

Hawkesley Medical Practice Patient Survey 2019

Completing this survey will provide feedback to help us make decisions about future services. If you need assistance completing this form, please ask at reception.

Please answer the following questions where:

1 = Excellent 2 = Very Good 3 = Good 4 = Fair 5 = Poor 6 = Very Poor

During your last visit to the surgery:	1	2	3	4	5	6	N/A
How thoroughly did the doctor/nurse/pharmacist ask you about your symptoms and how you were feeling?							
How well do you feel they listened to what you had to say?							
How well did they put you at ease?							
How well did they involve you in decisions about your care?							
How well did they treat you, with care and concern?							
How well did they explain any tests or treatments you required							
How helpful were the receptionists at the surgery?							

Please answer the following questions where:

1 = Completely Satisfied 2 = Very Satisfied 3 = Fairly Satisfied
4 = Neither Satisfied nor Dissatisfied 5 = Fairly Dissatisfied 6 = Dissatisfied

How satisfied are you with the following:	1	2	3	4	5	6	N/A
Your visit to the practice today?							
The practice opening hours?							
The ability to get through to the practice by telephone?							
That you are able to see a doctor on the day?							
The outcome of your appointment?							

Please answer the following questions where:

1 = Very Likely 2 = Likely 3 = Unsure
4 = Unlikely 5 = Very Unlikely 6 = Not at All

Where would you access advice/ treatment when the surgery is closed or fully booked:	1	2	3	4	5	6
My Healthcare Hub						
NHS 111						
Out of Hours / Walk in Service						
Hospital A & E						
Community Pharmacist / over the counter medication						
Wait to make an appointment when the surgery is open						
Do nothing and hope the problem goes away						

The Practice loses approximately 180 appointments a month through patients not attending appointments. If you have ever booked an appointment and then not attended without cancelling it, why was that?	Yes	No
Always attended appointments (if yes please move to next section)		
I went to the walk in centre/out of hours service instead		
I no longer needed the appointment because the problem got better		
I still needed the appointment but was unable to attend due to other commitments		
I forgot about my appointment		
I tried to cancel my appointment but could not get through to the practice		
I was late for my appointment and so the appointment was missed		

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Communication:		
Text Message Reminders	Yes	No
Are you aware that we offer text reminders for appointments?		
If you would like to receive these, please speak to reception.		
Are you aware that appointments can be booked, changed and cancelled online or can be cancelled by text message?		
Patient Participation Group	Yes	No
Are you aware that we run a Patient Participation Group where patients can meet with members of our team to help the practice improve and work with our local community?		
If you would like to get involved in this group, please speak to reception.		

Prescriptions	Yes	No
Are you aware that we offer an Electronic Prescribing System (EPS) where your prescriptions can be sent directly to a pharmacy of your choice, saving you time coming into the surgery to collect them?		
If you would like to receive information about this service, please speak to reception.		

To ensure we achieve a representative sample of responses from our patient population, it would help us if you were able to complete the following equality and diversity information:

Please indicate your gender	Male		Female				
Please state your age group	-16	16-24	25-44	45-64	65-74	75-84	84+
Please state your ethnicity	White / British		Irish				
	Caribbean		African				
	White Asian		Indian				
	Pakistani		Bangladesh				
	Chinese		Polish				
	Somali		Other				
Please describe your employment status	Further education		Employed				
	Unemployed		Unable to work				
	Retired						
How would you describe how often you visit the surgery?	Weekly		Monthly				
	Six monthly		Annually				

Thank you for your feedback.

Please return this survey to the reception desk

If you would like to find out more about Hawkesley Medical Practice and the services we offer please visit our website:

<https://hawkesleymedical.gpsurgery.net/>

Detailed feedback can be given using the feedback tool on the website or on NHS Choices.