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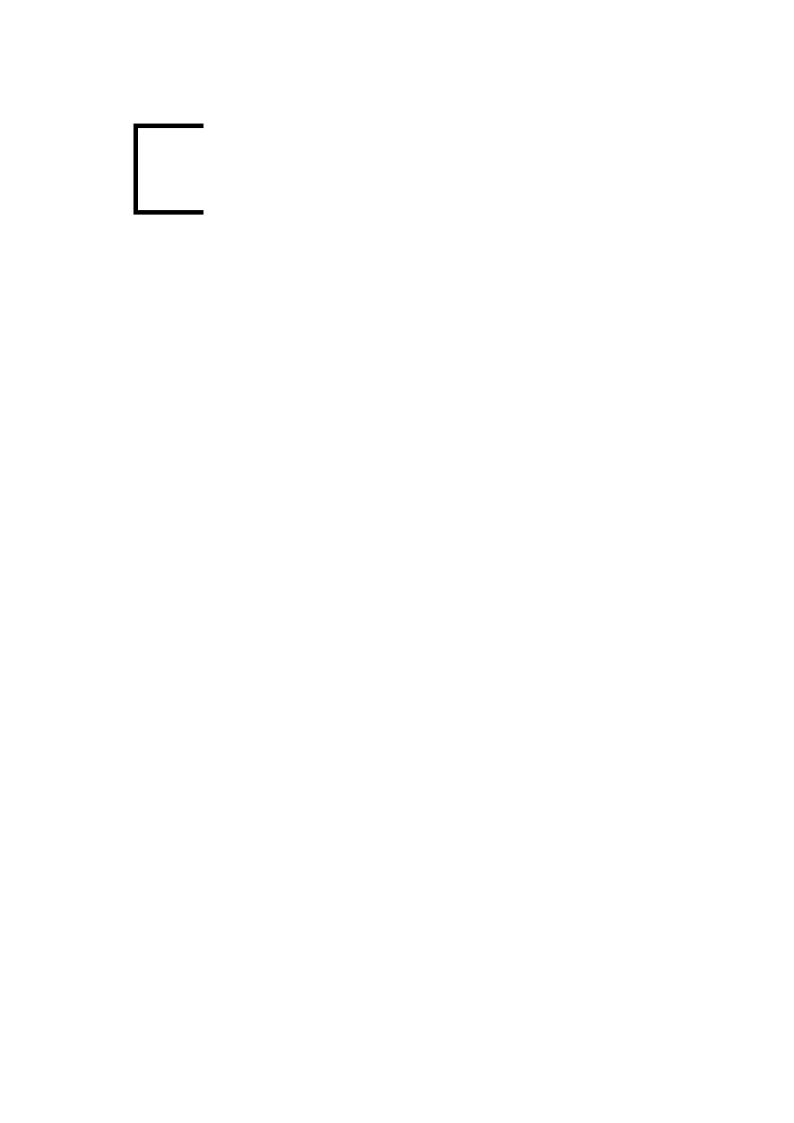
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APPENDIX

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dgerswood and Forest Surgeries Assessment Questionnaire

\DGERSWOOD ONLY - February 2013

Section 1

reasonable excellent

Reception / telephone answering and access / appointment availability

Who is your usual doctor?
In the past year, how many times have you seen any doctor in the Practice? None x 1 - 2 x 3 - 4 5 or more
Are the hours that the Practice is open for appointments generally suitable for you? Yes No
If not, please mark with a 'x' what additional time you would like the Practice to be open. Early morning Lunch-time Evening Weekends Other
If you wish to see a particular doctor how quickly do you get to see them Same day Next working day in 2 days in 3 days more
b) Is this poor reasonable excellent
If you are happy to see any doctor in the Practice how quickly do you get to see them Same day Next working day in 2 days in 3 days more
b) Is this poor

If you need to see a GP urgently can you normally get to see them same day Yes
No
Regarding your clinic appointment(s) a) have you ever missed an appointment? Yes No
b) If you have to wait to be seen after your appointment , how long on average do you wait? Less than 5 mins 6 - 10 mins 11 - 20 ms 21- 30 mins over 30 ms
Is this :- poor reasonable excellent
On telephoning the Practice is the line frequently engaged Yes No
b) if so, how long do you call before you get a line? Under 2 minutes 2 - 5 minutes over 5 minutes
c) When you get connected, how quickly is the telephone answered? Within 10 rings Over 10 rings
d) Is this service poor reasonable excellent
e) Are you aware that you can book a telephone appointment to speak to a nurse or a doctor Yes No
f) Have you used this service? Yes No
g) Do you find telephone appointments useful? Yes No
Regarding the receptionists.

a) They are usually helpful and pleasant at reception and on the telephone

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b) They are knowledgeable about availability of appointments, arrange different services etc.

