HANDSWORTH MEDICAL PRACTICE

Patient Survey – November 2013

Please take a few minutes to fill out this survey. The areas covered in this survey are Appointments, Staff and Patient Information.

Handsworth Medical Practice welcomes your feedback. The survey will enable us to improve the service that we provide. Please return your completed survey to reception.

Please tick which answer is most appropriate. Thank you for your participation.

Some questions about you:

Are you Male or Female?

○	○
Male	Female

What age are you?

○	○	○	○	○	○	○	○
Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75+

What is your ethnic background?

○	○	○	○	○	○	○
White	Black	Indian	Pakistani	Irish	Mixed background	Other

If Other please specify ……

Appointments:

How easy do you find it to make an appointment by telephone?

○	○	○	○
Easy	Fairly Easy	Sometimes Difficult	Difficult

How easy do you find it to make an appointment at reception in the surgery?

○	○	○	○
Easy	Fairly Easy	Sometimes Difficult	Difficult

How easy do you find it to make an appointment via our internet website?

○	○	○	○	○
Easy	Fairly Easy	Sometimes Difficult	Difficult	I did not know about this service

Do you think there are enough internet appointments available to book?

○	○	○
Enough available	More needed	Don't Know

Do you usually get the appointment date and time that you wish?

○	○	○
Yes	Sometimes	No

Staff:

Tick the boxes that characterise the demeanour of our Reception staff?

○	○	○	○	○	○
Attentive	Concerned	Friendly	Distracted	Rushed	Inconsiderate

Tick the boxes that characterise the demeanour of our Nurses:

○	○	○	○	○	○
Attentive	Concerned	Friendly	Distracted	Rushed	Inconsiderate

Tick the boxes that characterise the demeanour of our Healthcare staff (staff which do taking of bloods, ear syringing, etc.):

○	○	○	○	○	○
Attentive	Concerned	Friendly	Distracted	Rushed	Inconsiderate

Tick the boxes that characterise the demeanour of our Doctors:

○	○	○	○	○	○
Attentive	Concerned	Friendly	Distracted	Rushed	Inconsiderate

Information for patients:

Please tick the areas that you would like to see the practice promote information on:

○	○	○	○	○	○
Healthy Eating	Understanding the NHS (relating to GP surgeries)	Exercise / Fitness	Stop Smoking	Contraception	Other

If Other please specify ……

How would you like to gain information on the above areas through the surgery?

○	○	○	○
Practice website	Leaflets in reception	Display boards in reception	Through a talk given by a member of our clinical / admin staff

If we organise talks given by our clinical / admin staff, which subjects listed below would interest you?

○	○	○	○	○	○
Healthy Eating	Understanding the NHS (relating to GP surgeries)	Exercise / Fitness	Stop Smoking	Contraception	Other

If Other please specify ……

Additional Feedback:

Please list any other comments regarding appointments, staff and patient information:

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