**The Albion Surgery’s Patient Participation Group’s Annual Survey**

**December 2016**

**The Albion Practice Patient Participation Group (PPG) run an annual patient survey to seek patients’ views on the Practice. This short questionnaire will be used to identify the issues you feel are important.**

**The PPG will review this information and identify key areas of satisfaction or concern for further discussion with the practice.**

**Patient Participation Groups are registered charities and every GP practice should have one. All patients registered with the Albion are automatically PPG members.**

**Your views and suggestions will remain anonymous unless you indicate otherwise**

**Thank you for your time and input.**

1. The Albion Surgery has its own website [www.albionsurgery.com](http://www.albionsurgery.com/) It is now possible to book an appointment ‘On Line’ and order repeat prescriptions. Have you done this?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **YES** | |  | **NO** | |
| If **Yes** please go to Question 2 |  |  | If **No**, please go to Question 4 |  |

**How satisfied are you with the following: -**

1. Using the website to book an appointment on line? ([www.albionsurgery.com](http://www.albionsurgery.com))

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  ☺☺☺☺☺  5 | Satisfied  ☺☺☺  4 | Neither satisfied or dissatisfied  3 | Dissatisfied  ☹☹☹  2 | Very dissatisfied  ☹☹☹☹☹  1 |
|  |  |  |  |  |

1. The eConsult service (via the web page [www.albionsurgery.com](http://www.albionsurgery.com/))

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  ☺☺☺☺☺  5 | Satisfied  ☺☺☺  4 | Neither satisfied or dissatisfied  3 | Dissatisfied  ☹☹☹  2 | Very dissatisfied  ☹☹☹☹☹  1 |
|  |  |  |  |  |

1. Phoning the surgery?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  ☺☺☺☺☺  5 | Satisfied  ☺☺☺  4 | Neither satisfied or dissatisfied  3 | Dissatisfied  ☹☹☹  2 | Very dissatisfied  ☹☹☹☹☹  1 |
|  |  |  |  |  |

1. GP surgery opening times?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  ☺☺☺☺☺  5 | Satisfied  ☺☺☺  4 | Neither satisfied or dissatisfied  3 | Dissatisfied  ☹☹☹  2 | Very dissatisfied  ☹☹☹☹☹  1 |
|  |  |  |  |  |

1. The arrangements with local chemists for repeat prescriptions

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  ☺☺☺☺☺  5 | Satisfied  ☺☺☺  4 | Neither satisfied or dissatisfied  3 | Dissatisfied  ☹☹☹  2 | Very dissatisfied  ☹☹☹☹☹  1 |
|  |  |  |  |  |

1. Getting an appointment with your GP through a receptionist?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  ☺☺☺☺☺  5 | Satisfied  ☺☺☺  4 | Neither satisfied or dissatisfied  3 | Dissatisfied  ☹☹☹  2 | Very dissatisfied  ☹☹☹☹☹  1 |
|  |  |  |  |  |

1. Arranging for a GP to call you back?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied  ☺☺☺☺☺  5 | Satisfied  ☺☺☺  4 | Neither satisfied or dissatisfied  3 | Dissatisfied  ☹☹☹  2 | Very dissatisfied  ☹☹☹☹☹  1 |
|  |  |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Yes** |  |  | **No** |  |

1. Are you a fulltime carer for someone who relies on you?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Yes** |  |  | **No** |  |

1. Is the practice aware that you are a carer?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Yes** |  |  | **No** |  |

1. In your experience have your enquiries at reception been

dealt with in a polite, professional and confidential manner?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Yes** |  |  | **No** |  |

1. Would you recommend the Albion Surgery to your family

and friends?

1. The PPG has helped to fund a plasma screen to provide you with information while you wait for your appointment. What information would you like to see on this screen?

|  |
| --- |
|  |

1. Do you have any general comments that could improve the patient experience at the Albion practice?

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