



Southgates and The Woottons Surgeries

Supporters of Southgates
Patient Survey 15/16



Thank you for taking the time to answer these questions. To help the surgery and the Supporters of Southgates improve the service for you. Please answer below by putting an X in one box for each question. This is an anonymous survey and completely confidential. We encourage every registered patient to answer the questionnaire.

PLEASE RETURN THE QUESTIONNAIRE TO SOUTHGATES MEDICAL & SURGICAL CENTRE AS SOON AS POSSIBLE – NO LATER THAN 31st March 2016

Extra copies are available at the surgery, other local businesses or at the surgery website www.southgates.org.uk

To enable us to understand more about our patients' views it would be helpful to understand a little about you.

Age _____ Gender _____ Country of birth _____

First language, if not English _____

About You

- | | Yes | No |
|--|--------------------------|--------------------------|
| Do you live alone? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you concerned about isolation in later life? | <input type="checkbox"/> | <input type="checkbox"/> |
| Are you a carer? | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have children in the household under the age 18 or under? | <input type="checkbox"/> | <input type="checkbox"/> |

Ages 1)..... 2)..... 3)..... 4).....

How often do you visit the surgery?

- Weekly
- Monthly
- Every 3 Months
- Every 6 Months
- Yearly
- Other

About your surgery

How clean do you find the surgery?

- Very
- Fairly
- Not very
- Not at all

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How helpful do you find the reception team?

- Very
- Fairly
- Not very
- Not at all

Are you aware you can ask for a confidential discussion?

- Yes
- No

We are open from 8am to 6.30pm Monday to Friday, Wednesday evenings until 8.30pm and 1 Saturday morning per month for routine appointments.

How satisfied are you about the above hours?

- Very
- Fairly
- Not very
- Not at all

How easy was it for you to...?	Very easy	Fairly easy	Easy	Not very easy
Get through on the telephone?				
Speak to a GP?				
Speak to a nurse?				
Get test results?				
Have your queries answered?				

Further Comments

Have you tried to access your GP quickly, within 1 or 2 days?

- Yes
- No

If yes was this successful?

- Yes
- No

How many working days will you normally wait for your appointment?

- 1-2 working days
- 3-5 working days
- 5-7 working days
- 7- 10 working days
- 11+ working days

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Are you normally seen on time?

Yes

No

If not then how long past your appointment are you willing to wait?

Less than 5 minutes

5 – 15 minutes

16 to 30 minutes

More than 30 minutes

When you arrive how long do you normally wait for you appointment?

Less than 5 minutes

5 – 15 minutes

16 to 30 minutes

More than 30 minutes

If you have to wait past your appointment time are you kept informed?

Yes

No

Are you able to choose your GP for a routine appointment?

Most of the time

A lot of the time

Some of the time

Almost never

Were you?	Very Good	Good	Acceptable	Not Acceptable
Given the length of time you needed?				
Asked about your symptoms				
Your problems taken seriously?				
Options of treatment explained?				
Treated with respect and dignity				
Please assess your confidence and trust in your GP				

Further Comments

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Prescriptions

How is easy is it for you order repeat prescriptions?

- Very
- Fairly
- Not very
- Not at all

If it is not please explain below:

Are receiving medication that you no longer need?

- Yes
- No
- If yes would you like some advice?

Are you aware you can order medication online?

- Yes
- No
- If yes would you like some advice?

Are you aware we need 72 hours to process a repeat script?

- Yes
- No

Patient Support and Liaison Group

Are you aware of our patient support and advisory group, The Supporters of Southgates (SOS)?

- Yes
- No

If you are interested, please leave your details at reception.

Please provide us any other comments about the surgery you would like to include.

Thank you for completing the SOS Southgates Medical Centre Patient Survey 2015/16
Are you aware you can register for online services? Please contact the surgery for details.