

TOFT ROAD SURGERY PATIENT QUESTIONNAIRE - 2014



Thank you for taking the time to fill out this questionnaire. This has been put together with the help of the Toft Road Surgery Patient Participation Group. It is not a national survey. Your answers are completely anonymous.

The aim of this survey is to get your views on how we can make the running of the surgery even better.

When collated the results will be available to view on the Toft Road Surgery website www.toftroadsurgery.co.uk

Thank you

A. Have you arranged to visit a hospital in the past 12 months as a patient or outpatient?

Yes No (If No, please go to Question "G" >>>>)

If Yes which hospital mainly? _____

B. How did you rate the experience you received of being referred to the consultant and arranging operations / treatment?

Very Poor	Poor	Fair	Good	Very Good	Excellent
<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="4"/>	<input type="text" value="19"/>	<input type="text" value="26"/>	<input type="text" value="15"/>

C. How did you book the appointment for the hospital?

At the Surgery	By Phone	On Line	Other
<input type="text" value="12"/>	<input type="text" value="26"/>	<input type="text" value="13"/>	<input type="text" value="13"/>

D. Was your appointment at hospital cancelled or postponed by the hospital?

Yes No

E If having an operation, was this cancelled or postponed by the hospital? If so, how many times?

Yes No Number of times 2xonce

F. Did you experience any problem with receiving medication after being discharged from hospital?

Yes No

>>>>>>>>

G. Patients not attending appointments are a problem for the surgery. We currently have a policy of writing a warning letter after 2 missed appointments, and if a patient misses 3 appointments in a year we ask them to leave the surgery list. Do you feel this is a reasonable policy?

Yes No

Comments: _____

H Patients who attend late for their appointments lead to subsequent patients being seen late. How do you think we should manage people who are over 10 minutes late?

Ask them to rebook?

See only if we have time?

See them next?

Other?

I Are you aware that the surgery can text a reminder about your appointment?

Yes No

J During the past 6 months, how do you rate your experience when contacting the surgery by phone?

Poor	Fair	Good	Very Good	Excellent	Not Contacted
<input type="text" value="10"/>	<input type="text" value="21"/>	<input type="text" value="27"/>	<input type="text" value="23"/>	<input type="text" value="17"/>	<input type="text" value="2"/>

K When new patients register with the practice they are not allocated to a specific doctor. How important is it to see the same doctor?

Very Important Important Not Important

42

31

27

L Did you know you can register to make appointments online using www.patient.co.uk (previously called EMISaccess)?

Yes 65 No 33

M Do you have a repeat prescription?

Yes 73 No 27

N Did you know you can order repeat prescriptions online using www.patient.co.uk (previously called EMISaccess)?

Yes 61 No 35

O Did you know you can order repeat prescriptions via your local chemist?

Yes 85 No 15

P The Knutsford area Patient Participation Groups are planning a Diabetes information event in Knutsford for the local population. Would you be interested in attending?

Yes 20 No 76

ABOUT YOU:-

1. Are you

Male 35 Female 65

2. How old are you? Average 58 Years.

3. Do you have any long-term illness, disability or infirmity? By long-term we mean anything that has troubled you over several months or that is likely to affect you for several months or more.

Yes 51 No 49

If Yes, please describe:

4. Which ethnic group best describes yourself?

- | | | | |
|-----------------------------|------------------------|----------------------------|----------------------------|
| <input type="checkbox"/> 94 | White | <input type="checkbox"/> | Mixed |
| <input type="checkbox"/> 1 | Black or Black British | <input type="checkbox"/> | Chinese or Chinese British |
| <input type="checkbox"/> | Asian or Asian British | <input type="checkbox"/> 1 | Other ethnic group |

5. Is your accommodation?

Owner-occupied / mortgaged 80 Rented or other arrangement? 13

6. Which of the following best describes you?

- 46 Employed (full or part-time, including self employed)
- Unemployed and looking for work
- 2 At school or in full time education
- 4 Unable to work due to long term sickness
- 11 Looking after your home/ family
- 35 Retired from paid work
- 1 Other (please describe) volunteer

Thank you for completing this questionnaire