

The Charnwood Practice - PATIENT SURVEY 2014

We are keen to know how you feel about the information we provide at the surgery and to receive your suggestions for improvements.

Please complete the questionnaire below and return to reception.

1. WAITING ROOM INFORMATION – WHICH IS MOST USEFUL TO YOU?

Please circle one number in each row below that shows how useful you feel it is:

	Not useful			Very useful	
T.V. Screen display	1	2	3	4	5
Posters displayed	1	2	3	4	5
Health Information leaflets	1	2	3	4	5

2. PRACTICE WEBSITE (www.thecharnwoodpractice.co.uk)

a) How often do you access The Charnwood Practice website?

- Please tick one box:
- I don't have/use Internet
 - About once a day
 - About once a week
 - About once a month
 - About once a year

b) How do you normally access the Surgery website?

- Please tick all boxes that apply:
- Home PC / laptop
 - Mobile phone/tablet

c) If you have used the website how useful did you find it?

	Not useful			Very useful	
For general information	1	2	3	4	5
To book appointments online	1	2	3	4	5
To request repeat prescriptions	1	2	3	4	5
To notify us of a change of address	1	2	3	4	5

d) How can we improve the website? Is there any other information or feature you would like added? Please add your suggestions below:

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3. THE AUTOMATED TELEPHONE BOOKING SYSTEM

- a) Are you aware that you can book an appointment with a Doctor by telephone without the need to speak to a receptionist?

Please tick one box

I was not aware	<input type="checkbox"/>
I was aware	<input type="checkbox"/>

- b) Are you aware that appointments are available up to 2 weeks in advance for patients to book an appointment with a Doctor using the Automated Telephone Booking System?

Please tick one box

I was not aware	<input type="checkbox"/>
I was aware	<input type="checkbox"/>

- c) Are you aware that patients can access the Automated Telephone Booking System at any time of the day or night?

Please tick one box

I was not aware	<input type="checkbox"/>
I was aware	<input type="checkbox"/>

4. ABOUT YOU

In order to see if we have reached a representative sample of patients please tick the boxes below that describe you.

Your gender: Male Female

Your age:

Under 16 years 17 – 24 years old 25 – 34 years old 35 – 44 years old
45 – 54 years old 55 – 64 years old 65 – 74 years old 75 -84 years old
85 years & over

Your ethnicity:

White British White Other Mixed race Black or Black British
Asian or Asian British Other

Language:

Is English your first language? Yes No

I do not wish to answer any of the 'About You' questions

5. The Patient Participation Group (PPG) provides a way for patients to represent their views and work with The Charnwood Surgery to improve services. The PPG meets at the Merlyn Vaz every 2 months. Would you like to become involved in the PPG?

Please tick one box

No	<input type="checkbox"/>	Yes	<input type="checkbox"/>
Please provide more information			<input type="checkbox"/>

If yes, please provide name and contacts details.....

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THANK YOU FOR YOUR HELP WITH OUR SURVEY

Please hand this completed form to a member of the Reception staff