**THE VILLAGE SURGERY**

PATIENT PARTICIPATION GROUP

TWO MINUTE SURVEY – AUTUMN 2015

Please help us provide feedback to the clinicians and management of the practice, on the theme of communication. For example, an area of concern has to be the number of patients who do not tell the surgery that they will not be coming for an appointment – this deprives others of a chance to see a doctor.

Your answers are completely anonymous and confidential.

PLEASE TICK THE BOXES OVERLEAF, AND WRITE A SHORT COMMENT AT THE END IF YOU WISH AND RETURN THIS SHEET TO RECEPTION.

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| --- | --- | --- | --- |
| Item | Question | Yes | No |
| 1. | The last time you saw a clinician at the surgery did they involve you in decisions about your care |  |  |
| 2.  | When visiting the GP/Nurse do you feel rushed |  |  |
| 3.  | When visiting the GP/Nurse do you think they listen and understand your concerns? |  |  |
| 4. | The last time you were prescribed any medication were any possible side effects explained to you |  |  |
| 5. | Are you aware that the practice has a website where you can make and cancel appointments and order prescriptions? |  |  |
| 6.  | Are you aware that, if you cancel an appointment early on the day it is due, the slot can probably be offered to someone else and so not wasted? |  |  |
| 7. | Your dentist or the hospital will probably have consent to send you a text reminder of an upcoming appointment. Are you aware that the practice is not allowed to do this without your individual consent? |  |  |
| 8. | If the practice was allowed to send you an automated text reminder, would this be something that you think would be useful to you personally? |  |  |
| 9.  | Do you think that the use of automated text reminders would help cut down the number of missed appointments? |  |  |
| 10. | Have you yet made use of the Limes Medical centre pilot weekend opening hours? |  |  |
| 11. | If the answer to the last question is yes, did this save a visit to A and E? |  |  |
| 12.  | Do you think it would be useful for patients to be able to do their own weight and Blood Pressure in reception? |  |  |
|  | Finally, in a sentence, please give your views about the most fair and effective way for the practice to respond to those who do not turn up for an appointment. (Of course, with the exception of patients with certain conditions)**Please write here** |  |  |

NAME:

D.O.B:

SIGNED:

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**IF YOU WOULD LIKE A TEXT REMINDER OF YOUR APPOINTMENTS PLEASE COMPLETE THIS PERMISSION SLIP AND GIVE IT IN TO RECEPTION**