We would be grateful if you would complete this survey about Winch Lane Surgery. We want to provide the highest standard of care for all our patients. A summary of this survey will be fed back to the staff to help identify areas for improvement. Your opinions are very valuable. Please answer all the questions. There are no right or wrong answers and we will NOT be able to identify your individual answers. Thank you.

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| **ACCESSING YOUR GP SERVICES**  |

1. When did you last see or speak to a GP from Winch Lane Surgery?

[ ]  In the past three months

[ ]  Between 3 and 6 months ago

[ ]  Between 6 and 12 months ago

[ ]  More than 12 months ago

[ ]  I have never seen a GP from my GP surgery

2. When did you last see or speak to a Nurse from Winch Lane Surgery?

[ ]  In the past three months

[ ]  Between 3 and 6 months ago

[ ]  Between 6 and 12 months ago

[ ]  More than 12 months ago

[ ]  I have never seen a Nurse from my GP surgery

3. Generally, how easy is it to get through to someone at Winch Lane Surgery?

[ ]  Very easy

[ ]  Fairly easy

[ ]  Not very easy

[ ]  Not at all easy

[ ]  Don’t know / Haven’t tried

4. How helpful do you find the receptionists at Winch Lane surgery?

[ ]  Very helpful

[ ]  Fairly helpful

[ ]  Not very helpful

[ ]  Not at all helpful

[ ]  Don’t know

5. In the reception area, can other patients overhear what you say to the receptionists?

[ ]  Yes, but I don’t mind

[ ]  Yes, and I’m not happy about it

[ ]  No, other patients can’t overhear

[ ]  Don’t know

6. How do you normally book appointments to see a GP or a Nurse at Winch Lane Surgery?

[ ]  In person

[ ]  By telephone

[ ]  Online

[ ]  Doesn’t apply

7. As far as you know, which of the following online services does Winch Lane Surgery offer?

[ ]  Booking appointments online

[ ]  Ordering repeat prescriptions online

[ ]  Updating my details online

[ ]  None of these

[ ]  Don’t know

8. And in the past 6 months, which of the following online services have you used?

[ ]  Booking appointments online

[ ]  Ordering repeat prescriptions online

[ ]  Updating my details online

[ ]  None of these

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| **MAKING AN APPOINTMENT**  |

**I**

**n**9. How easy is it to speak to a Winch Lane Surgery GP or nurse on the telephone?

[ ]  Very easy

[ ]  Fairly easy

[ ]  Not very easy

[ ]  Not at all easy

[ ]  Don’t know / Haven’t tried

10. If you need to see a GP urgently, can you normally get seen on the same day?

[ ]  Yes

[ ]  No

[ ]  Don’t know / never needed to

11. How important is it to you to be able to book appointments ahead of time?

[ ]  Important

[ ]  Not important

12. How easy is it to book ahead?

[ ]  Very easy

[ ]  Fairly easy

[ ]  Not very easy

*[ ]* Not at all easy

[ ]  Don’t know / Haven’t tried

13. Overall how would you describe your experience of making an appointment?

[ ]  Very good

[ ]  Fairly good

[ ]  Neither good nor poor

[ ]  Fairly poor

[ ]  Very poor

*[ ]* Don’t know

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| --- |
| **WAITING TIMES**  |

14. How long did you wait for your *most recent* consultation to start?

[ ]  Less than five minutes

[ ]  5 – 10 minutes

[ ]  11 – 20 minutes

[ ]  21 – 30 minutes

[ ]  More than 30 minutes

[ ]  Can’t remember

15. How do you rate how long you waited?

[ ]  Very good

[ ]  Good

[ ]  Poor

[ ]  Very Poor

[ ]  Does not apply

16. Is the Practice currently open at times that are convenient to you?

[ ]  Yes

[ ]  No

[ ]  Don’t know

17. Which of the following additional opening times would make it easier for you to see or speak to someone?

[ ]  Before 8am

[ ]  At lunchtime

[ ]  After 6.30pm

[ ]  On a Saturday

[ ]  On a Sunday

[ ]  None of these

18. Overall, how would you describe your experience of your GP surgery?

[ ]  Very good

[ ]  Fairly good

[ ]  Neither good nor poor

[ ]  Fairly poor

[ ]  Very poor

19. Any further comments:

 

**Thank you**