

Cantilupe Surgery,
51 St. Owen Street,
Hereford,
HR1 2JB

Telephone: (01432) 268031
Fax: (01432) 352584

Dr. MARK HELME
Dr. MARK WATERS
Dr. JANIE WILSON
Dr. VALMAI GOODGER
Dr. PAULA ADAMS
Dr. JOHN STEVENSON
Dr. SARAH SCHOFIELD

Hampton Dene Surgery
Gorsty Lane,
Hereford,
HR1 1UN

Telephone: (01432) 264016
Fax: (01432) 346069

Winter 2013

Dear Patient,

THE GP PATIENT SURVEY

Appointments at your GP Surgery or Health Centre

Q1. When did you last see a Doctor/Nurse Consultant (Sister Sam Stewart or Sister Joanna Evans) at the GP Surgery ? Please tick all the circles that apply

In the past 3 months	39
Between 3 and 6 months ago	9
More than 6 months ago	12
I have never been seen at my present GP or Surgery	1

Q2. Which is your preferred method to book an appointment at the Surgery ? Please choose '1' for your first, '2' for your second and so on..

In person at reception	12
By phone	43
By fax	0
Online via the website	5
No preference	3

Q3 Which of the following are you aware of ? Please tick

	Yes I know and I use it	Yes I know but can't use it eg no computer	Yes I know but don't wish to use it	I didn't know	I don't know but would use it if told how to
I can book appointments on line via the surgery website	14	13	24	3	4
I can order prescriptions on line via the surgery website	13	11	21	5	5

Q 4 Which of the following would you find useful?

	Yes	No	Not sure
A Text reminder about a future appointment at the surgery	28	12	1
An email reminder about a future appointment	20	18	3
A phone reminder about a future appointment	20	15	5
The results of my tests emailed to me	21	17	3
The results of my tests sent to my mobile phone	15	21	2

Getting through on the phone

Q5. In the past 6 months how easy have you found the following ? *Please put a tick in one circle for each row*

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone						
Speaking to a Doctor on the phone						
Speaking to a Nurse on the phone						
Obtaining test results by phone						
Obtaining a prescription						

Arriving for your appointment-

Please state if this was at CANTILUPE OR HAMPTON DENE SURGERY.

If you do not know, please leave blank

Q6. How easy do you find getting into the building at the surgery ?

	Cantilupe	Hampton Dene
Very easy	0	0
Fairly easy	0	0
Not very easy	0	0
Not at all easy	0	0

Q7. How clean is the GP surgery ?

	Cantilupe	Hampton Dene
Very clean	<input type="radio"/>	<input type="radio"/>
Fairly clean	<input type="radio"/>	<input type="radio"/>
Not very clean	<input type="radio"/>	<input type="radio"/>
Not at all clean	<input type="radio"/>	<input type="radio"/>
Don't know	<input type="radio"/>	<input type="radio"/>

Q8. How helpful do you find the receptionists at the Surgery ?

	Cantilupe	Hampton Dene
Very	<input type="radio"/>	<input type="radio"/>
Fairly	<input type="radio"/>	<input type="radio"/>
Not very	<input type="radio"/>	<input type="radio"/>
Not at all	<input type="radio"/>	<input type="radio"/>

Your Overall Satisfaction

Q9. In general, how satisfied are you with the care you get at the Surgery ?

Very	<input type="radio"/>
Fairly	<input type="radio"/>
Neither satisfied nor dissatisfied	<input type="radio"/>
Quite dissatisfied	<input type="radio"/>
Very dissatisfied	<input type="radio"/>

Q10. Would you recommend the Surgery to someone who has just moved to your local area.?

Yes	<input type="radio"/>
Might	<input type="radio"/>
Not sure	<input type="radio"/>
Probably not	<input type="radio"/>
Definitely not	<input type="radio"/>
Don't know	<input type="radio"/>

Some questions about you

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential

Q11. Are you male or female ?

Male	<input type="radio"/>
Female	<input type="radio"/>

Q12. How old are you ?

Under 18	<input type="radio"/>	55 - 64	<input type="radio"/>
18 – 24	<input type="radio"/>	65 - 74	<input type="radio"/>
25 – 34	<input type="radio"/>	75 - 84	<input type="radio"/>
35 – 44	<input type="radio"/>	85 and over	<input type="radio"/>
45 – 54	<input type="radio"/>		

Q13. On this visit to the surgery, how did you travel?

By car	<input type="radio"/>
By bus	<input type="radio"/>
By taxi	<input type="radio"/>
On foot	<input type="radio"/>
By bicycle	<input type="radio"/>
Other	<input type="radio"/>

Approximately how far, in miles, did you travel to get here today?

Q14. What is your ethnic group? (Chose one section from A to E below, then select the appropriate option to indicate your ethnic group)

A. White

British	<input type="radio"/>
Irish	<input type="radio"/>
Any other white background	<input type="radio"/>

B. Mixed

White & Black Caribbean	<input type="radio"/>
White & Black African	<input type="radio"/>
White & Asian	<input type="radio"/>
Any other Mixed background	<input type="radio"/>

C. Asian or Asia British

Indian	<input type="radio"/>
Pakistani	<input type="radio"/>
Bangladeshi	<input type="radio"/>
Any other Asian background	<input type="radio"/>

D. Black or Black British

Caribbean	<input type="radio"/>
-----------	-----------------------

African	<input type="radio"/>
Any other Black background	<input type="radio"/>

E. Chinese or other ethnic group

Chinese	<input type="radio"/>
Any other ethnic group	<input type="radio"/>

OTHER COMMENTS

If there is anything else you would like to tell us about, please do so here

Was there anything particularly good about our service you would recommend to others?
Is there anything that could be improved ?
If there is anything else you would like to tell us about, please do so here ?

Thank you for completing our survey. We are always looking for ways to improve our service to you and value your thoughts and comments.