

The Selsdon Park Medical Practice Patient Participation Group

Survey

The Selsdon Park Medical Practice Patient Participation Group would be delighted if you would complete this Practice 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.

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	139	54	7	3	0	0	
By Phone	133	81	13	6	7	2	
Online on our website	31	19	5	3	0	0	
By post	13	5	2	1	1	0	

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

167	I was able to make an appointment on the day I preferred
36	I was able to make an appointment within two weekdays of my preferred day
38	I was able to make an appointment at another time that was convenient to me
18	I had to make an appointment on a day that was inconvenient to me
10	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 198 ☐ No 29 ☐ Don't know / never needed to 42

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

Important 127 Not Important 132

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

☒ Yes 221 ☐ No 48

6 Please rate this statement –

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

Strongly Agree 87 Agree 117 Slightly Agree 38
Strongly Disagree 5 Disagree 15 Slightly Disagree 7

If you disagree, please tell us why

7 Please rate the following statement –

I am satisfied with the service I get from the surgery overall

☐ Strongly Agree **130** ☐ Agree **99** ☐ Slightly Agree **18**
☐ Strongly Disagree **0** ☐ Disagree **1** ☐ Slightly Disagree **1**

8 Please tell us how satisfied you are with each of the following for the last time used that service

	Very satisfied	Satisfied	Slightly satisfied	Slightly Dissatisfied	Dissatisfied	Very dissatisfied	N/A
The attitude of the receptionist	155	71	13	6	0	1	
The attitude of the doctor	177	56	6	3	0	0	
The attitude of the nurse	158	56	2	0	1	0	
The outcome from contacting reception	132	85	15	6	0	0	
The outcome from seeing the doctor	134	87	10	3	2	0	
The outcome from seeing the nurse	125	76	3	1	0	0	
The waiting time to see the doctor once inside the surgery	49	107	50	22	9	6	
The waiting time to see the nurse once inside the surgery	62	100	36	5	2	4	
The outcome from attending a clinic	78	60	13	1	0	0	
Using the surgery website	34	28	8	3	0	0	

9 Our surgery offers extended opening hours. Do you find our opening times convenient to you?

☐ Yes **202** ☐ No **17** ☐ Don't know **30**

If no, please suggest times that would make it easier for you to see someone

10 Did you know we have a Patient Participation Group?

☐ Yes **50** ☐ No **199**

If you would like further information or have any suggestions you can email us at selsdonppg@gmail.com

You can also review our surgery at www.iwantgreatcare.org.uk

Thank you