



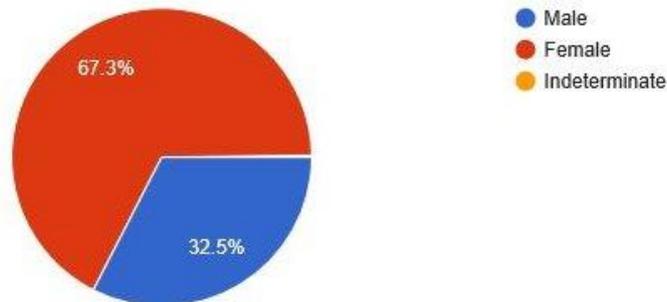
2018 Patient Survey

Introduction

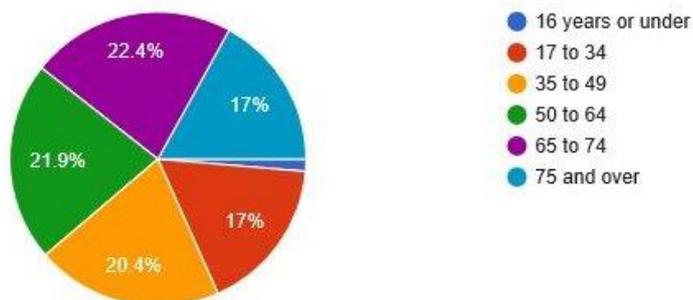
This document shows the response scores for each of the survey questions. 455 surveys were completed. The list of actions and improvements being carried out as a result of the survey are detailed in the March 2018 (issue 19) of the Patient Group newsletter. The newsletter can be downloaded from the Practice website (www.munromedicalcentre.co.uk/ppg.aspx) or from the Patient Group Facebook page (www.facebook.com/MMCPatientGroup).

Demographics

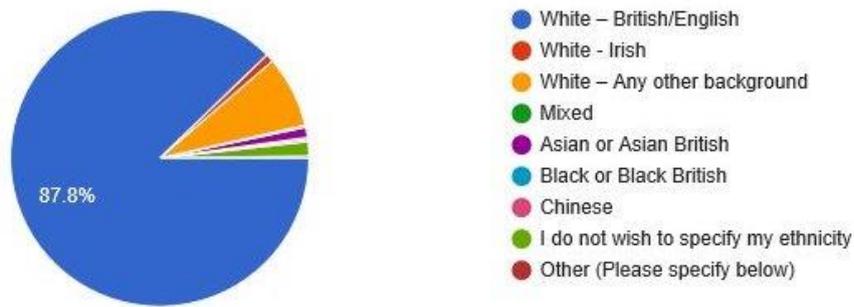
1. Are you?



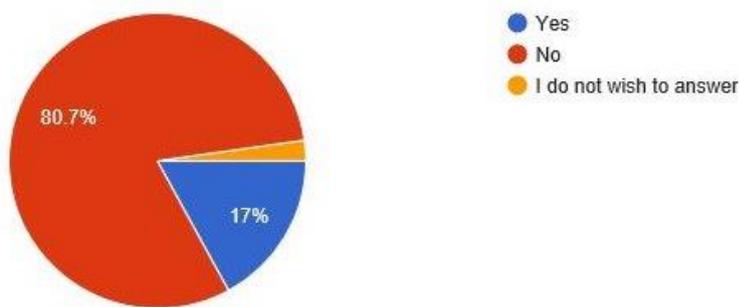
2. How old are you?



