



Frome Medical Practice

Patient Survey.

Thank you for completing this short questionnaire. The patient survey is designed to help us understand how well we are performing against our patients needs, and to help us improve areas where necessary.

Please answer the following questions about your experiences and return the questionnaire in the box provided at the reception desk.

All responses are anonymous, however we would like to ensure we are obtaining views from every group within our community. We would therefore be grateful if you would complete Section 5 also.

SECTION 1

Your Appointment Booking Experience.

Question 1

When you booked your last appointment, did you find the experience:

- Much better than last time
- Much worse than last time
- Slightly better than last time
- Slightly worse than last time
- Same as last time

Not previously booked

If you found the booking experience worse than before, please tell us why:

Question 2

Were you offered an appointment in a time frame you needed?

Yes

No

If you answered Yes please go to question 3.

If No, what time frame did you need, and what were you offered instead?

Original Need:		Alternative offered:	
1-3 days	<input type="checkbox"/>	1-3 days	<input type="checkbox"/>
3-5 days	<input type="checkbox"/>	3-5 days	<input type="checkbox"/>
5-7 days	<input type="checkbox"/>	5-7 days	<input type="checkbox"/>
1-2 weeks	<input type="checkbox"/>	1-2 weeks	<input type="checkbox"/>
2-4 weeks	<input type="checkbox"/>	2-4 weeks	<input type="checkbox"/>
4+ weeks	<input type="checkbox"/>	4+ weeks	<input type="checkbox"/>

Question 3

Did you know you can now book GP and some Nurse appointments online?

YES NO

If you were not aware, is this something you would be interested in doing in the future?

YES NO

If you answered YES please go to our website at www.fromemedicalpractice.co.uk and click on the appointments tab to register.

Question 4

We currently experience a high number of missed appointments and are trying to find ways of reducing these.

Would you benefit from a text reminder service reminding you of your appointment date and time?

YES

NO

Question 5

We offer a number of telephone consultations every day with our GP's. These can be used for follow ups, medication reviews and other advisory needs.

Were you aware you could have a telephone consultation with a GP?

YES

NO

If you answered YES and have used this service how would you rate this experience?

Very good Very Poor

Good Poor

If you answered NO, is this something you would use in the future?

YES

NO

SECTION 2

How well we communicate with you.

Question 6

We have recently launched a new website which you can find at www.fromemedicalpractice.co.uk. Information about the surgery, services and different clinics are available here.

Have you accessed our website before?

YES

NO

If you answered YES please go to question 8

Question 7

If you haven't accessed the website before, is this something you would do in the future?

YES

NO

Please go to Question 9...

Question 8

If you have accessed our new website, how would you rate it in terms of having relevant information and being easy to navigate?

Very Good Good

Poor Very Poor

If you answered Poor or Very Poor, please tell us what would improve this:

Question 9

The following question relates to test results

If you have NOT had a test at the Practice in the last 3 months, go to question 10.

If you HAVE had a test taken in the last 3 months please answer the following questions:

When the GP sent you for the test did you know what was going to happen?

YES

NO

Were you told how long you would have to wait for the result?

YES

NO

Were you told how you could get the result?

YES

NO

Did you finally get the results?

YES

NO

If you feel we could improve our communication with you about test results, please let us know how below:

Question 10

When you are waiting for your appointment, would you like to have information regarding how long the waiting time is?

YES

NO

SECTION 3

Walk in Clinic at Frome Hospital for urgent care.

Question 11

We have recently set up a new Nurse Practitioner led walk in service with the support of GP's. It is based at the Frome Community Hospital for patients who have an urgent need to be seen that day.

Have you used this service?

YES

NO

If you have used this service, please answer Questions 12, 13 and 14:

Question 12

How did you find out about the service?

Referred by Frome Medical Practice Staff.

Word of mouth

Local Press

Other

Please specify:

Question 13

How long did you wait to be seen?

- 0-20 minutes
- 20-40 minutes
- 40-60 minutes
- More than 1 hour

If you would like to provide us with any other feedback or comments, please do so below:

Question 14

How would you rate the overall service at the walk in clinic?

- Very Good
- Good
- Poor
- Very Poor

SECTION 4

Overall Satisfaction

Please tell us how satisfied you are with the overall care and service you receive from Frome Medical Practice.

- Very Good
- Good
- Poor
- Very Poor

SECTION 5

Demographic

Are you: Male Female

Your age:

Under 16	<input type="checkbox"/>
17 – 24	<input type="checkbox"/>
25 – 34	<input type="checkbox"/>
35 – 44	<input type="checkbox"/>
45 – 54	<input type="checkbox"/>
55 – 64	<input type="checkbox"/>
65 – 74	<input type="checkbox"/>
75 – 84	<input type="checkbox"/>
Over 84	<input type="checkbox"/>

I prefer not to give my age

Are you a parent of children within age ranges:

Under 5 5 – 15 15 – 18

Not applicable

Single parent

Are you a carer? That is someone who looks after a friend or relative unpaid

Yes No

If YES please speak to one of our receptionists about services for carers.

Do you have a disability?

Yes No

Are you:

Employed A student Retired

Unemployed Other

Please specify:

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Ethnicity Please tick the one that applies

White	
British	
Irish	
Other White (e.g. European)	
Mixed	
White & Black Caribbean	
White & Black African	
White & Asian	
Other (Mixed background)	
Asian or British Asian	
Indian	
Pakistani	
Bangladeshi	
Other (Asian background)	
Black or Black British	
Caribbean	
African	
Other (Black background)	
Chinese	
Chinese	
Other Ethnicity	
Other than listed above	
I do not wish to state	