



Welcome to the Munro Medical Centre 2013 Patient Survey

This survey is produced in conjunction with the Patient Reference Group (PRG), and follows on from our first local survey last year, the results of which, and progress towards action points are published on our website. Once again, we appreciate and value you taking the time to complete this survey. Your answers and comments help us to improve the service we provide.

We are interested in finding out your views about how we perform and the services we offer, and we would appreciate you completing as many of the questions that are relevant to you as possible. The survey is printed on both sides of the paper to minimize paper usage. Please place a tick or cross in the boxes provided to indicate your answers where appropriate.

In this survey we ask your opinions about staff at Munro Medical Centre. To clarify, we are asking you about staff you would normally see in the surgery, not community (District Nurses) or Hospital staff.

We have tried to keep the survey short, and have reduced the number of questions this year. At the end of the survey there is a general comments section where you can add any other comments you may have. All answers to questions you enter are anonymous. You need only complete this survey once, even if you receive multiple invitations.

Please return completed surveys to us and post through our letterbox at the surgery. The cut off date for this survey is Sunday February 17th 2013, which means that we will be unable to accept any responses received after this date (we will include any surveys we receive via our letterbox that day when we open on Monday 18th February).

The results of the survey will be published online at our website <http://www.munromedicalcentre.co.uk> by the end of March 2013.

You have requested, or been sent a paper copy of this survey – should you wish to complete the survey online instead – please follow the link from our website <http://www.munromedicalcentre.co.uk>

Please note that due to feedback from last year's survey, we have recently changed our telephone number to a local geographical number 01775 715 999, we have also added direct dial lines for Test Results 01775 715 995 and Dispensary 01775 715 996, although all services remain available from the main number if you prefer.

Please note this survey is only open to current patients of Munro Medical Centre. Please do not complete this survey if you are not a registered patient at the surgery.

Thank you for your time

THIS IS A SAMPLE PROVIDED FOR INFORMATION ONLY – THIS YEARS SURVEY IS NOW CLOSED

About you

1. Are you?

- Male
 Female
 Indeterminate

2. How old are you?

- 16 years or under
 17-34 years
 35-49 years
 50-64 years
 65-74 years
 75 years or over

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

- White – British/English
 White - Irish
 White – Any other background
 Mixed – White & Black Caribbean
 Mixed – White & Black African
 Mixed – White & Asian
 Mixed – Any other background
 Asian or Asian British - Indian
 Asian or Asian British - Pakistani
 Asian or Asian British - Bangladeshi
 Asian or Asian British –Any other background
 Black or Black British – Caribbean
 Black or Black British - African
 Black or Black British – Any other background
 Chinese
 I do not wish to specify my ethnicity
 Other (Please specify below)

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

- Yes
 No
 I do not wish to specify

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?

Very Good	Good	Average	Poor	Very Poor
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Giving you enough time

Listening to you

Explaining things

Involving you in your care

Treating you with care and concern

Seeing you on time (excluding emergency appointments)

6. The last time you saw or spoke to a NURSE or HEALTHCARE ASSISTANT from the surgery, how good were they at each of the following?

Very Good	Good	Average	Poor	Very Poor
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Giving you enough time

Listening to you

Explaining things

Involving you in your care

Treating you with care and concern

Seeing you on time

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

- Very helpful
- Helpful
- Satisfactory
- Unhelpful
- Very unhelpful
- Don't know

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

- Yes
- No
- Not Applicable

Telephone & Appointments

The practice has recently returned to using a local number 01775 715 999 instead of the previous 0844 number.

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

- Very easy
- Easy
- Neither easy or difficult
- Difficult
- Very difficult
- Haven't tried/Not contacted in last 3 months

10 How easy is it to speak to, or get an urgent appointment with a DOCTOR or NURSE on the same day when you're ill?

- Very easy
- Easy
- Neither easy or difficult
- Difficult
- Very difficult
- I haven't needed an urgent appointment

11 How easy is it to book routine or follow up appointments with a clinician several weeks in advance?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult
- I haven't needed to book an appointment in advance

About our Opening hours

12 How satisfied are you with the Surgery Opening hours?

We are open Monday to Friday 8am until 6:30pm. We close for 1 hour on a Wednesday for staff training and development between 12.30pm and 1.30pm.

We also have pre-bookable appointments from 8am to 8.30am in the morning, and some evenings between 6.30pm and 7.30pm

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

13 If the surgery could offer more appointments outside of normal hours would you prefer appointments (tick all that you feel you would benefit from):

- Before 8am
- After 6pm
- After 7pm
- Between 12.30pm and 1.30pm (Lunch)
- On a Saturday morning
- On a Saturday afternoon
- Happy with current appointment times

Hospital Appointments & Follow Ups

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

- Yes No

If you answer 'No' to this question – skip to question 16

15 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?

- Yes No
 Don't Know

Repeat Prescriptions

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

- Yes No

If you answer 'No' to this question, please skip to Question 20

17 What method did you use to order the repeat prescription?

- Dropped a repeat slip into the Surgery
 Posted a repeat slip to the Surgery
 Used the website internet service
 Asked the Doctor/Nurse at a routine appointment
 Made an appointment on the day to request it
 Asked a local Chemist to order it

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

- Very easy
 Easy
 Neither easy or difficult
 Difficult
 Very difficult
 Haven't tried

19 How satisfied are you with the repeat prescription service?

- Very satisfied
 Satisfied
 Neither satisfied or dissatisfied
 Dissatisfied
 Very dissatisfied

Our Premises

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

- Very easy
 Easy
 Neither easy nor difficult
 Difficult
 Very difficult

Please provide any comments or suggestions you think would help to improve access in the box below.

21 How clean do you consider our facilities to be?

- Very clean
 Clean
 Neither clean nor unclean
 Unclean
 Very unclean

Please provide any comments on the cleanliness of our facilities in the box below:

Pinchbeck Surgery

- 22 We currently offer a limited amount of appointments at our Pinchbeck branch surgery.

If we were to add more sessions at Pinchbeck surgery would you consider an appointment at Pinchbeck surgery rather than the main surgery at West Elloe Avenue?

- Yes No
 Not sure

If you answer 'Yes' to this question, please skip to Question 24

- 23 If you would not be prepared to attend Pinchbeck surgery for an appointment, please let us know why, and if there's anything we can do to improve, in the comments box below:

You can now skip to Question 26

- 24 Please indicate the type of appointment you would be interested in at Pinchbeck surgery (tick all that apply):

- Doctor Nurse

- 25 Please indicate your preferred appointment time at Pinchbeck surgery (tick all that apply):

- Morning Afternoon

Would you recommend us?

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

- Yes No
 Not sure

If you wouldn't recommend us, please let us know why, and what we could do to improve

27 Any Other Comments?

Please use the rest of this page to add any additional comments or suggestions you feel relevant, and anything we can do to improve our service. Please continue on a separate sheet if required.

Closing date for return of completed surveys is Sunday 17th February 2013.

Surveys received after this time cannot be included.