

**DR M FORD – MANOR ROAD****SURGERY SURVEY****PATIENT PARTICIPATION**

Q1 Your age range

16-34

35-64

65-74

75 &amp; over

Q2 What ethnic group do you belong to? Please tick.

White	Black or	Asian or Asian	Mixed	Chinese	Other (please
	Black British	British			state below

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

online booking

other

Q5 Were you satisfied with the appointment date/time offered to you?

Yes

No

If no please say why:

--

Q6 Did you know that we offer evening appointments up till 7.30 p.m. on alternate Tuesday or Thursday evenings?

Yes

No

If yes please tell us how you heard about this new service:

--

Q7 How well does the Doctor listen to what you have to say?

--

Q8 Does the Doctor put you at your ease during a physical examination?

Yes/ No	Not applicable
---------	----------------

Q9 How much does the doctor involve you in decisions about your care:

Completely	Involves me enough	Never involves me
------------	--------------------	-------------------

Q10 How well does the Doctor explain your problems or treatment you need?

Very thoroughly	Enough	Never explains
-----------------	--------	----------------

Q11 How much time does the Doctor spend with you?

Enough time	Not enough time
-------------	-----------------

Q12 How well do the nurses listen to your concerns and worries?

Listen well	Hardly listen	Never listen
-------------	---------------	--------------

Q13 Is the quality of the care which the nurses provide...?

Excellent	Good	Poor
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Q14 How helpful would it be to know how long your appointment should take? i.e. GP appointments are 10 minutes.

Very helpful      Quite helpful      Unhelpful      Don't know

Q15 How satisfied are you with how our reception staff deal with any queries you may have?

Very satisfied      Satisfied      Dissatisfied      Don't know

Please give us any comments about our reception team:

Q16 Which other services you would like to see at the practice & are you prepared to be part of our Patient Participation Group either (in person or virtual) to express your views? If so please give you name to the Surgery.

If you have suggested any services, are you currently receiving these services elsewhere?

Yes      No

Q10 How would you prefer to find out about the services that we offer? *Please tick all that apply.*

Ask the Receptionist   Practice leaflet   On back of prescription   Practice website

Watching TV in waiting   NHS Choices website   By text   Other  
Room.

**Please hand into reception. Thank you for answering this survey which will help us plan services at your Practice.**

## DR M FORD - MANOR ROAD SURGERY - PATIENT SURVEY

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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 22).

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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                       other

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



Q16 - How much does the doctor involve you in decisions about your care.

- Completely       Involves me enough       Never involves me

Q17 - How well does the Doctor explain your problems or treatment you need.

- Very thoroughly       Enough       Never explains

Q18 - How much time does the Doctor spend with you.

- Enough time       Not enough time

Q19 - 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

Q20 - How well do the nurses listen to your concerns and worries.

- Listens well       Hardly listens       Never listens

Q21 - Is the quality of the care which the nurses provide

- Excellent       Good       Poor

Q22 - Twice a year we hold a Patient Participation Group evening meeting. This is where we discuss this survey and any other issues relating to the practice. If you would like to become a member of our Patient Participation Group to express your views, either in person (by coming to the meetings) or virtually (by supplying your e-mail address so we can correspond with you) please supply your name and contact details below.

Name:

Contact details:

Q23 - 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       By text

Watching TV in waiting room

- Other

Q24 - Overall, how would you describe your experience of our surgery.

- Excellent       Very Good       Good       Fair  
 Poor       Very Poor

Q25 - 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

Q26 - How did you get to the surgery today for your appointment.

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

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- Excellent                       Very Good                       Good                       Fair  
 Poor                       Very Poor

Q6 – If you need to be seen by the doctor’s urgently, can you normally get seen on the same day.

- Yes                       No                       Don’t know

Q7 - Did you know that we offer evening appointments up until 7.20 p.m. on a Tuesday evening.

- Yes                                       No

If yes please tell us how you heard about this new service

- Over the telephone                       In the surgery                       By our Practice Leaflet  
 By another patient                       Website                       Other

Q8 – How important is it for you to be able to book appointments ahead of time.

- Important                                       Not very important

Q9 – How easily is it to get through to someone at your GP practice on the phone.

- Very easily                                       Fairly easily                                       Not very easily  
 Not at all easy                                       Don’t know                                       Haven’t tried

Q10 – Do you have a long standing medical condition.