3. What do you consider your ethnic group to be?

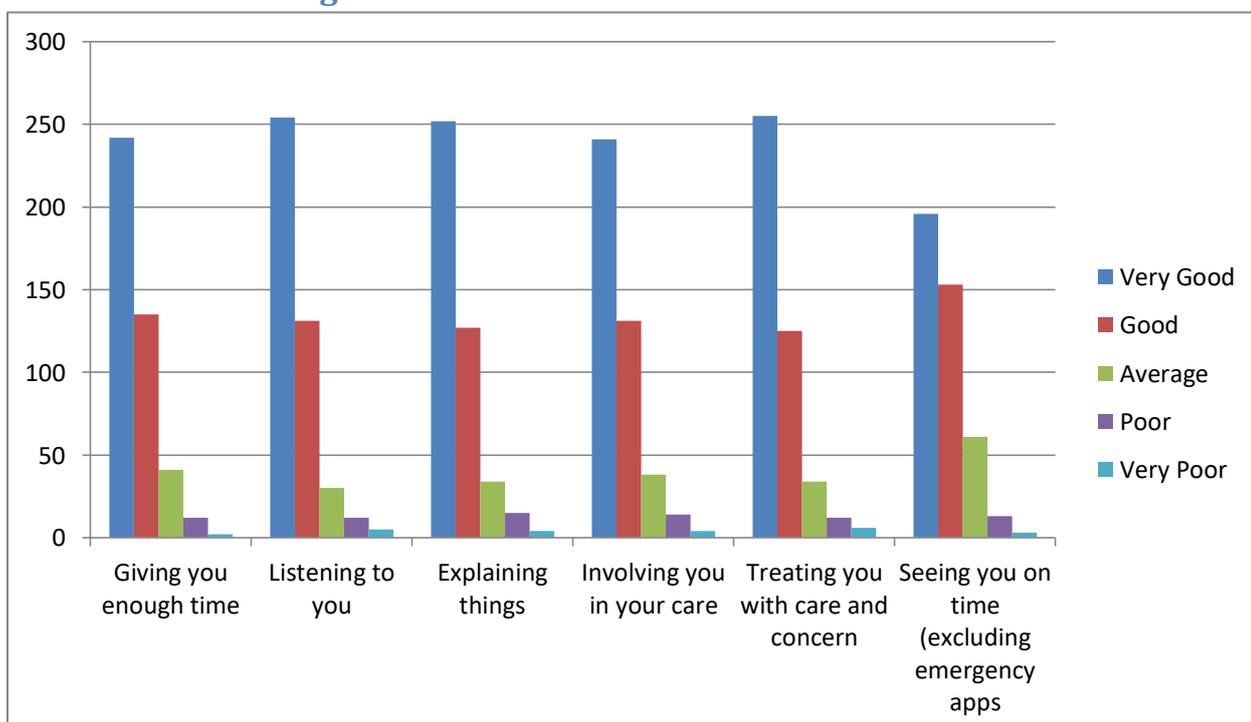


4. Do you consider yourself to suffer from a disability?

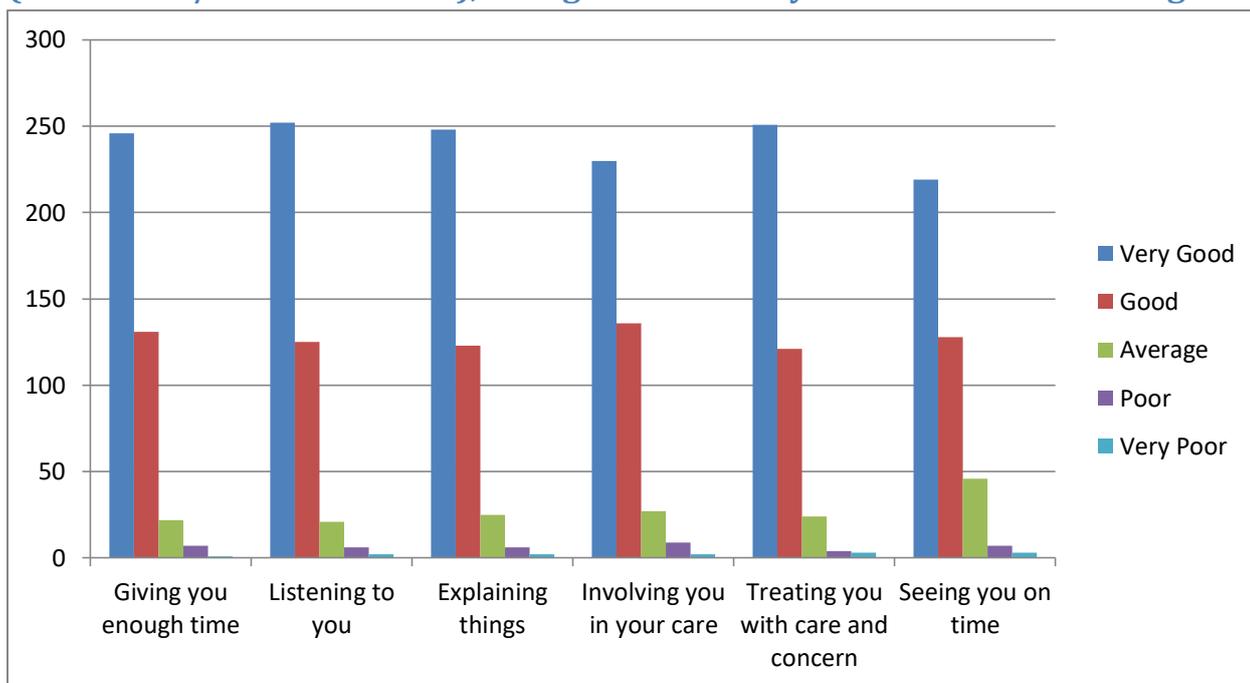


How do you feel about our staff?

