Drs Pullan, Bell, Adilih, Ogunmekan,

Chambers & Laws

# Furlong Medical Centre Telephone: 01782 577388

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Tunstall

Stoke-on-Trent

ST6 5UD

Dear Sir/Madam,

Please rate each area by ticking one answer as follows:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |

The questionnaire is split into 6 areas;

* Access to a Doctor or Nurse – Questions 1 – 9
* Obtaining a repeat prescription – Questions 10 – 12
* Obtaining test results – Questions 13 – 16
* About the staff – Questions 17 – 20
* Overall satisfaction – Question 21
* Additional information - Questions 22 - 23

**Section 1 – Access to a GP or Nurse**

1. **Speed at which the telephone was answered initially**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **6** | **30** | **57** | **57** | **27** | **11** |

1. **Length of time you had to wait for an appointment**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **1** | **28** | **66** | **46** | **25** | **21** |

1. **Convenience of day and time of your appointment**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **1** | **1** | **40** | **63** | **47** | **27** |

1. **Seeing the Doctor of your choice**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **18** | **38** | **40** | **40** | **29** | **17** |

1. **Length of time waiting to check in with Reception**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **0** | **8** | **32** | **67** | **48** | **28** |

1. **Length of time waiting to see the Doctor or Nurse**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **4** | **18** | **53** | **62** | **25** | **15** |

1. **Opportunity of speaking to a Doctor or Nurse on the telephone when necessary**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **79** | **16** | **16** | **42** | **14** | **10** |

1. **Opportunity of obtaining a home visit when necessary**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **115** | **17** | **11** | **16** | **8** | **7** |

1. **Level of satisfaction with the after-hours service**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **74** | **6** | **16** | **26** | **10** | **15** |

**Section 2 – Obtaining a Repeat Prescription**

1. **Prescription ready on time**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **37** | **6** | **12** | **32** | **47** | **47** |

1. **Prescription correctly issued**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **25** | **4** | **14** | **35** | **39** | **60** |

1. **Handling of any queries**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **37** | **4** | **30** | **38** | **36** | **32** |

**Section 3 – Obtaining Results**

1. **Were you told when to contact us for your results?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **46** | **5** | **26** | **47** | **32** | **25** |

1. **Results available when you contacted us**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **43** | **7** | **26** | **48** | **36** | **21** |

1. **Level of satisfaction with the amount of information provided**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **39** | **5** | **26** | **58** | **33** | **23** |

1. **Level of satisfaction with the manner in which the result was given**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **41** | **3** | **26** | **48** | **34** | **27** |

**Section 4 – About the Staff**

**17. The information provided by the Reception Staff**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **6** | **11** | **39** | **52** | **41** | **33** |

**18. The helpfulness of the Reception Staff**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **3** | **12** | **32** | **41** | **44** | **40** |

1. **The information provided by other Staff**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **30** | **6** | **28** | **40** | **34** | **29** |

1. **The helpfulness of other Staff**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **30** | **4** | **29** | **51** | **34** | **32** |

**Section 5 – Overall Satisfaction**

1. **My overall satisfaction with this Practice**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **No Experience** | **Poor** | **Fair** | **Good** | **Very Good** | **Excellent** |
| Responses | **0** | **12** | **37** | **50** | **46** | **35** |

In addition to the above, we would be extremely interested in your comments regarding the following:-

1. **If there was “ONE” facility/service/item of equipment etc, that you would like to see/provided/available at your practice what would it be?**

|  |
| --- |
| **PLEASE SEE SEPARATE SHEET FOR RESULTS.** |

**23. As you are hopefully aware, we now offer a limited number of “early morning”**

 **(8.00am – 8.30am) appointments and, one evening a week late evening appointments**

 **(6.30pm – 8.00pm) ideally for patients that work and find it difficult to attend at other times.**

We are currently looking into offering further appointments/surgeries, in which case, which of the following would you prefer (please tick ONE only):

|  |  |  |
| --- | --- | --- |
| **a** | **Additional appointment slots 8.00am – 8.30am** | **27** |
| **b** | **Thursday afternoon appointment** | **30** |
| **c** | **Additional (more than one evening a week) evening appointment slots 6.30pm – 8.00pm** | **43** |
| **d** | **Appointment slots after 8.00pm** | **7** |
| **e** | **Appointment slots on a Saturday morning** | **59** |