Yes

No

c) They are always discrete in front of other patients

Yes

No

d) Sometimes they need to know what your call is about, who to book you with or to pass a message to the doctor, Do you ever feel they pry too much?

Yes

No

e) They are usually helpful when I wish to make an appointment

Yes

No

f) They seem understaffed and overstretched at times

Yes

No

Section 2 - Clinical Care

We wish you to fill out details of a consultation you had with a doctor. If you have not had a recent consultation with a doctor, please proceed to question 12

When was the last time you had a consultation with a doctor?

We would like you to fill out the following questions related to that consultation

Which doctor did you see?

During that consultation, for each part of the consultation, we would like you to rate how good you think the doctor was. Could you place a num, ber opposite each statement?

1 = Very poor 2 = Poor 3 = Fair 4 = Good 5 = Very good 6 = Excellent

Place 1 - 6

- a) The doctor was courteous and placed me at my ease immediately
- b) The doctor listened attentively to what I had to say
- c) The doctor asked relevant questions about my symptoms and how I felt
- d) He / she examined me gently and thoroughly
- e) He / she explained carefully my problem and what treatment was needed
- f) I was involved in any decision about my care
- g) The doctor spent enough time with me
- h) He/ she was patient about my questions and my worries
- i) He / she was caring and obviously concerned about me
- j) I felt confident in his / her presence

Have you seen a Practice nurse in the past year?

Yes

No

If so, during a visit you had with the nurse, for each part of the visit, we would like you to rate how good you think the nurse was. Could you place a number opposite each statement?

1 = Very poor 2 = Poor 3 = Fair 4 = Good 5 = Very good 6 = Excellent

- a) The nurse was very courteous and put me at my ease immediately
- b) He/she explained carefully about my health problems and what treatment was needed
- c) Prior to any treatment, he / she explained what he / she would be doing
- d) The nurse was very professional in the care given
- e) The nurse listened carefully to what I had to say and my concerns
- f) I felt very confident in his / her presence

Out-of-hours Care

Do you know how to contact the 'Out-of-hours' service?

Yes

No

Have you ever tried to contact the 'Out-of-hours' service?

Yes

No

If contacting by telephone, did you find this easy

Yes

No

Was your problem dealt with quickly?

Yes

No

Was your problem dealt with adequately?

Yes

No

Were you prescribed or recommended medicines?

Yes

No

Was it easy to get these medicines?

Yes

No

Section 3 - Surgery Facilities

Which Surgery are you a patient of?

Badgerswood

a) Is there always ample parking when you arrive? Yes No
b) Do you have a disabled (Blue) badge? Yes No
c) Are you aware you can use the disabled bays without a 'Blue Badge' when you have temporary disability Yes No
d) Have you ever used the disabled bay for a temporary / permanent disablility? Yes No
e) If you are disabled, do you/would you find automatic doors helpful? Yes No
This question relates to facilities INSIDE the surgery building
a) Do you find the reception area pleasant? Yes No
b) Have you always found a seat when you arrive? Yes No
c) Are the seats comfortable? Yes No
d) If you have children, are there sufficient toys to amuse them? Yes No
if there were space, would you prefer to have a separate play area for children? Yes No

Section 4

Patient Information Section

a) Have you noticed the posters on the wall in the reception area?

Yes

Forest

No

b) Have you noticed the leaflets and notices at reception? Yes No
c) Do you think there is too much literature to appreciate any of the notices? Yes No
d) Have you read the Patient Participation Group Newsletter? Yes No
have you taken a copy home with you? Yes No
do you find the educational article valuable? Yes No
Section 5
Services Provided
Both Badgerswood and Forest Surgeries have a dispensing pharmacy and chemist shop
a) Do you ALWAYS use these pharmacies for your prescriptions Yes No
b) Is the service always efficient and prompt? Yes No
c) Do you use the chemist shop? Yes No
d) Are there items which you would purchase in the shop but are not available? Yes No
e) Are the opening hours convenient? Yes No
Please mark with a 'x' which additional opening hours you would appreciate. Lunchtime (Badgerswood) Sat am (Forest) Evening 8 - 9am

Yes	
No	
If you have any other comments or suggestions please complete below or overleaf:	
Section 6	
Long-term Chronic Health problem	
Do you have a long-standing chronic health problem? Yes No	
If so,have you consulted a doctor/nurse regarding how best to deal with your problem? Yes No	
In the past year, have you had enough support from local services or organisations to help manage condi Yes No	tior
•	

f) Are you aware of the system of ordering repeat prescriptions?

