

**Bramingham Park Medical Centre
GP Patient Survey
Questionnaire 2014-2015**

THE PRACTICE

Opening times: Monday, Wednesday & Thursday 8:00am – 8:00pm,
Tuesday & Friday 07:30am – 8.00pm
Saturday 08:30am – 12:30pm

Bank Holidays 08:30am – 12:30pm

	Good	Fair	Poor	No answer
1. How do you rate the hours that the practice is open for appointments?				
	Easy	Average	Difficult	No answer
2. How easy is it to get an appointment with the Doctor?				
3. How easy is it to get an appointment with the Nurse?				
	Good	Fair	Poor	No answer
4. How do you rate the welcome you receive from the reception staff when you arrive for your appointment?				
5. How do you rate the helpfulness of the reception staff when you are ordering prescriptions?				
6. How do you rate the time it takes to answer the telephone?				

CONSULTATIONS

	None	1-2	3-4	5-6	More	No answer
7. In the past 12 months how many times have you visited the practice?						
	Same day with any GP (including a Locum GP)	Wait for GP of choice	No answer			
8. How important is it be seen by a GP:						
	Dr Thiyagarajah	Dr Jeyabalan	Locum GP	Advance Nurse Practitioner	Nurse/HCA	No answer
9. Who did you see the last time you visited?						

How good were they at:

	Good	Fair	Poor	Does not apply	No answer
10. Asking about your symptoms and how you were feeling?					

11. Listening to you?					
12. Putting you at your ease?					
13. Explaining your problem and treatments?					
14. Involving you in decisions about your care?					

After seeing them:

	Yes	To some extent	No	Does not apply	No answer
15. Did you understand everything that was discussed?					
16. Did you feel happy with your consultation?					
17. Were you happy with the treatment you were given?					

QUESTIONS ABOUT YOU

THE FOLLOWING QUESTIONS ARE OPTIONAL

(YOU DO NOT HAVE TO ANSWER THEM IF YOU DO NOT WANT TO)

	Male	Female	No answer
18. Are you?			

	Under 18	18-24	25-34	35-44	45-54	55-64	65-74	75-84	85 and over	No answer
19. To which age group do you belong?										

20. Which ethnic group do you belong to?

a. White	
b. Black or Black British	
c. Asian or Asian British	
d. Mixed	
e. Chinese	
f. Other Ethnic Group	
No answer	

21. Which of the following best describes you:

a. Employed (full or part time, including self employed)	
b. Unemployed and looking for work	
c. At school or in full time education	
d. Unable to work due to long term sickness	
e. Looking after your home, family or a carer	
f. Retired from paid work	
g. Other – please describe	

No answer

22. We are interested in any other comments you may have

a. Is there anything particularly good about your health care?

b. In your opinion is there anything which could be improved?

c. Any other comments	
-----------------------	--

Bramingham Park Medical Centre Patient Participation Group

We would like to know how we can improve our services to you and how you perceive your surgery and staff.

To help us to achieve this we like to involve all our patients and we hold a Patient Participation Group meeting every 2 months. The PPG has a Chairperson who attends all meetings and a representative of the Practice team, usually the Practice Manager, is also in attendance to ensure any areas of concerns or areas for improvement are taken forward and implemented within the Practice.

We would like to invite you to join us at these meetings or alternatively invite you to leave your contact details so we can keep you up to date with our PPG newsletter which details what is happening in the surgery. Please complete the areas below:

Your Name:.....

Your Address:.....

.....

.....

.....

If you are happy for us to contact you periodically by email please leave your details:

Your email address:

Please tick below:

I would like to join you at future meetings

I would like to receive the Bramingham Park Medical Centre PPG Newsletter

by post

by email

Please note that we will not respond to any medical information or questions received through the survey. The information you supply to us will be used in accordance with the Data Protection Act 1998. The Data Protection Act 1998 gives you the right to know what information is held about you, and sets out rules to make sure that this information is handled correctly.

THANK YOU