

Woodhouse Health Centre Patient Questionnaire 2020

Q1 How often do you visit the surgery?

- Weekly Monthly Infrequently

Q2 In the last 3 months how easy have you found it to get through on the phone?

- Very easy Not very easy Haven't tried
 Fairly easy Not easy at all

Q3 How helpful were the reception team?

- Very helpful Unhelpful N/A
 Moderately helpful Not helpful at all

Q4 In the past 12 months, have you booked an appointment(s) in any of the following ways:

- In person By phone Online (inc NHS App)
 Via another route (NHS 111, Doctorlink) Doesn't apply

Q5 Which of the following online services have you used in the last 12 months?

- Booking appointments Ordering prescriptions Accessing medical records

Q6 If you have seen a GP in the last 3 months, how were they at giving you enough time?

- Very Good Neither good nor poor N/A
 Good Poor

Q7 If you have seen a GP in the last 3 months, how were they at listening?

- Very Good Neither good nor poor N/A
 Good Poor

Q8 If you have seen a GP in the last 3 months, how were they at explaining tests and treatments?

- Very Good Neither good nor poor N/A
 Good Poor

Q9 If you have seen a clinician in the last 3 months, how were they at involving you in decisions about their care?

- Very Good Neither good nor poor N/A
 Good Poor

Q10 If you have seen a clinician in the last 3 months, how were they at treating you with care & concern?

- Very Good Neither good nor poor N/A
 Good Poor

Q11 Were you offered a choice of appointment the last time you tried to see a clinician?

- Yes No

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Q12 Were you satisfied with the appointment offered?

- Yes No N/A

Q13 For your last appointment, how long did you have to wait after your appointment was due?

- Seen on time 5 - 15 minutes More than 30 minutes
 Less than 5 minutes 15 - 30 minutes I cannot remember

Q14 After booking your appointment how long did it take before you were seen?

- On the same day On the next day A few days later
 A week or more later Cannot remember

Q15 Are you aware the we offer pre-bookable GP and Nurse appointments throughout the week?

- Yes No

Q16 Are you happy with the opening times of the practice?

- Yes No

Q17 In general, how satisfied are you with the total level of care you receive from the practice?

- Very satisfied Neither satisfied or dissatisfied
 Fairly satisfied Quite dissatisfied Very dissatisfied

Q18 What gender are you?

- Male Female

Q19 What age are you?

- Under 18 31 - 45 66 - 75
 18 - 30 46 - 65 Over 75

Q20 What is your ethnic group?

- White Asian or Asian British Chinese
 Black or Black British Mixed Other ethnic group

Q21 Are you a carer?

- Yes No

The practice can offer a large range of help and advice for new or existing carers, especially for young carers, please ask in confidence at reception for more details

What do you think the practice does well, and what can we improve in the future:

If you would like to leave your name & contact details please do so here:

TO RETURN, PLEASE HAND IN AT WOODHOUSE RECEPTION

OR email to: SHECCG.WoodhouseHealthCentre@nhs.net