Section 7

Carer's section

Do you have a carer's responsibity to anyone?

Yes

No

(A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help.)

This help may involve small efforts such as helping with shopping or may involve major effort from part-time to full-time care. The new Clinical Commissioning Group will be responsible for setting up health services and are organising a local sub-committee to look at carers' support in this region. We need some data on this

If you wish to tell us more, please add details at the end of this form.

Are you happy for us to contact you directly via the PPG for further information if required Yes

No

Thank you for taking the time to complete this questionnaire.

(This questionnaire was prepared by the Patient Participation Group of the Badgerswood and Forest Surgeries together with feedback from the Patient Reference Group).

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81	94.2%		
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83	96.5% 3.5%	86	
82	96.5% 3.5%	85	
71 11	86.6% 13.4%	82	
16 54	22.9% 77.1%	70	
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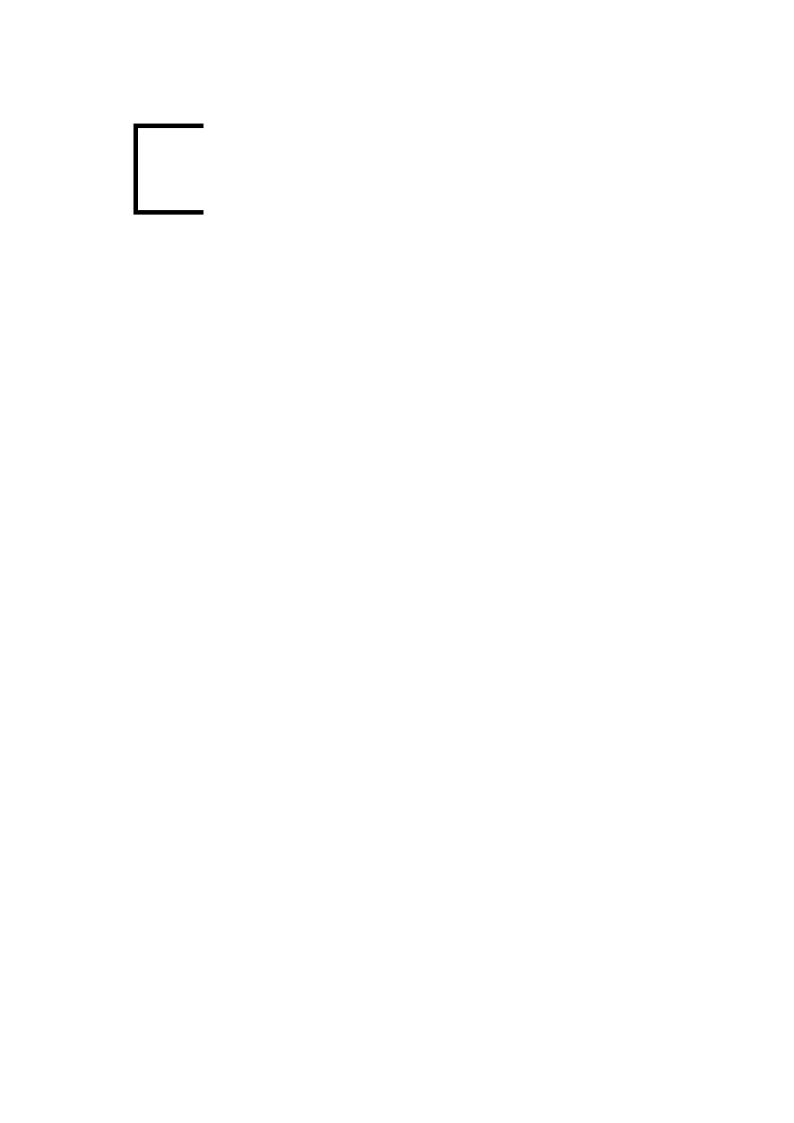
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APPENDIX

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dgerswood and Forest Surgeries Assessment Questionnaire

REST ONLY - February 2013

Section 1

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Reception / telephone answering and access / appointment availability

