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PATIENT SURVEY 2013/2014

Dear Patient

We really want to improve our services to you, and to help us to do this, we'd like to ask for your feedback. We value your views and comments and hope you can spare a few minutes to complete a questionnaire. Your views will help us to improve our services to you.

Since last year's Survey, we have changed our 'phone number and now have a landline, and we have also changed our appointment system. Both of these changes were made in response to patient feedback and we hope you have found both changes helpful and positive.

We have recently met with members of the surgery's Patient Participation Group and discussed the content of this year's Survey with them. They have suggested that a white board be installed in reception to advise patients which doctors and nurses were working that day; the board would be updated daily. We have included this suggestion in the Survey.

It would help us greatly if you could complete the survey and post it in the Post Box situated on the reception desk, marked "Patient Surveys".

If you'd like to add any comments which aren't covered by the questions asked, there is space for you to do so at the end of the Survey.

When the Survey has ended and the results have been analysed, a further meeting with our Patient Participation Group will be arranged in the New Year to discuss the outcome. The results will be posted on our website: eaglehousesurgery.com and paper copies will be available in the surgery.

Thank you for your help in participating in this Survey.

GP Partners
Eagle House Surgery

Patient Survey – please tick one answer to each of the following questions:

The last time you saw or spoke to a GP here, how good were they at each of the following?

1 Giving you enough time

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

2 Listening to you

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

3 Explaining tests and treatments

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

The last time you saw or spoke to a Nurse here, how good was she at each of the following?

1 Giving you enough time

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

2 Listening to you

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

3 Explaining tests and treatments

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

The last time you saw or spoke to a GP here, how good were they at each of the following?

4 Involving you in decisions about your care

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

5 Treating you with care and concern

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

6 Did you have confidence and Trust in the GP you saw or spoke to?

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know / I can't say

7 Appointment System

a) Have the changes we've made to the appointment system made it easier for you to book appointments?

Yes

No

The last time you saw or spoke to a Nurse here, how good was she at each of the following?

4 Involving you in decisions about your care

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

5 Treating you with care and concern

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

6 Did you have confidence and Trust in the Nurse you saw or spoke to?

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know / I can't say

b) Do you think this is a better system?

Yes

No

8 Phone Number

Are you happier with the new landline surgery number?

Yes

No

9 Did you find the waiting room clean and comfortable?

Yes

No

Were you happy with the manner of receptionists and other staff?

Yes

No

10 Our Patient Participation Group have suggested that a white board be placed in reception to advise patients which doctors and nurses are working that day, so that if they wish to see a particular doctor or nurse, patients will know if they are available. The board would be updated daily, and will augment the information on the existing white board in reception which lets patients know when a doctor is away from the surgery

I think this is a good idea:

Yes

No

11 Overall, were you happy with our service today?

Yes

No

11 Do you have any other comments?

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PLEASE FOLD YOUR SURVEY IN HALF AND PUT IT IN THE BOX ON THE RECEPTION DESK.

THANK YOU VERY MUCH FOR TAKING THE TIME TO FILL IN THIS SURVEY – YOUR COMMENTS WILL HELP US TO IMPROVE THE SERVICES WE OFFER YOU.