

## Patient Experience Survey August 2015

Dear Patient,

Thank you for agreeing to complete this survey regarding the service that we at Highgate Medical Surgery provide for you. We 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 therefore very valuable. Results from the survey will be available to view on our website [www.highgatemedicalcentre.co.uk](http://www.highgatemedicalcentre.co.uk) and in the waiting room.

Please answer the questions by circling/ticking the answer that applies to you and hand back in to reception when completed.

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### **Q1. How do you normally book your appointments with the nurse/doctor?**

In person  
By telephone  
Online

### **Q2. How easy was it to get an appointment for the time you wanted?**

Very easy  
Fairly Easy  
Not very easy

### **Q3. If you have been unable to get an appointment to suit your needs, what did you do instead:**

Visited a Pharmacy  
Visited the Walk In Centre  
Called NHS Direct  
Self Treated  
Does not apply

### **Q4. How clean did you find the surgery when you last attended?**

Very clean  
Fairly clean  
Not clean

### **Q5. In the past 6 months how easy have you found the following:**

Getting through on the telephone	Very easy	Easy	Difficult	Never Tried
Obtaining test results by telephone	Very easy	Easy	Difficult	Never Tried

Speaking to a doctor/nurse on the telephone    Very easy    Easy    Difficult    Never Tried

**Q6. How long after an appointment time do you normally have to wait to be seen?**

I am normally seen on time  
Less than 5 minutes  
5-15 minutes  
15-30 minutes  
More than 30 minutes

**Q7. How satisfied are you with the opening hours at the surgery?**

Very satisfied  
Satisfied  
Neither satisfied or dissatisfied  
Quite dissatisfied  
Very dissatisfied  
Don't know the surgery's opening hours

**Q8. Are you aware that the surgery offers extended opening hours on Monday mornings from 7:15am and Wednesday mornings from 7:30am?**

Yes

No

**Q9. Which of the following minor illnesses do you think the nurse can help you with and prescribe? Please tick as many as you wish**

Chest infections	Emergency contraception
Insect/animal bites	Skin conditions/rashes
Wound care	Urine infections
Ear infections	Sickness and diarrhoea
Coughs/colds	

**Q10. Did you know you can now book telephone consultations with a GP and a Nurse Practitioner?**

Yes

No

**Q11. How helpful do you find the receptionists at the surgery?**

Very helpful  
Fairly helpful  
Not very helpful  
Not at all helpful

**Q12. How would you prefer to find out about the services that we offer? Please tick all that apply.**

- Ask the receptionist
- Practice leaflet
- Practice website
- On back of prescription
- Newsletter in waiting room

**Q13. Did you know that we have a Patient Participation Group called ‘Friends of Highgate Surgery’? The aims of this group are to provide feedback to the practice about its service and act as a support and resource for patients.**

- Yes
- No

*If you would like to join this group, please write your contact details below and we will contact you*

**Q14. In general, how happy are you with the care you get at the surgery?**

- Very happy
- Fairly happy
- Quite unhappy
- Very unhappy

**Q15. Would you recommend the surgery to your family/friends?**

- Yes
- No

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**If you wish to make any comments at all about the care and service you receive at the surgery, please do so in the box below. You can add your name and contact details if you wish us to respond.**

The following questions are **optional**, however they will help us to determine who is using the surgery and how we can improve our services to you, the patient.

Gender

Age Range

Male

- 16-34 years
- 35-64 years

Female

65-74 years

75-84 years

Over 84 years

To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?

<b>White</b>				
British Group		Irish		
<b>Mixed</b>				
White and Black Caribbean		White and black African		White and Asian
<b>Asian or Asian British</b>				
Indian		Pakistani		Bangladeshi
<b>Black or Black British</b>				
Caribbean		African		
<b>Chinese or other ethnic Group</b>				
Chinese		Any other		