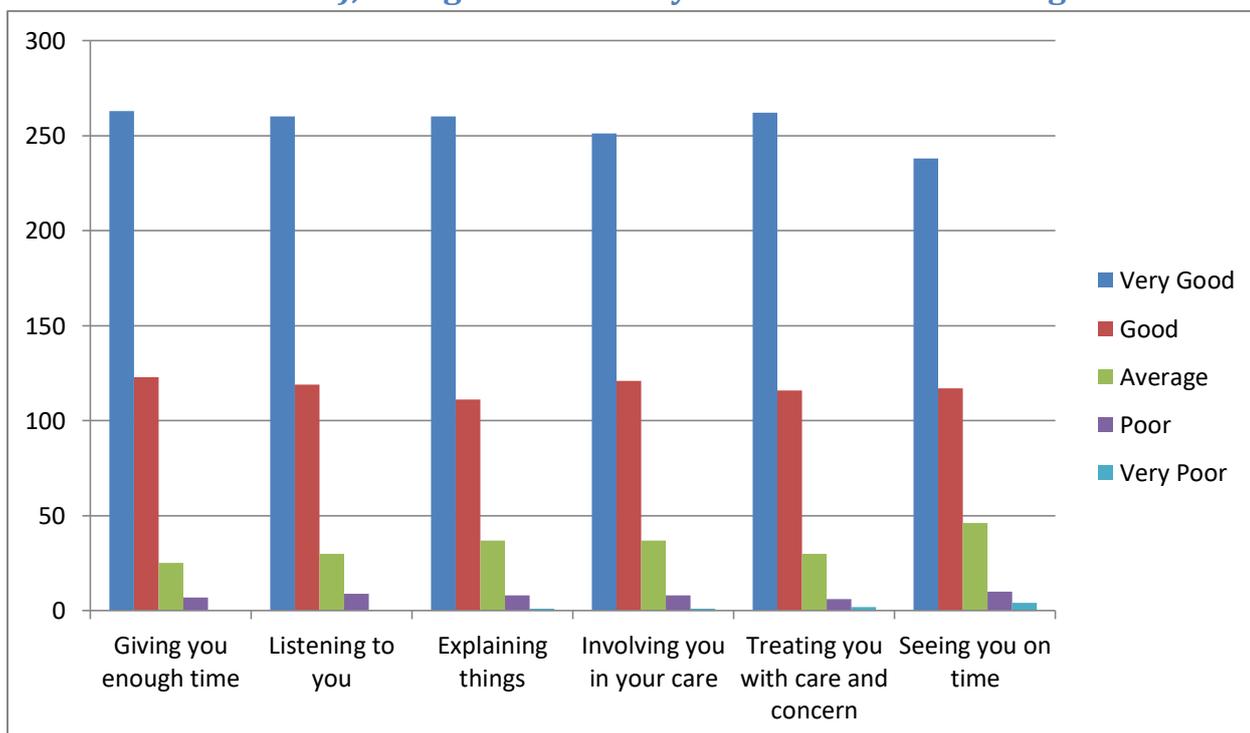
5. The last time you saw or spoke to a DOCTOR from the surgery, how good were they at each of the following?



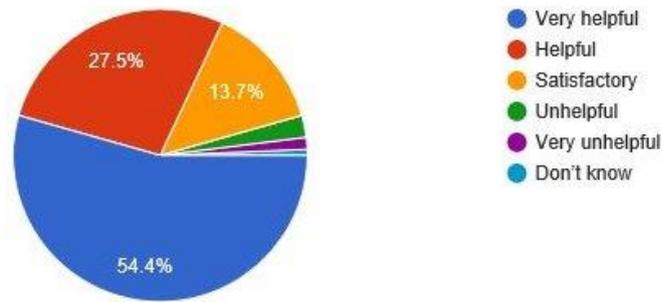
6. The last time you saw or spoke to an ASSOCIATE PRACTITIONER (Paramedic/Extended Skills), how good were they at each of the following?



