

ALL RESULTS ARE PERCENTAGES

The Selsdon Park Medical Practice
Patient Participation Group

2018

Survey

The Selsdon Park Medical Practice Patient Participation Group would be delighted if you would complete this Survey. It should only take a few minutes and the results will be of real value. Once we have analysed the responses we will publish the results on the PPG section of the practice website.

Where there is a tick box, please insert a 'x' next to the tick box of your choice.

1 Please tell us how satisfied you are with following ways of booking appointments

	Very Satisfied	Satisfied	Slightly Satisfied	Slightly Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
In person at reception	71	28	1	—	—	—	
By Phone	60	28	9	2	1	—	
On Surgery website	65	22	10	2	1	—	
By post	63	30	7	—	—	—	

2 Thinking of your last attempt to make an appointment, please select the most apt description

- 76 ☐ I was able to make an appointment on the day I preferred
15 ☐ I was able to make an appointment within two weekdays of my preferred day
9 ☐ I was able to make an appointment at another time that was convenient to me
3 ☐ I had to make an appointment on a day that was inconvenient to me
3 ☐ I was unable to make an appointment and had to make other arrangements

3 If you need to see a GP urgently, do you normally get seen on the same day?

- ☐ Yes 93 ☐ No 7 ☐ Don't know / never needed to

4 Is it important to you to get an appointment with the GP of your choice?

- ☐ Important 43 ☐ Not Important 57

5 Did you know that it is possible to book an appointment and request repeat prescriptions online?

- ☐ Yes 85 ☐ No – if no, please see reception for further details 15

6 Please rate this statement –

I find it easy to get through to the surgery by telephone

- ☐ Strongly Agree 29 ☐ Agree 56 ☐ Slightly Agree 8
☐ Strongly Disagree 2 ☐ Disagree 3 ☐ Slightly Disagree 2

If you disagree, please tell us why