



THORPE SURGERY SURVEY

The Patient Participation Group (PPG) is set up in conjunction with Thorpe Surgery; its purpose is to represent YOU and the views that YOU have which may improve the service and to keep YOU informed of changes in the NHS or other services. Your feedback is important to establish the need for possible change in the way that the surgery operates. This survey is based on the pre-survey questionnaire given to patients to identify important issues. Please complete the 3 sets of questions below.

Thank you for taking the time to let us know what is important to you.

QUESTION SET ONE – YOUR PATIENT JOURNEY

1A. BOOKING AN APPOINTMENT

QA(i) HOW DO YOU NORMALLY BOOK YOUR APPOINTMENTS AT THE SURGERY ?

In person	
By phone	
By fax	
Online	

QA(ii) WHEN CONTACTING THE SURGERY, HOW EASY DO YOU NORMALLY FIND THE FOLLOWING?

	Very easy	Fairly easy	Not very easy
Getting through on the phone			
Speaking to a doctor on phone			
Speaking to a nurse on phone			
Obtaining test results by phone			

QA(iii) WHEN TRYING TO BOOK AN APPOINTMENT, HOW HELPFUL DO YOU FIND THE RECEPTIONISTS?

Very	
Fairly	
Not very	
Not at all	

QA(iv) THE LAST TIME YOU TRIED TO SEE A DOCTOR FAIRLY QUICKLY – WERE YOU ABLE TO SEE A DOCTOR ON THE SAME DAY OR IN THE NEXT 2 WEEKDAYS THAT THE SURGERY WAS OPEN?

YES	
NO	

QA(v) IF YOU WERE NOT ABLE TO BE SEEN WITHIN THE NEXT 2 DAYS THE SURGERY WAS OPEN, WHY WAS THAT?

There weren't any appointments	
Times offered didn't suit	
Appointment was with a Doctor I didn't want to see	
A nurse was free but I wanted to see a Doctor	
Another reason (please give reason below)	

QA(vi) HOW LONG AFTER YOUR APPOINTMENT TIME DO YOU NORMALLY WAIT TO BE SEEN?

I don't normally have appointments at a specific time	
I am normally seen on time	
Less than 5 minutes	
5 – 15 minutes	
15 - 30 minutes	
More than 30 minutes?	
Any other comments.	

IB. SEEING A DOCTOR AT THE SURGERY

QB(i) IF THERE IS A PARTICULAR GP YOU PREFER TO SEE AT THE SURGERY PLEASE SAY WHY? PLEASE COMMENT IN BOX BELOW.

ANSWER – YES OR NO	REASON
Yes	
No	

QB(ii) HOW OFTEN DO YOU SEE THE DOCTOR YOUR PREFER

Always or most of the time	
A lot of the time	
Some of the time	
Never or almost never	

QB(iii) THE LAST TIME YOU SAW A GP AT THE SURGERY, HOW GOOD WAS THE GP AT EACH OF THE FOLLOWING:

	Very good	Good	Neither good nor poor	poor	Very poor	Doesn't apply
Giving you enough time						
Asking about your symptoms						
Listening						
Explaining tests and treatment						
Involving you in decisions about your care						
Treating you with care and concern						
Taking your problems seriously						

QB(iv) DID YOU HAVE CONFIDENCE AND TRUST IN THE DOCTOR YOU SAW?

Yes, definitely	
Yes, to some extent	
No not at all	
Don't know, can't say	
Any other comments:	

1C SEEING A PRACTICE NURSE AT THE SURGERY

QC(i) HOW EASY IS IT FOR YOU TO GET AN APPOINTMENT WITH A PRACTICE NURSE AT THE SURGERY

Very easy	
Fairly Easy	
Not very easy	
Not at all easy	

QC(ii) LAST TIME YOU SAW A PRACTICE NURSE AT THE SURGERY, HOW GOOD DID YOU FIND THE NURSE AT EACH OF THE FOLLOWING:

	Very good	Good	Neither good nor poor	poor	Very poor	Doesn't apply
Giving you enough time						
Asking about your symptoms						
Listening						
Explaining tests and treatment						
Involving you in decisions about your care						
Treating you with care and concern						
Taking your problems seriously						

QUESTION SET 2 – SURGERY OPENING HOURS

The Surgery has applied for funding to enable it to be open from 8am to 8pm Mondays to Fridays and on Saturday mornings.

Q2(i) WHAT ARE YOUR VIEWS ON THE SURGERY BEING OPEN FOR THESE EXTRA HOURS. WOULD IT:

Make it much easier for you to attend the surgery at a convenient time	
Not make much difference to you at all	
Any other comments:	

Q2(ii) IF THE SURGERY WERE OPEN FROM 8AM TO 8PM MONDAY TO FRIDAY AND ON SATURDAY MORNINGS, WOULD YOU COME HERE RATHER THAN USE ANY OTHER OUT OF HOURS SERVICES THAT MAY BE AVAILABLE ELSEWHERE (FOR INSTANCE WALK IN CLINICS OR A&E).

Yes, I would definitely use the surgery instead of other services	
I might come to the surgery instead of using other services	
I would not use the surgery instead of other services	
I never use other out of hours services anyway	
Any other comments:	

Q2(iii) WHEN PATIENTS GO ELSEWHERE FOR TREATMENT THAT COULD HAVE BEEN PROVIDED BY THE SURGERY, THE COST FOR THAT TREATMENT IS TAKEN FROM THE SURGERY BUDGET FOR PATIENTS. HOW WILL KNOWING THIS AFFECT YOUR FUTURE ACTIONS?

I will be much less likely to use other services now that I know this	
I will be slightly less likely to use other services now that I know this	
I never use other services unless there is an emergency anyway	
I will not change the way I use services	
Any other comments:	

You may be aware that we now have a Matron Practitioner, working alongside the Doctors in the surgery. He is able to diagnose and prescribe, and this will enable the surgery to be open for the extra hours if funding is agreed. It also means that there is always someone available at the surgery to take appointments when needed.

QUESTION SET 3 – SEEING THE MATRON PRACTITIONER AT THE SURGERY

Q3(i) WERE YOU AWARE THAT WE NOW HAVE A MATRON PRACTITIONER AT THE SURGERY WHO CAN DIAGNOSE AND PRESCRIBE?

Yes I was aware	
No I was not aware	

Q3(ii) IF YOU NEED AN APPOINTMENT AND THERE IS NOT A DOCTOR AVAILABLE, WOULD YOU BE HAPPY TO SEE MATRON?

Yes I would be quite happy to see Matron – I have seen him before	
I have not seen Matron before but I would be happy to see him	
I am not sure	
I think I would prefer to see a doctor, even if it means waiting longer	
Any other comments:	

Please also let us know your age and gender below so that we can see what is most important to men and women of different ages. Are you:

Male	
Female	
Age	
Under 21	
22-45	
46-75	
Over 75	

On completion of this survey, please return your form by post or email to Thorpe Surgery as soon as possible. If you have any suggestions for questions in a future survey, please indicate below or email the PPG at ppg.thorpe@gmail.com

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