

Kirpal Medical Practice Dr Vatish & Dr Bodapati -Patient Survey 2013-14

Accessing your GP services				
1. When did you last see or speak to a GP at your GP surgery?				
In the past 3 months <input type="checkbox"/>	Between 3 and 6 months ago <input type="checkbox"/>			
Between 6 and 12 months ago <input type="checkbox"/>	More than 12 months ago <input type="checkbox"/>			
I have never seen a GP at my GP surgery <input type="checkbox"/>				
2. How often do you see/speak to your preferred GP?				
Always or almost always <input type="checkbox"/>	A lot of the time <input type="checkbox"/>	Some of the time <input type="checkbox"/>		
Never or almost never <input type="checkbox"/>	Not tried at this GP surgery <input type="checkbox"/>			
3. When did you last see or speak to a Nurse at your GP surgery?				
In the past 3 months <input type="checkbox"/>	Between 3 and 6 months ago <input type="checkbox"/>			
Between 6 and 12 months ago <input type="checkbox"/>	More than 12 months ago <input type="checkbox"/>			
I have never seen a Nurse at my GP surgery <input type="checkbox"/>				
4. Generally, how easy is it to get through to somebody on the phone at your surgery?				
Very easy <input type="checkbox"/>	Fairly Easy <input type="checkbox"/>	Not very easy <input type="checkbox"/>	Haven't tried <input type="checkbox"/>	
5. How helpful do you find the receptionists at your GP surgery?				
Very helpful <input type="checkbox"/>	Fairly helpful <input type="checkbox"/>	Not very helpful <input type="checkbox"/>	Very unhelpful <input type="checkbox"/>	Don't know <input type="checkbox"/>
Making an Appointment				
6. The last time you tried, were you able to make an appointment within your desired timescale?				
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Can't remember <input type="checkbox"/>		
7. If you were not able to get an appointment on the day/time you desired, what course of action did you take with regards to your health needs?				
Got an appointment for a different day <input type="checkbox"/>	Had a consultation over the phone <input type="checkbox"/>			
Went to A&E or a Walk-in-Centre <input type="checkbox"/>	Saw a pharmacist <input type="checkbox"/>			
Decided to contact my surgery another time <input type="checkbox"/>	Didn't see or speak to anyone <input type="checkbox"/>			
Waiting Times on Arrival				
8. Do you feel you have to wait too long to be seen by a GP/Nurse at your surgery?				
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Don't Know <input type="checkbox"/>		
GP and Nurse Performance				
9. How do you rate the overall performance of your GP? (1=Poor 5=Excellent)				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
10. How do you rate the overall performance of your Nurse? (1=Poor 5=Excellent)				
1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
PTO				

Opening Hours

11. Do you feel that the current opening hours are convenient for you?

Yes No Most of the time

If they are not, please outline which additional opening hours would make it easier for you to see or speak to someone:

Overall Experience

12. Overall, how would you describe your experience at your GP surgery?
(1=Poor 5=Excellent)

1 2 3 4 5

13. Are you aware of the Health Exchange Service Facilities at Soho Health Centre

Yes No Don't know Reasons:

Out of Hours

14. Do you know how to contact an out-of-hours emergency service

Yes No

Surgery Specific Questions

15. Are you aware of our Patient representative group and how to join? If your answer is no please ask reception?

Yes No - Ask reception Don't Know

16. Are you aware of NHS 111 emergency service when surgery is closed.

Yes No

About You

17. Are you: Male Female

18. How old are you?

Under 18 18-24 25-39 40-54 55-69 70 or over

Comments and Suggestions: