Don't Know <input type="checkbox"/> 3% 6</p> <p>DID NOT ANSWER <input type="checkbox"/> 0% 0</p>	<p>Q7. Do you know that rather than attending casualty Summerfield Urgent Care Centre will see you 8.00 am to 8.00pm Monday to Sunday without appointment?</p> <p>Yes <input type="checkbox"/> 81% 149</p> <p>No <input type="checkbox"/> 19% 35</p> <p>DID NOT ANSWER <input type="checkbox"/> 1% 1</p>
<p>Q8. How good was the doctor at involving you in decision making about your care?</p> <p>Good <input type="checkbox"/> 56% 103</p> <p>Satisfactory <input type="checkbox"/> 36% 67</p> <p>Poor <input type="checkbox"/> 6% 11</p> <p>Not Applicable <input type="checkbox"/> 2% 3</p> <p>BLANK <input type="checkbox"/> 1% 1</p>	<p>Q9. Was the doctor good at listening to you?</p> <p>Good <input type="checkbox"/> 62% 114</p> <p>Satisfactory <input type="checkbox"/> 28% 51</p> <p>Poor <input type="checkbox"/> 8% 14</p> <p>Not Applicable <input type="checkbox"/> 2% 4</p> <p>BLANK <input type="checkbox"/> 1% 2</p>
<p>Q10. Do you know how to contact the out of hour GP service when the surgery is closed?</p> <p>Yes <input type="checkbox"/> 61% 113</p> <p>No <input type="checkbox"/> 39% 72</p> <p>BLANK <input type="checkbox"/> 0% 0</p>	<p>Q11. Were you happy with your treatment today?</p> <p>Yes <input type="checkbox"/> 83% 154</p> <p>No <input type="checkbox"/> 15% 27</p> <p>BLANK <input type="checkbox"/> 2% 4</p>
<p>Q12. Thinking of your most recent booked appointment how long did you have to wait before seeing the doctor / nurse?</p> <p>Less than 10 minutes <input type="checkbox"/> 29% 53</p> <p>10 - 15 minutes <input type="checkbox"/> 28% 52</p> <p>15 - 20 minutes <input type="checkbox"/> 26% 48</p> <p>More than 20 Minutes <input type="checkbox"/> 14% 25</p> <p>There was no set time for my appointment <input type="checkbox"/> 2% 3</p> <p>BLANK <input type="checkbox"/> 2% 4</p>	

Q13. Which of the following opening hours would make it easier for you to attend the practice to be seen ?

Before 8.00 am 4% 7 Late Evening 18% 35 Saturday Morning 24% 47 Happy with Current Opening Hours 53% 104 BLANK 1% 2

Q14. Did you know that you can book appointments with the doctor using your mobile phone app? If you are interested in doing this please ask the receptionists for further information.

Yes 31% 57 No 22% 41 Not Interested 45% 83 BLANK 2% 2

Q15. Overall how would you describe your experience at this surgery?

Good 57% 106 Satisfactory 32% 59 Poor 5% 9 Not Applicable 2% 3 BLANK 4% 8

Q16. How likely are you to recommend our GP practice to your friends and family if they needed similar care or treatment?

Extreme Likely 24% 44 Likely 43% 80 Neither Likely or unlikely 20% 37 Unlikely 5% 10 Extremely Unlikely 5% 10 Don't Know 1% 1 BLANK 2% 3

Q17. Did you know that the surgery has a patient participation group ?

Yes 33% 61 No 64% 119 BLANK 3% 5

Q17b. Would you like to join the Patient Participation Group as we are looking for new members ?

15 8% Yes - write your name and telephone number: _____
 150 81% No BLANK 20 11%

Q18a. Are you: Male 59-32% Female 108-58% BLANK 18-10%

Q18b. How old are you?

Under 18 3% 6 18-24 10% 18 25-34 27% 50 35-44 27% 50 45-64 25% 47 65-74 4% 7 75 and over 3% 5 BLANK 1% 2

Q19. Which ethnic group do you belong to? (Please tick one box)

White 7 4% Mixed 14 8% Black or Black British 14 8%
 Chinese 3 2% Asian or Asian British 139 75% Other ethnic group 5 3% BLANK 3 2%

Q20. Employment Status (Please tick one box)

Employed 119 64%
Unemployed and looking for work 24 13%
Retired 10 5%
Other Please Specify 11 6%
Did not want to answer 19 10%
BLANK 2 1%

21. We are asking our patients to suggest one item they would like to see changed at the surgery that would improve their patient experience:

Thank you for taking time to complete this questionnaire.