



Patient Survey February 2012

Welcome to the Munro Medical Centre Patient Survey. We appreciate and value you taking the time to complete this survey.

The Surgery is interested in finding out your views about the services we offer, and we would appreciate you completing as many of them that are relevant to you as possible.

In this survey we ask your opinions about Doctors, Nurses & Health Care Assistants. To clarify, we are asking you about staff you would normally see in the practice, not community (District Nurses) or Hospital staff.

We have tried to keep the survey a manageable size, whilst trying to maximise the information we get from it. At the end of the survey there is a general comments section where you can add any other comments you may have. All answers to questions you enter are anonymous. You need only complete this survey once, even if you receive multiple invitations.

Please return completed surveys to us and post through our letterbox at the surgery. The closing date for this survey is Sunday 4th March 2012, which means that we will be unable to accept any responses received after this date (we will include any surveys we receive via our letterbox that day when we open on Monday 5th March).

The results of the survey will be published online at our website <http://www.munromedicalcentre.co.uk> by the end of March 2012

You have requested, or been sent a paper copy of this survey – should you wish to complete the survey online instead – please follow the link from our website <http://www.munromedicalcentre.co.uk>

Please note this survey is only open to current patients of Munro Medical Centre. Please do not complete this survey if you are not a registered patient at the surgery.

Thank you for your time

About you

1. Are you?

- Male
 Female
 Indeterminate

2. How old are you?

- 16 years or under
 17-34 years
 35-49 years
 50-64 years
 65-74 years
 75 years or over

3. What do you consider your ethnic group to be?

- White - British
 White - Irish
 White – Any other background
 Mixed – White & Black Carribean
 Mixed – White & Black African
 Mixed – White & Asian
 Mixed – Any other background
 Asian or Asian British - Indian
 Asian or Asian British - Pakistani
 Asian or Asian British - Bangladeshi
 Asian or Asian British –Any other background
 Black or Black British – Caribbean
 Black or Black British - African
 Black or Black British – Any other background
 Chinese
 I do not wish to specify my ethnicity
 Other (Please specify below)

Who have you seen at the Surgery?

4. Have you seen a Doctor, Nurse, or Health Care Assistant in the past 12 months at the surgery?

- | Yes | No | |
|--------------------------|--------------------------|-----------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Doctor |
| <input type="checkbox"/> | <input type="checkbox"/> | Nurse |
| <input type="checkbox"/> | <input type="checkbox"/> | Health Care Assistant |

How do you feel about our Doctors?

5. The last time you saw or spoke to a DOCTOR from the surgery, how good was that doctor at each of the following?

Very Good	Good	Average	Poor	Very Poor
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Giving you enough time

Listening to you

Explaining things

Involving you in your care

Treating you with care and concern

6. Do you know who your usual Doctor is?

Yes No

7. How important is it to you that you see the same Doctor?

Very Important	Important	Don't Mind	Unimportant	Very Unimportant
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Every time you visit the surgery

When you have a new problem

When you are attending the surgery for a recurrent problem, or to manage an ongoing condition

How do you feel about our Nurses?

8 The last time you saw or spoke to a NURSE from your GP Surgery, how good was that Nurse at each of the following?

Very Good	Good	Average	Poor	Very Poor
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Giving you enough time

Listening to you

Explaining things

Involving you in your care

Treating you with care and concern

Telephone & Appointments

9 In the past 12 months, how easy have you found it to contact the Surgery by telephone?

Very easy
 Easy
 Neither easy or difficult
 Difficult
 Very difficult
 Haven't tried

10 For most patients requesting a same day appointment the practice runs what's known as Telephone Triage.

This means you are initially called back by a trained Nurse who will assess the problem you are reporting and decide with you the best course of action.

The outcome of this may be advice over the phone, an appointment with a Doctor, Nurse or Health Care Assistant, or advice to contact other services.

Do you understand how this works?

Yes No
 I didn't understand before I read this question, but do now
 I still don't understand how this works

11 If you have used the Telephone Triage service as described in the previous question, are you happy with the system?

Yes
 No
 I haven't used Telephone Triage

Making Appointments

12 Which of the following methods would you prefer to use to book an appointment at the Surgery? (Please tick all that apply)

In person
 Telephone (Speaking to a Receptionist)
 Online/Internet
 No preference
 Other (please specify below)

13 How easy is it to get an urgent appointment with a Doctor or Nurse on the same day when you're ill?

Very easy
 Easy
 Neither easy or difficult
 Difficult
 Very difficult
 I haven't needed an urgent appointment

14 How easy is it to book routine or follow up appointments with a Doctor, Nurse or Health Care Assistant several weeks in advance?

