

Portcullis Surgery

How Are We Doing?

We are committed to providing you with the best possible health care in a safe effective and caring environment and we welcome your comments to help us to do so. Would you please complete this questionnaire and place it in the box at reception. Thank you.

How easy do you find it to make an appointment on the telephone?

1 2 3 4 5

Difficult

Easy

How satisfied were you with you latest appointment date and time?

1 2 3 4 5

Unsatisfied

Satisfied

Do you find our newly improved waiting room?

Welcoming? Yes | No

Informative? Yes | No

Clean and Tidy? Yes | No

Are you aware that there is a self-check in screen? Yes | No

If you are hard of hearing or suffer from poor sight out reception team are on hand to offer better communication tools to suit your needs.

With our new telephone system would you prefer to wait in a short call queue or hear the engaged tone and have to redial?

1

2

Call Queue

Engaged Tone

Are you aware that we now have two Advance Nurse Practitioners who are able to see patient's that would have previously needed to see the Doctor?

1

2

Yes

No

If you have seen an Advance Nurse Practitioner were you satisfied with the care you received?

1 2 3 4 5

Not Satisfied

Very Satisfied

Were you satisfied with the care that you received the last time that you saw a Doctor?

1 2 3 4 5

Not Satisfied

Very Satisfied

Were you satisfied with the care that you received the last time that you saw a Practice Nurse?

1 2 3 4 5

Not Satisfied

Very Satisfied

Were you satisfied with the care that you received the last time that you saw a Healthcare Assistant?

1 2 3 4 5

Not Satisfied

Very Satisfied

How satisfied are you with the way that you are treated by the reception staff?

1 2 3 4 5

Not Satisfied

Very Satisfied

Comments welcome: _____

Do you feel well informed about new NHS projects?

111 – they are available even when the surgery is **open** for advice as well as evenings and weekends.

YES

NO

Extended Access Appointments – did you know that there are 7 practices in South Shropshire, including Portcullis, that you can see a **GP, Nurse or HCA** every week night until 8pm and every Saturday morning for routine appointments?

YES

NO

Self-Care and Over the Counter Medicines – have the seen the projected savings sheet and alternative procedures that could be afforded if patients choose to use over the counter medicines where possible?

YES

NO

Portcullis Surgery Patient Participation Group – are you aware that there is a specialist group made up of patients, working for patients to enable the practice to offer the best possible health care that we can?

YES

NO

Portcullis Surgery Compassionate Communities Group – are you aware that there is a specialist group of befrienders who are specifically trained patients who give their time to help other patients. Our Community and Care Co-Ordinator Judith Sharod works on a Tuesday and Thursday and can give you more information if required, she also runs our Carers Group.

If you have answered NO to any of the above please ask at reception for more details.

Dr Yarham and Beanland thank you for taking the time to complete this survey. Results will be used to enhance patient experience and to help us to continue to provide the best possible health care to you, our patients.