Who is your usual doctor?
In the past year, how many times have you seen any doctor in the Practice? None x 1 - 2 x 3 - 4 5 or more
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b) Is this poor reasonable excellent
If you are happy to see any doctor in the Practice how quickly do you get to see them Same day Next working day in 2 days in 3 days more
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b) If you have to wait to be seen after your appointment , how long on average do you wait? Less than 5 mins 6 - 10 mins 11 - 20 ms 21- 30 mins over 30 ms
Is this :- poor reasonable excellent
On telephoning the Practice is the line frequently engaged Yes No
b) if so, how long do you call before you get a line? Under 2 minutes 2 - 5 minutes over 5 minutes
c) When you get connected, how quickly is the telephone answered? Within 10 rings Over 10 rings
d) Is this service poor reasonable excellent
e) Are you aware that you can book a telephone appointment to speak to a nurse or a doctor Yes No
f) Have you used this service? Yes No
g) Do you find telephone appointments useful? Yes No
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b) They are knowledgeable about availability of appointments, arrange different services etc.

Yes

No

c) They are always discrete in front of other patients

Yes

No

d) Sometimes they need to know what your call is about, who to book you with or to pass a message to the doctor, Do you ever feel they pry too much?

Yes

No

e) They are usually helpful when I wish to make an appointment

Yes

No

f) They seem understaffed and overstretched at times

Yes

No

Section 2 - Clinical Care

We wish you to fill out details of a consultation you had with a doctor. If you have not had a recent consultation with a doctor, please proceed to question 12

When was the last time you had a consultation with a doctor?

We would like you to fill out the following questions related to that consultation

Which doctor did you see?

During that consultation, for each part of the consultation, we would like you to rate how good you think the doctor was. Could you place a num,ber opposite each statement?

1 = Very poor 2 = Poor 3 = Fair 4 = Good 5 = Very good 6 = Excellent

Place 1 - 6

- a) The doctor was courteous and placed me at my ease immediately
- b) The doctor listened attentively to what I had to say
- c) The doctor asked relevant questions about my symptoms and how I felt
- d) He / she examined me gently and thoroughly
- e) He / she explained carefully my problem and what treatment was needed
- f) I was involved in any decision about my care
- g) The doctor spent enough time with me
- h) He/ she was patient about my questions and my worries
- i) He / she was caring and obviously concerned about me
- j) I felt confident in his / her presence

Have you seen a Practice nurse in the past year?

Yes

No

If so, during a visit you had with the nurse, for each part of the visit, we would like you to rate how good you think the nurse was. Could you place a number opposite each statement?

1 = Very poor

2 = Poor

3 = Fair

4 = Good

5 = Very good

6 = Excellent

- a) The nurse was very courteous and put me at my ease immediately
- b) He/she explained carefully about my health problems and what treatment was needed
- c) Prior to any treatment, he / she explained what he / she would be doing
- d) The nurse was very professional in the care given
- e) The nurse listened carefully to what I had to say and my concerns
- f) I felt very confident in his / her presence

Out-of-hours Care

Do you know how to contact the 'Out-of-hours' service?

Yes

No

Have you ever tried to contact the 'Out-of-hours' service?

Yes

No

If contacting by telephone, did you find this easy

Yes

No

Was your problem dealt with quickly?

Yes

No

Was your problem dealt with adequately?

Yes

No

Were you prescribed or recommended medicines?

Yes

No

Was it easy to get these medicines?

Yes

No

Section 3 - Surgery Facilities

Which Surgery are you a patient of?

Badgerswood

This question relates to facilities OUTSIDE the surgery building a) Is there always ample parking when you arrive? Yes No
b) Do you have a disabled (Blue) badge? Yes No
c) Are you aware you can use the disabled bays without a 'Blue Badge' when you have temporary disable Yes No
d) Have you ever used the disabled bay for a temporary / permanent disablility? Yes No
e) If you are disabled, do you/would you find automatic doors helpful? Yes No
This question relates to facilities INSIDE the surgery building
a) Do you find the reception area pleasant? Yes No
b) Have you always found a seat when you arrive? Yes No
c) Are the seats comfortable? Yes No
d) If you have children, are there sufficient toys to amuse them? Yes No
if there were space, would you prefer to have a separate play area for children? Yes No

Section 4

Patient Information Section

a) Have you noticed the posters on the wall in the reception area?