Very easy
 Easy
 Neither easy or difficult
 Difficult
 Very difficult
 I haven't needed to book an appointment in advance

Do we see you on time?

15 When you have a booked appointment at the Surgery, how long do you normally wait to be seen past your booked appointment time?

- I am usually seen early
- There is normally no/minimal delay
- Less than 5 minutes
- 5 to 15 minutes
- 16 to 25 minutes
- More than 25 minutes
- Can't remember/Not applicable

16 If there was a delay of 20 minutes or more for your appointment, were you made aware of this either when you booked in, or while you were waiting?

- Yes
- No
- I've not had a delay of 20 minutes or more

Reception

17 How helpful do you find our staff at the main Reception Desk?

- Very helpful
- Helpful
- Satisfactory
- Unhelpful
- Very unhelpful
- Don't know

18 In the Reception area, can other patients overhear when you want to say something in private to a Receptionist?

- Yes – but I don't mind
- Yes – and I'm not happy about it
- No – Other patients can't overhear
- Don't know

About our Opening hours

19 How satisfied are you with the Surgery Opening hours?

We are open Monday to Friday 8:00am to 6:30pm.

We also have pre-bookable appointments from 8.00 to 8.30am in the morning, and some evenings between 6.30 and 7.30pm

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

Travelling to the Surgery

20 How do you normally travel to the Surgery?

- Public Transport
- Motorbike/Scooter
- Mobility Scooter
- Own Vehicle
- Never visit the Surgery
- Bicycle
- Taxi
- Voluntary Car
- On Foot

21 If you have had problems travelling to the Practice that prevented you from reaching it, what have they been?

- I am housebound
- I felt too unwell to travel
- I have a disability which sometimes makes it difficult for me to travel
- I have not had transport
- I have been unable to leave school/college/work
- I have had caring responsibilities
- I was held up by traffic/roadworks
- Lack of public transport
- Planned transport let me down
- Other (please specify)

About Our Internet site

22 The Surgery has a website. How often have you referred to it for information?

- At least every month
- At least every 3 months
- At least every 12 months
- Only once or twice
- Never/I don't have internet access

23 If you've used our website, do you find it contained the information you needed?

- Yes No

24 Have you read our Surgery Leaflet/Booklet?

- Yes
 No
 Can't remember
 Didn't know there was one

25 Have you been referred for an Outpatient (Hospital) appointment in the last 3 years?

- Yes No

26 If you were seen at an Outpatient (Hospital) Appointment, did the Hospital Doctor or Nurse appear to have all of the information they needed?

- Yes No
 Don't know

27 When you are referred to a hospital for an appointment or procedure you have a choice which hospital you go to (as long as they offer the service or speciality you need).

Which of these is your preferred hospital when the service or speciality is not available locally in Spalding?

- Pilgrim Hospital, Boston
 Peterborough City Hospital
 Stamford
 Kings Lynn
 Other (Please specify)

Repeat Prescriptions

28 Have you ordered a repeat prescription from the Munro Medical Centre for medicines or any other items in the last six months?

- Yes No

If you answer 'No' to this question, please skip to Question 32

29 What method did you used to order the repeat prescription?

- Dropped a repeat slip into the Surgery
 Posted a repeat slip to the Surgery
 Use the website internet service
 Asked the Doctor at a routine appointment
 Asked a local Chemist to order it
 I let the local Chemist handle my repeat prescriptions

30 How easy was it for you to order a repeat prescription?

- Very easy
 Easy
 Neither easy or difficult
 Difficult
 Very difficult
 Haven't tried

31 How satisfied are you with the repeat prescription service?

- Very satisfied
 Satisfied
 Neither satisfied or dissatisfied
 Dissatisfied
 Very dissatisfied

32 The following services are provided at Munro Medical Centre. How satisfied are you with the services?

Have used & satisfied	Have used & not satisfied	Don't Know	Have not used
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Ear Syringing

-

Minor Surgery (skin surgery)

-

Steroid Injections (Joints and soft tissue)

-

Toenail Surgery

-

Travel Vaccinations and prevention

-

33 The following services are available in Spalding but not currently at Munro Medical Centre.

How important is it to you that these services are provided at Munro Medical Centre?

Very Important	Important	No Opinion	Not Important	Very unimportant
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Physiotherapy

Plebotomy (taking blood samples for tests)

Chiropody/Podiatry

Dietician

Therapy & counselling

34 Please use the rest of this page to add any additional comments you feel relevant.

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