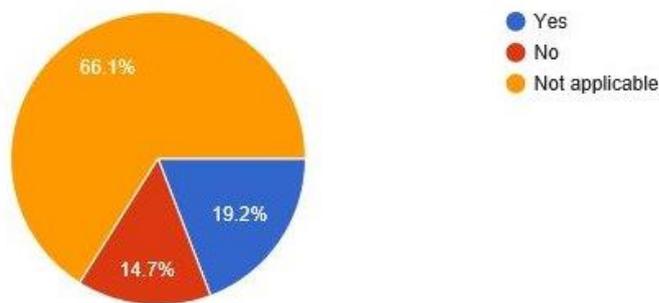
7. The last time you saw or spoke to another HEALTHCARE PROFESSIONAL (Nurse or Healthcare Assistant), how good were they at each of the following?



8. How helpful do you find our staff at the main Reception Desk?

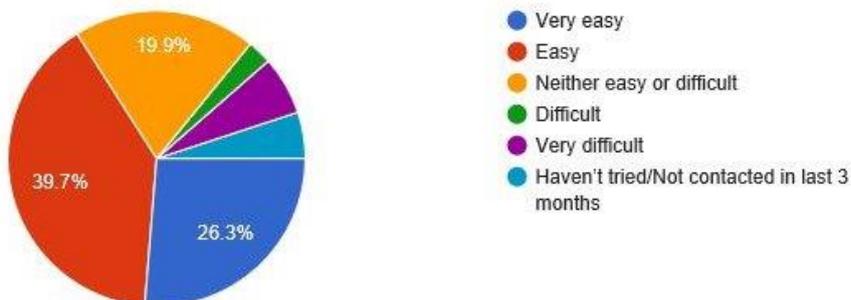


9. If you wanted to discuss something confidentially – were you offered the opportunity to discuss this away from the main Reception desk?

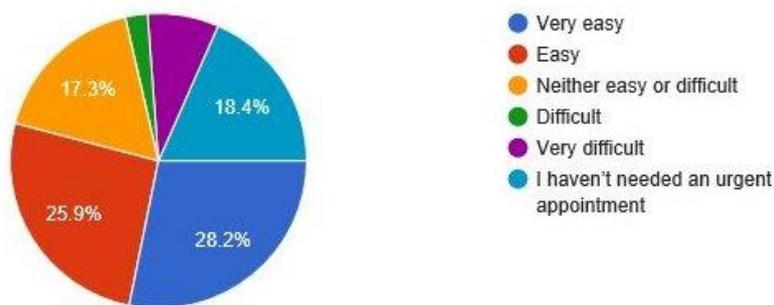


Telephone & Appointments

10. If you have contacted the practice in the past 3 months, how easy have you found it to contact the surgery by telephone?

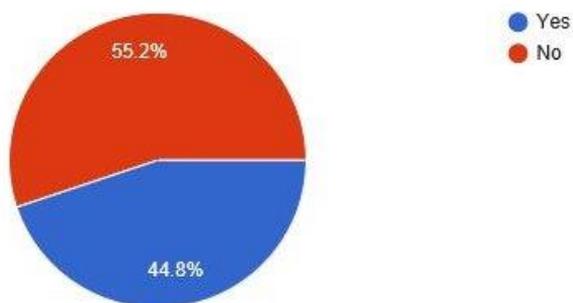


11. How easy is it to speak to, or get an urgent appointment with a DOCTOR or HEALTH CARE PROFESSIONAL on the same day when you're ill?

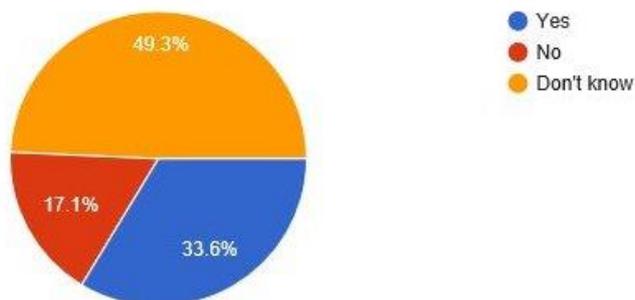


Hospital Appointments & Follow Ups

12. Have you been treated in hospital in the last year, either for a routine procedure, clinic appointment, or as an emergency?

