

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 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							
By Phone							
On Surgery website							
By post							

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

- I was able to make an appointment on the day I preferred
- I was able to make an appointment within two weekdays of my preferred day
- I was able to make an appointment at another time that was convenient to me
- I had to make an appointment on a day that was inconvenient to me
- 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
- No
- Don't know / never needed to

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

- Important
- Not Important

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

- Yes
- No - if no, please see reception for further details

6 Please rate this statement -

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

- Strongly Agree
- Agree
- Slightly Agree
- Strongly Disagree
- Disagree
- Slightly Disagree

If you disagree, please tell us why

PLEASE CONTINUE OVERLEAF 

7 Please rate the following statement -

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

- Strongly Agree Agree Slightly Agree
 Strongly Disagree Disagree Slightly Disagree

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							
The attitude of the doctor							
The attitude of the nurse							
The outcome from contacting reception							
The outcome from seeing the doctor							
The outcome from seeing the nurse							
The waiting time to see the doctor once inside the surgery							
The waiting time to see the nurse once inside the surgery							
The outcome from attending a clinic							
Using the surgery website							

9 The surgery offers extended opening hours. Do you find the opening times convenient to you?

- Yes No Don't know

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 No

**We would like to keep you informed of our activities by email.
Please ask for a slip at the counter and give us your details to join our email mailing list.**

If you would like further information or have any suggestions you can email us at
Selsdonpark.ppg@nhs.net

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

Thank you