- Yes                                       No                                       Don’t know / can’t say

Q11 - How helpful would it be to know how long your appointment should take.  
i.e. GP appointments are 10 minutes.

- Very helpful                       Quite helpful                       Unhelpful                       Don’t know

Q12 - How satisfied are you with how our reception staff deal with any queries that you may have.

- Very satisfied                       Satisfied                       Dissatisfied                       Don’t know

Q13 - Are you able to easily see a Doctor of your choice?

- Yes                                       No

Q14 - Thinking of your most recent consultation with a doctor, 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

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

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Completely       Involves me enough       Never involves me

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Very thoroughly       Enough       Never explains

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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 [Annette.silk@nhs.net](mailto:Annette.silk@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.*

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 Practice website       NHS Choices website       By text  
 Watching TV in waiting room       Other

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

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 Poor       Very Poor

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

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 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?

- 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))

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 Poor                       Very Poor

Q6 – If you need to be seen by the doctor’s urgently, can you normally get seen on the same day.

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 Poor       Very Poor



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- Excellent               Very Good               Good               Fair  
 Poor               Very Poor

Q6 – If you need to be seen by the doctor’s urgently, can you normally get seen on the same day.

- Yes                       No                       Don’t know

Q7 - Did you know that we offer evening appointments up until 7.20 p.m. on a Tuesday evening.

- Yes                                       No

If yes please tell us how you heard about this new service

- Over the telephone               In the surgery               By our Practice Leaflet  
 By another patient               Website                       Other

Q8 – How important is it for you to be able to book appointments ahead of time.

- Important                               Not very important

Q9 – How easily is it to get through to someone at your GP practice on the phone.

- Very easily                               Fairly easily                       Not very easily  
 Not at all easy                       Don’t know                       Haven’t tried

Q10 – Do you have a long standing medical condition.

- Yes                               No                               Don’t know / can’t say

Q11 - How helpful would it be to know how long your appointment should take.  
i.e. GP appointments are 10 minutes.

- Very helpful               Quite helpful               Unhelpful               Don’t know

Q12 - How satisfied are you with how our reception staff deal with any queries that you may have.

- Very satisfied               Satisfied                       Dissatisfied               Don’t know

Q13 - Are you aware that we now have a text messaging appointment reminder service? It is important to make sure we have your up to date mobile telephone number.

- Yes                                       No

Q14 - Thinking of your most recent consultation with a doctor, 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

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  
 Poor

Very Good  
 Very Poor

Good

Fair

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

Yes, definitely  
 No, definitely not

Yes, probably  
 Don't know

No, probably not

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

Walking  
 Taxi

Own car  
 Cycled

Lift in a car  
 Motorbike

Bus

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.**

**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).

-----  
 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



Q14 - Thinking of your most recent consultation with a doctor, 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

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

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*Please tick all that apply.*

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Ask the Receptionist | <input type="checkbox"/> Practice leaflet    | <input type="checkbox"/> On your prescription        |
| <input type="checkbox"/> Practice website     | <input type="checkbox"/> NHS Choices website | <input type="checkbox"/> Watching TV in waiting room |
| <input type="checkbox"/> By text              | <input type="checkbox"/> Other               |  |

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

- |                                    |                                    |                               |                               |
|------------------------------------|------------------------------------|-------------------------------|-------------------------------|
| <input type="checkbox"/> Excellent | <input type="checkbox"/> Very Good | <input type="checkbox"/> Good | <input type="checkbox"/> Fair |
| <input type="checkbox"/> Poor      | <input type="checkbox"/> Very Poor |                               |                               |

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

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Yes, definitely    | <input type="checkbox"/> Yes, probably | <input type="checkbox"/> No, probably not |
| <input type="checkbox"/> No, definitely not | <input type="checkbox"/> Don't know    |   |

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

- |                                  |                                  |  |                              |
|----------------------------------|----------------------------------|--|------------------------------|
| <input type="checkbox"/> Walking | <input type="checkbox"/> Own car | <input type="checkbox"/> Lift in a car | <input type="checkbox"/> Bus |
| <input type="checkbox"/> Taxi    | <input type="checkbox"/> Cycled  | <input type="checkbox"/> 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.

- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

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

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

- |                              |                             |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

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