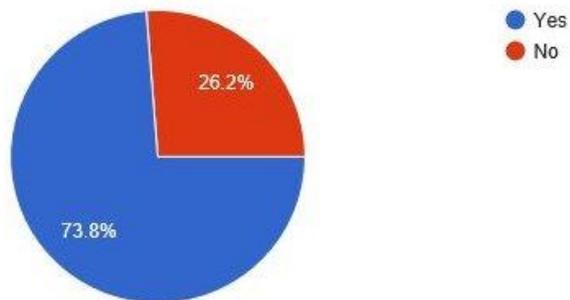


13. If a visit to a hospital required changes to medication you are prescribed or follow up from the surgery, did the surgery have the information from the hospital by the following week?

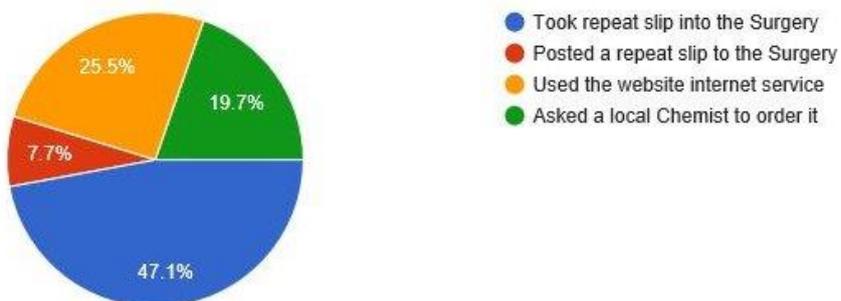


Repeat Prescriptions

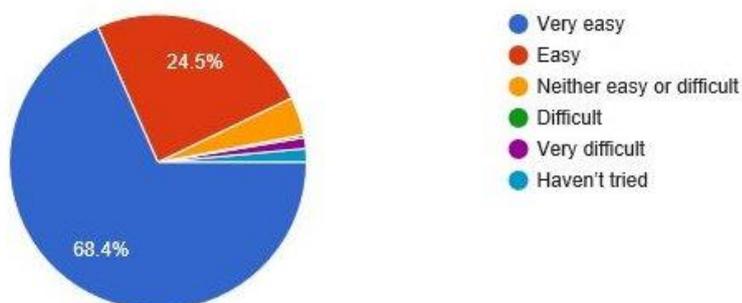
14. Have you ordered a REPEAT prescription from the surgery for medicines or any other items in the last six months?



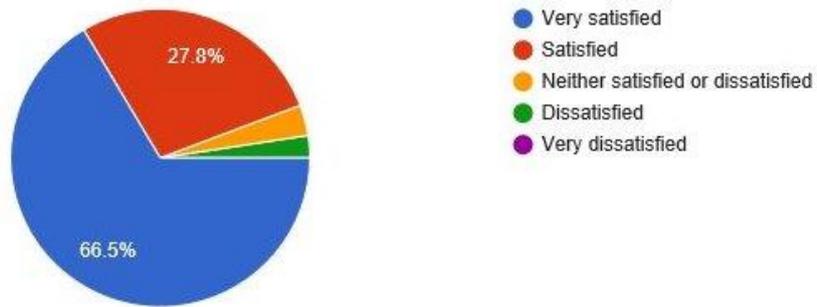
15. What method did you use to order the repeat prescription?



