

## VICTORIA MEDICAL CENTRE & LEES PLACE MEDICAL CENTRE

### PATIENT SATISFACTION QUESTIONNAIRE

We would be very grateful if you would complete this survey about the Victoria Medical Centre (VMC) or Lees Place Medical Centre (LP) (depending where you are registered) and its services.

It is very important that patients are involved in decisions about the range and quality of services provided by their practice. Over the last two years the Practice –Victoria Medical Centre (VMC) and Lees Place Medical Centre (LPMC) –has been encouraging patients to give their views on how the surgeries are performing and what improvements could be made by asking patients to fill in a local practice questionnaire annually.

Main points of the action plan following the 2013 survey are below:

#### 2013 ACTION PLAN

- Assess achievements from 2012 Action Plan (~~see separate sheet~~)
- Continue to improve the representativeness of the Patient Representative Group by encouraging more patients especially at Lees Place Medical Centre and obtaining more e-mail addresses creating a larger virtual PRG
- Run the survey for longer – at least 2 months
- Engage ‘hard to reach’ patient groups which are not so well represented in the PRG by sending paper questionnaires and contact sheets directly to these patient groups
- Improve telephone access by introducing more telephone lines and answering the phone more promptly
- Carry out another survey in Autumn 2013 to obtain better feedback on the new appointment system
- Ensure that the receptionists inform patients when their appointment is delayed

The staff at the VMC/ LP aim to provide the highest standard of care to everyone, and your responses to this ~~this~~ survey will help us to know what we’re doing well, and where there are opportunities for us to improve.

Please answer ALL the questions that apply to you by putting a tick in one of the boxes, except where a question asks for more than one.

The survey is completely anonymous, and your doctor will NOT be able to identify you from your answers.

Thank you for your time.

[Message from Patient Participation Group:](#) We strongly urge all patients to complete the Patient Survey. Last year the big message from the survey was that patients felt they had to wait too long for medical advice. A year later the practice has introduced a new appointment system where early results are very encouraging. The Practice are listening to you; PLEASE FILL OUT THE FORM AND HELP US MAKE IMPROVEMENTS"

## Questions About You

**Question 1: Please indicate which surgery are you currently registered...**

- Victoria Medical Centre       Lees Place Medical Centre

**Question 2: Are you...**

- Male                               Female

**Question 3: How old are you?**

- Under 16                               25 to 44                               65 to 74  
 16 to 25                               45 to 64  
 75 or over

**Question 4: Do you have a long-term health condition?**

- Yes - Please answer Q5       No

**Question 5: For your long-term health condition, are you receiving treatment from:**

- Victoria Medical Centre                               Elsewhere                               N/A

**If you would like to tell us about your long-term health condition, please do so below:**

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**Question 6: Are you registered disabled?**

- Yes     No

**If you would like to tell us about your disability, please do so below:**

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**Question 7: How would you describe your ethnicity?**

- |  |   |
|--|---|
| <input type="checkbox"/> Black African               | <input type="checkbox"/> Indian                     |
| <input type="checkbox"/> Black British               | <input type="checkbox"/> Pakistani                  |
| <input type="checkbox"/> Black Caribbean             | <input type="checkbox"/> Bangladeshi                |
| <input type="checkbox"/> Black - other               | <input type="checkbox"/> Chinese                    |
| <input type="checkbox"/> Mixed white/black African   | <input type="checkbox"/> Any other Asian background |
| <input type="checkbox"/> Mixed white/black Caribbean | <input type="checkbox"/> Mixed white/Asian          |

- Mixed black/Asian
- White British
- White European
- Any other white background
- Any other mixed background
- Any other ethnicity
- Prefer not to say

**Question 8: Which of the following best describes you?**

- Employed (F/T, P/T and self-employed)
- Full time carer at home
- Unemployed / looking for work
- At school or in full time education
- Unable to work due to long term sickness
- Retired from paid work
- Other

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**Questions about your experience of the Victoria Medical Centre**

**Question 9: How helpful do you find the receptionists at the practice?**

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- I have no opinion

**Question 10: How easy is it to get through to the practice on the phone?**

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- I have not tried
- I have no opinion

**Question 11: How easy is it to speak to one of our doctors or nurses on the phone?**

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- I have not tried
- I have no opinion

**Question 12: If you need to see a GP urgently, are you normally able to do so?**

- Yes
- No
- I have never needed to
- Other \_\_\_\_\_

**Question 13: The appointment system was reviewed and improved on 1<sup>st</sup> September 2013. Do you understand how the current appointment system works?**

- Yes
- No

**Question 14: Have you requested a doctor's appointment since 1<sup>st</sup> September 2013?**

- Yes
- No

If so please answer Q15-17. If not please go to Q18

**Question 15: When you last contacted the surgery to make a routine appointment were you**

- Able to make an appointment with the doctor of your choice (in advance)
- Able to make a telephone consultation appointment (in advance)
- Speak to another doctor (on the day)

**Question 16: How satisfied were you with the response you received on this occasion?**

- Very satisfied
- Fairly satisfied
- Not applicable
- Satisfied
- Not satisfied

**Question 17: How satisfied are you with the new appointment system overall? If you would like to make any suggestions on how to further improve the system please comment below**

- Very satisfied
- Fairly satisfied
- Not applicable
- Satisfied
- Not satisfied

**Question 18: How long did you wait for your most recent consultation to start?**

- Less than 5 minutes
- 5 – 10 minutes
- 11 – 20 minutes
- 21 – 30 minutes
- More than 30 minutes
- No time was set for my consultation

**Question 19: If there was a delay to your appointment, were you informed by the receptionist that the doctor was running late?**

- Yes
- No

**Question 20 (a): Are you aware that the practice is open for a walk-in service on Saturday and Sunday 8am to 4pm until 31<sup>st</sup> March 2014?**

- Yes
- No

**Question 21 (b)1: What additional hours would suit you?**

- Before 8am
- After 6.30pm everyday
- On a Saturday

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- On a Sunday                       None of these

**Question 2212:** When you **last** ordered a prescription from the practice, was it available **for collection** within 48 hours?

- Yes                                       No

**Regarding your last appointment with the doctor, how good were they at...**

**Question 232:** Listening to you?

- Very good                               Fair                                       Very poor  
 Good                                       Poor

**Question 243:** Explaining tests and treatments?

- Very good                               Fair                                       Very poor  
 Good                                       Poor                                       Not applicable

**Question 254:** Involving you in decisions about your care?

- Very good                               Fair                                       Very poor  
 Good                                       Poor                                       Not applicable

**Question 265:** Treating you with care and concern?

- Very good                               Fair                                       Very poor  
 Good                                       Poor

**Regarding your last appointment with the nurse, how good were they at ...**

**Question 276:** Listening to you?

- Very good                               Fair                                       Very poor  
 Good                                       Poor

**Question 287:** Explaining tests and treatments?

- Very good                               Fair                                       Very poor  
 Good                                       Poor                                       Not Applicable

**Question 298:** Involving you in decisions about your care?

- Very good
- Fair
- Very poor
- Good
- Poor
- Not applicable

**Question 3029: Treating you with care and concern?**

- Very good
- Fair
- Very poor
- Good
- Poor

**And finally...**

**Question 310: Overall, how would you describe your experience of our GP surgery?**

- Excellent
- Good
- Poor
- Very good
- Fair

**Question 324: Would you recommend VMC to a friend or relative?**

- Yes, definitely
- No, probably not
- I have no opinion
- Yes, probably
- No, definitely not

**Finally, please use the space below for any other comments you would like to make**

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