Yes

Forest

No

b) Have you noticed the leaflets and notices at reception? Yes No
c) Do you think there is too much literature to appreciate any of the notices? Yes No
d) Have you read the Patient Participation Group Newsletter? Yes No
have you taken a copy home with you? Yes No
do you find the educational article valuable? Yes No
Services Provided
Both Badgerswood and Forest Surgeries have a dispensing pharmacy and chemist shop
a) Do you ALWAYS use these pharmacies for your prescriptions Yes No
b) Is the service always efficient and prompt? Yes No
c) Do you use the chemist shop? Yes No
d) Are there items which you would purchase in the shop but are not available? Yes No
e) Are the opening hours convenient? Yes No
Please mark with a 'x' which additional opening hours you would appreciate. Lunchtime (Badgerswood) Sat am (Forest) Evening 8 - 9am

No
If you have any other comments or suggestions please complete below or overleaf:
Section 6
Long-term Chronic Health problem
Do you have a long-standing chronic health problem?
Yes
No
If so,have you consulted a doctor/nurse regarding how best to deal with your problem?
Yes
No
In the past year, have you had enough support from local services or organisations to help manage condit
Yes
No

f) Are you aware of the system of ordering repeat prescriptions?

Section 7

Carer's section

Do you have a carer's responsibity to anyone?

Yes

Yes

No

(A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help.)

This help may involve small efforts such as helping with shopping or may involve major effort from part-time to full-time care. The new Clinical Commissioning Group will be responsible for setting up health services and are organising a local sub-committee to look at carers' support in this region. We need some data on t

If you wish to tell us more, please add details at the end of this form.

Are you happy for us to contact you directly via the PPG for further information if required Yes

No

Thank you for taking the time to complete this questionnaire.

(This questionnaire was prepared by the Patient Participation Group of the Badgerswood and Forest Surgeries together with feedback from the Patient Reference Group).

	FY2013					
<u>Totals</u>	% of Tot	Tot. Used to calc.				
1 9	3.3% 30.0%	30				
9	30.0%					
11	36.7%					
28 2	93.3% 6.7%	30				
_	011 70					
3	21.4%	14				
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3 2 4 5	28.6% 35.7%					
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3	10.3%	29				
5	17.2%					
11	37.9% 31.0%					
9	31.0%					
3	10.7%	28				
19	67.9%					
6	21.4%					
10	34.5% 31.0%	29				
9	31.0% 20.7%					
4	13.8%					
0	0.0%					
1	3.8%	26				
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10	30.370					

20	71.4%	28
20 8	28.6%	20
5 23	17.9%	28
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1	4.2%	24
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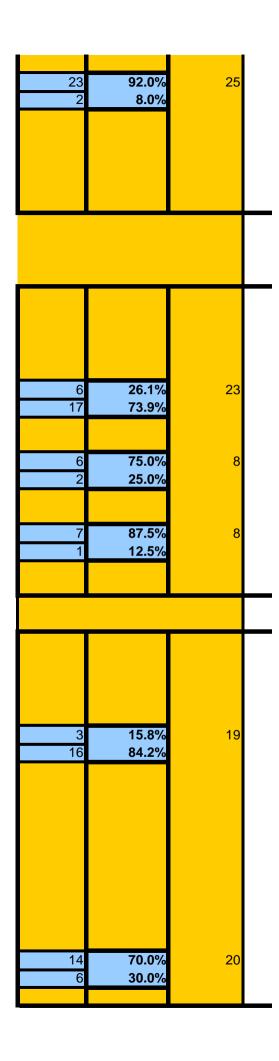
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136 130 129 127 124	5.6 5.7 5.4 5.6 5.5	24 24 23 23 22	
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4	14.8%	27	
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APPENDIX

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Section 6

Long-term Chronic Health problem

Do you have a long-standing chronic health problem?

Yes

No

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Yes

No

In the past year, have you had enough support from local services or organisations to help manage condition Yes

No

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<u>Pat.10</u>	<u>Pat.11</u>	<u>Pat.12</u>	<u>Pat.18</u>	Pat.22	Pat.23	Pat.30	<u>Pat.31</u>	Pat.32	Pat.36

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1 1 1	26 78.8% 33 21.2%	
1 1	22 84.6% 26 15.4%	
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	12 41.4% 29	
	17 58.6 %	
1 1 1	22 91.7% 24	
	2 8.3%	

FY2012 Totals % of Tot answered	2013 to 2012 Higher / (Lower) Lotal Totals % of Tot answered