

Clifton Medical Centre Patient Questionnaire

Dear patient

Some time ago we did a survey to see what patients thought of the practice and the service we provide. We received lots of feedback, positive and negative, and as a result we've made some changes. We know we still have some more work to do but we'd like to ask you what you think so far.

We'd be grateful if you could take a couple of minutes to fill in the questionnaire below and **return it using the prepaid envelope provided by**. We welcome any comments you wish to make, both positive and negative.

You cannot be identified in any way; your comments will be completely anonymous.

Many thanks for your help.

BOOKING SYSTEMS

Patient feedback told us you weren't happy with the appointment booking system, so we've made some changes.

1. We've opened more appointments for booking online. How happy are you with this service?

Happy Neither happy nor unhappy Unhappy Never used it

Why? Please tell us:

.....

2. We've changed the Wickersley telephone number to a local rate number, and introduced an additional local rate number at Clifton until we can change the main number. How happy are you with this service?

Happy Neither happy nor unhappy Unhappy Never used it

Why? Please tell us:

.....

THE SURGERY ITSELF

Patient feedback told us you weren't happy with some of the layout issues of the surgery and the way reception works, so we've made some changes.

3. We've re-organised the signage to make doctors room locations clearer. Do you think it's any clearer?

Much clearer A little clearer No clearer Not noticed

Why? Please tell us:

.....

4. We've bought a new self check in system to make it easier for you to book in. How much easier does this make it to book in?

Much easier A little easier No easier Not used it

Why? Please tell us:

.....

Clifton Medical Centre Patient Questionnaire

5. We've increased staffing on reception when the queue gets too big. Have you noticed this making a difference?

Yes No Not noticed a difference

Why? Please tell us:

.....

6. We've changed the electronic display to let you know when surgeries are running late. Is this information useful to you?

Yes No Not noticed the display

Why? Please tell us:

.....

SEEING THE DOCTOR

Patient feedback told us you didn't always feel you got long enough with the doctor, so we've produced some leaflets to explain how appointment times are set and how to make the most of your consultation.

7. Have you seen these leaflets?

Yes No Not sure

8. Do you think they're useful?

Yes No Not sure

Why? Please tell us:

.....

Due to exceptional circumstances we've lately had to use some locum doctors to make sure the practice runs smoothly.

9. Have you had a consultation with any of the locum doctors?

Yes No Not sure

10. How satisfied were you with the care you received from them?

Satisfied Neither satisfied nor unsatisfied Unsatisfied Didn't see them

Why? Please tell us:

.....

11. Is there anything else you want to tell us about the practice?

.....

.....

.....

.....

Many thanks for completing the questionnaire, please now return it using the prepaid envelope provided.