

Leigh Family Practice

Patient Participation Survey 2014

We wish to thank the many Patients who kindly gave us their views and feedback about how they think that the Practice should evolve. We have looked at your suggestions and now wish to find out a little bit more so that we can start to plan how we can put these into action.

We would be grateful if you would tick the most appropriate boxes and fill in the sections below.

DEFINITIONS A **Carer** is a person who looks after a family member, relative, partner, neighbour or friend who needs help due to ill health, old age, disability, drug or alcohol misuse or who has mental health problems. You do not have to live with the person nor do you have to be the only one doing the caring and the caring may be full time or part time.

A **Long Term Health Condition** is ANY condition that the patient has over a lengthy period of time.

1. Please tick where applicable

- Male
- Female
- Working
- Retired
- Carer
- Have a Long Term Condition
- Age under 24
- Age 25-34
- Age 35-44
- Age 45-54
- Age 55-64
- Age 65-74
- Age 75+

2. How confident are you in making online requests for prescriptions?

- Very confident
- Unsure and would like information
- I don't have a computer

3. How confident are you in making online requests for appointments?

- Very confident
- Unsure and would like information
- I don't have a computer

4. How do you normally book your appointments to see a GP or Nurse?

- In person
- By phone
- By fax machine
- Online
- Doesn't apply

5. Please let us know your overall experience of making an appointment.

- Very good
- Good
- Neither good nor bad
- Poor
- Very poor
- Doesn't apply

6. Which times would you prefer to attend for your appointment?

- 8am-9am
- Daytime between 9am-5pm
- 5pm-8pm
- Saturday morning

7. Do you have any ideas how we may encourage patients to attend their appointments?

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8. What are your views about 'Open' Surgeries?

- Very useful
- Neither good nor bad
- Prefer appointments
- Unsure

9. Are you aware of the 'CHOOSE WELL' Scheme - when it is appropriate to attend A&E the Walk-In Centre, your GP

Surgery, a pharmacy & self-care when you need advice?

- Yes, I am aware
- No, I am not aware

10. Please tell us how satisfied you are in getting through to speak to someone on the phone.

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

11. Please tell us about your experience of seeing / speaking to a Nurse or GP the same or next day.

- Very satisfied
- Fairly satisfied
- Neither satisfied or dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- Not applicable

12. Please tell us about your Waiting Room experience.

- Very good
- Good
- Neither good nor bad
- Poor
- Very poor
- Doesn't apply

13. Do you know how to contact the Out-of-Hours Service?

- Yes
- No

14. How confident are you that you can manage your own health with the help of your health professional?

- Very confident
- Fairly confident
- Not very confident
- Not at all confident

15. In the last 6 months, have you had enough support from local services or organisations to help you manage your Long Term Health Conditions?

- Yes, definitely
- Yes, to some extent
- No
- I haven't needed such support

16. What Long Term Health Conditions do you have?

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17. Which Health Promotion topics do you think we should focus on to help the patients to self-care and take responsibility for their Health?

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18. Do you have any suggestions how we may encourage male patients and also younger patients to be involved in their healthcare?

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19. Are you aware that issues about the Practice may be raised through our Patient Participation Group?

Personal issues, however, should be addressed to the Practice Manager.

- Yes, I am aware
- No, I am not aware

20. Would you recommend Leigh Family Practice to someone who has just moved to your local area?

- Yes, definitely
- Yes, probably
- No, probably not
- No, definitely not
- Don't know

Thank you

Your helpful views and suggestions are valued. We will feedback to you in due course with our action plan.

Please hand in this form to the Reception Staff.