

**DR MARIANNE FORD**  
**MANOR ROAD SURGERY - PATIENT SURVEY**

We would be grateful if you would complete this survey about our practice. We aim to provide the highest standard of care. Feedback from this survey will help us identify areas that may need improving/altering. Your opinions are very important to us and will be discussed at our Patient Practice Meetings.

Please answer all the questions that apply to you. This survey is anonymous unless you wish to become involved in our Patient Participation Group (see question 23).

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 Q1 - Your age range.

- 16-25     26-34     35-64     65-74     75 & over

Q2 - What ethnic group do you belong to.

- |  |  |                                      |
|--|--|--------------------------------------|
| <input type="checkbox"/> British/Mixed | <input type="checkbox"/> White & Asian         | <input type="checkbox"/> Other Asian |
| <input type="checkbox"/> White British | <input type="checkbox"/> Other mixed           | <input type="checkbox"/> Caribbean   |
| <input type="checkbox"/> Other White   | <input type="checkbox"/> Indian/British        | <input type="checkbox"/> African     |
| <input type="checkbox"/> W&B Caribbean | <input type="checkbox"/> Pakistani British     | <input type="checkbox"/> Other black |
| <input type="checkbox"/> W&B African   | <input type="checkbox"/> Bang/Brit Bangladeshi | <input type="checkbox"/> Chinese     |
| <input type="checkbox"/> Irish         | <input type="checkbox"/> White Irish           |                                      |

Q3 - Have you been in contact with the Practice in the last 6 months.

- Yes                       No

Q4 - If you have booked an appointment in the last six months how did you book the appointment.

- In person at reception               Telephoning surgery               On-Line

Q5 - When booking your appointments how quickly do you usually get seen.

- Same day or next day               2-4 days               5 days or more  
 I don't usually need to be seen quickly

How satisfied are you with this.

- Excellent               Very Good               Good               Fair  
 Poor               Very Poor



Q15 - How well do you feel the Doctor listens to what you have to say.

- Very well       Well enough       Not enough       Never listens

Q16 - Does the Doctor put you at your ease during a physical examination.

- Yes       No       Not applicable

Q17 - How much does the doctor involve you in decisions about your care.

- Completely       Involves me enough       Never involves me

Q18 - How well does the Doctor explain your problems or treatment you need.

- Very thoroughly       Enough       Never explains

Q19 - How much time does the Doctor spend with you.

- Enough time       Reasonable time       Not enough time

Q20 - Thinking of your most recent consultation with a Nurse, how long did you wait from your appointment time for the consultation to start.

- Less than 5 minutes       5 – 10 minutes       11 – 20 minutes  
 21 – 30 minutes       More than 30 minutes       Doesn't apply

Q21 - How well do the nurses listen to your concerns and worries.

- Listens well       Hardly listens       Never listens

Q22 - Is the quality of the care which the nurses provide

- Excellent       Good       Poor

Q23 – If you wish to have any issues raised at our Practice Participation Group meeting please e-mail these to our Practice Manager at [angelahill2@nhs.net](mailto:angelahill2@nhs.net). We run a virtual panel group for patients to e-mail into the Surgery any comments, compliments, suggestions or complaints. There is a leaflet on our main Reception desk for you to leave your e-mail address for this purpose.

Q24 - How would you prefer to find out about the services that we offer. *Please tick all that apply.*

- Ask the Receptionist       Practice leaflet       On your prescription  
 Practice website       NHS Choices website       Watching TV in waiting room  
 By text       Other

Q25 - Overall, how would you describe your experience of our surgery.

- Excellent       Very Good       Good       Fair  
 Poor       Very Poor

Q26 - Would you recommend our surgery to someone you know, or to someone who has just moved to your local area.

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

Q27 - How did you get to the surgery today for your appointment.

- Walking       Own car       Lift in a car       Bus  
 Taxi       Cycled       Motorbike

Q28 – Are you aware that we now provide a service where you are able to book appointments and request prescriptions on-line? Prescriptions can also be sent electronically to the chemist of your choice.

- Yes       No

(If not there is information about this service in Reception)

Q29 - Are you aware that there are two websites that we keep updated?

- Yes       No

(There is an NHS Choices website which can be found by typing in NHS Choices into the search engine and then choosing Dr. M. Ford from the list of G.P's. Also, we have our own Surgery website which is [www.doctors-surgery-deal-kent.co.uk](http://www.doctors-surgery-deal-kent.co.uk))

If you feel that there are items we haven't included in this survey, or if you have any other comments to make please do so in the box below.

**Please place this into the comments box on the reception desk. Thank you for answering this survey which will help us plan services at your Practice.**