

SCARBOROUGH MEDICAL GROUP

THE GENERAL PRACTICE SURVEY

This survey aims to provide feedback to the practice about the service we provide and the NHS in general. The survey is completely confidential and anonymous.

A number of these questions are compulsory, all the others are voluntary. However, the more questions you give us the better we will be able to respond to the feedback.

The survey should take you 5 minutes to complete depending on how much contact you have had with the practice in the last 12 months.

Question 1. Which of the branches at Scarborough Medical Group do you most regularly use?

Danes Dyke	<input type="checkbox"/>
South Cliff	<input type="checkbox"/>
Cloughton	<input type="checkbox"/>

Question 2. Have you been seen at other branches within the group?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Question 3. In general how do you rate the receptionists at the practice?

Very helpful	<input type="checkbox"/>
Fairly helpful	<input type="checkbox"/>
Not very helpful	<input type="checkbox"/>
Not at all helpful	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Question 4. Thinking back to the last time you spoke to the reception team on a routine enquiry basis, did they ask you to confirm we have all the correct contact details for you? For example address, home & mobile telephone numbers.

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Question 5. How do you normally book your appointment to see the doctor? Please tick all that apply

In person	<input type="checkbox"/>
By telephone	<input type="checkbox"/>
Online	<input type="checkbox"/>
Does not apply	<input type="checkbox"/>

Question 6. Do you find the practice website useful?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Didn't know there was one	<input type="checkbox"/>

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Question 7. Do you find the practice newsletter useful? (You can sign up to receive this through the website)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Didn't know there was one	<input type="checkbox"/>

Question 8. In general, do you feel you are treated with courtesy and respect by practice staff?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

Question 9. In the past 6 months, how easy have you found the following?

	Haven't tried	Very easy	Fairly easy	Not very easy	Don't know
Getting through on the phone					
Speaking to a doctor on the phone					
Speaking to a nurse on the phone					
Obtaining test results on the phone					
Ordering your repeat prescription					

Question 10. In the past 12 months how many times have you seen a doctor?

1—2 times	<input type="checkbox"/>
3—4 times	<input type="checkbox"/>
5—6 times	<input type="checkbox"/>
7—9 times	<input type="checkbox"/>
10 or more	<input type="checkbox"/>

Question 10a. How do you rate the way you were treated by the doctor?

Excellent	<input type="checkbox"/>
Good	<input type="checkbox"/>
Fair	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Does not apply	<input type="checkbox"/>

Question 11. When you arrive at the practice for your appointment, on average, how long do you have to wait before being seen?

Less than 5 min	5—10 min	11—20 min	21—30 min	More than 30 min	There was no set time for my consultation

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Question 12. In the past 12 months how many times have you seen a nurse or health care assistant?

1—2 times	<input type="checkbox"/>
3—4 times	<input type="checkbox"/>
5—6 times	<input type="checkbox"/>
7—9 times	<input type="checkbox"/>
10 or more	<input type="checkbox"/>

Question 12a. How do you rate the way you were treated by the nurse or health care assistant?

Excellent	<input type="checkbox"/>
Good	<input type="checkbox"/>
Fair	<input type="checkbox"/>
Poor	<input type="checkbox"/>
Does not apply	<input type="checkbox"/>

Question 13. If you need to see a doctor urgently, can you normally do so within 24 hours?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Can't remember	<input type="checkbox"/>

Question 14. If you weren't able to be seen urgently, why was that?

There weren't any appointments	<input type="checkbox"/>
Times offered didn't suit	<input type="checkbox"/>
Appointment was with the doctor I didn't want to see	<input type="checkbox"/>
A nurse was free but I wanted to see a doctor	<input type="checkbox"/>
Was offered an appointment at the branch surgery	<input type="checkbox"/>
Another reason	<input type="checkbox"/>

Finally, it will help us to understand your answers if you could tell us a little about yourself:

Are you?

Male Female

What age bracket do you belong to?

16-24 25-34 35-49 50-64 65-79 Over 80

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We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about the health care you receive at the surgery?

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Is there anything that could be improved?

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Any other comments?

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Thank you for taking to time to complete this questionnaire.