16. How easy was it for you to order a repeat prescription?

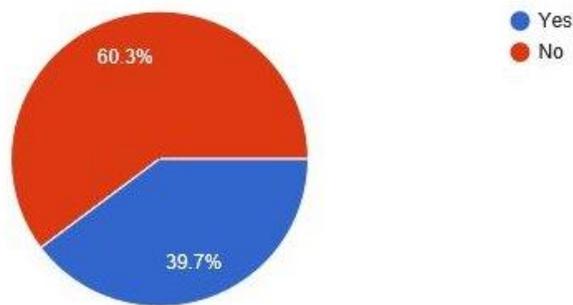


17. How satisfied are you with the repeat prescription service?

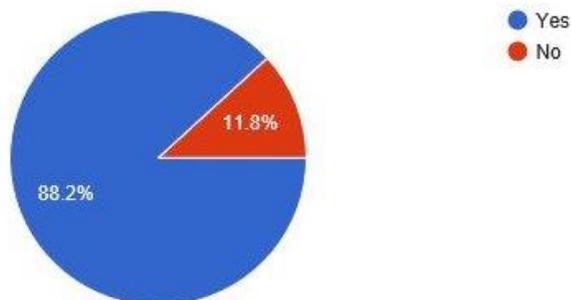


Test Results

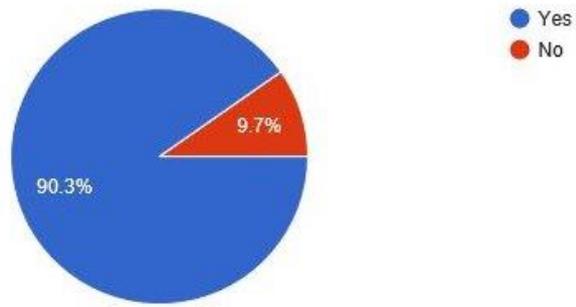
18. Have you called our Test Results line in the last six months?



19. Were you told when and how to contact us for your results?



20. Were you easily able to access the service?



21. Were your results available when you contacted us?

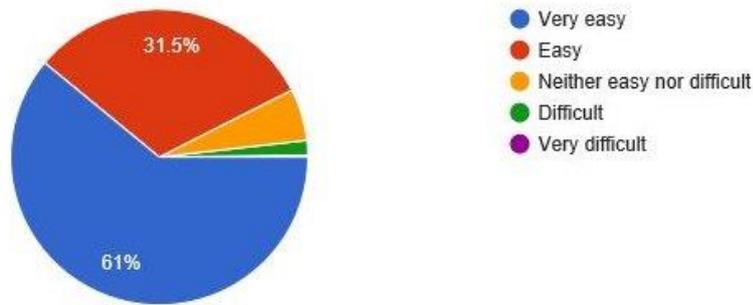


22. Were any queries dealt with promptly?

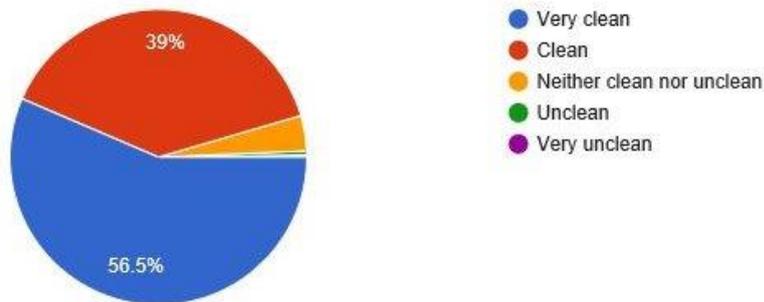


Our Premises

23. How easy is it to access and move around our surgery and facilities?

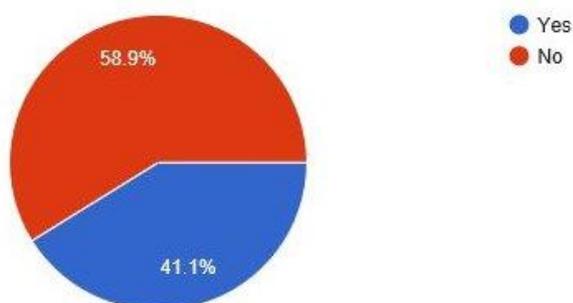


24. How clean do you consider our facilities to be?



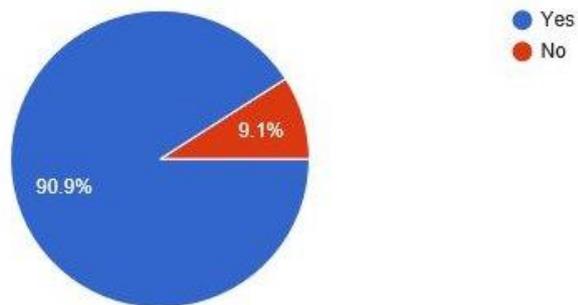
Patient Group

25. Are you aware that we have a Patient Group and of what their role is within Munro Medical Centre?



Flu Jabs

26. If you have had a flu jab for this winter, did the new system of weekday clinics suit you?



Would you recommend us?

27. Would you recommend us to someone who has just moved into the area and is looking to register with a GP Practice?

