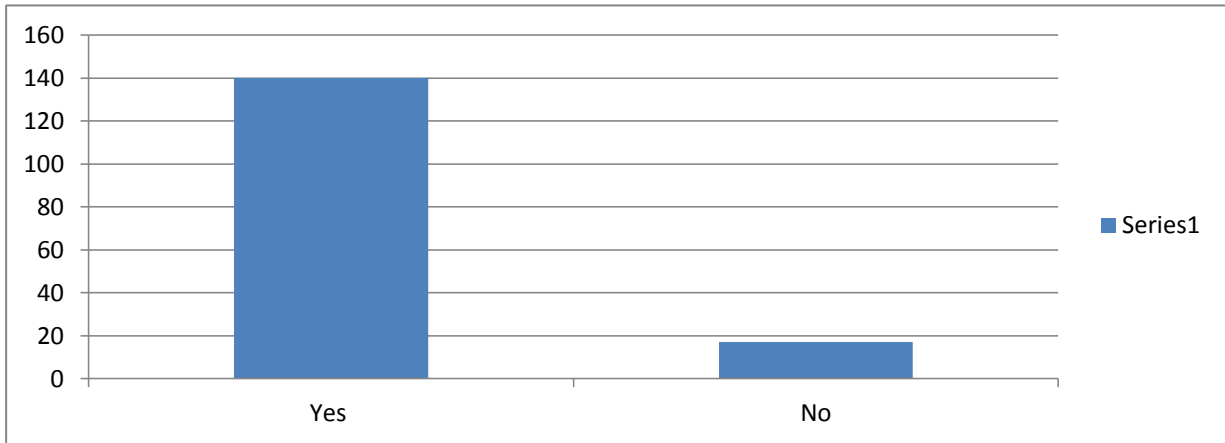


# Spring Hall Questionnaire 2012-2013

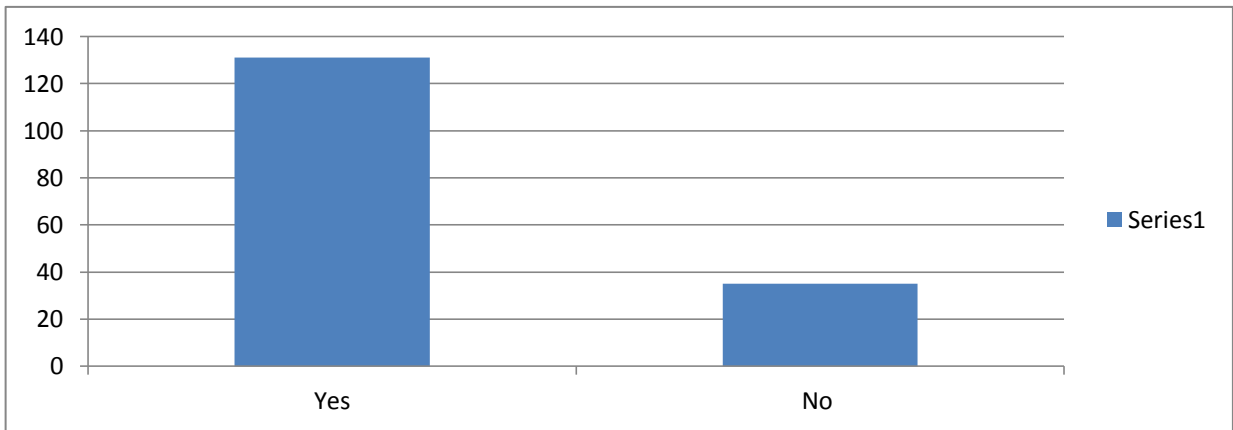
**1. Are you aware that all urgent requests would be contacted the same day?**

Yes 140  
No 17



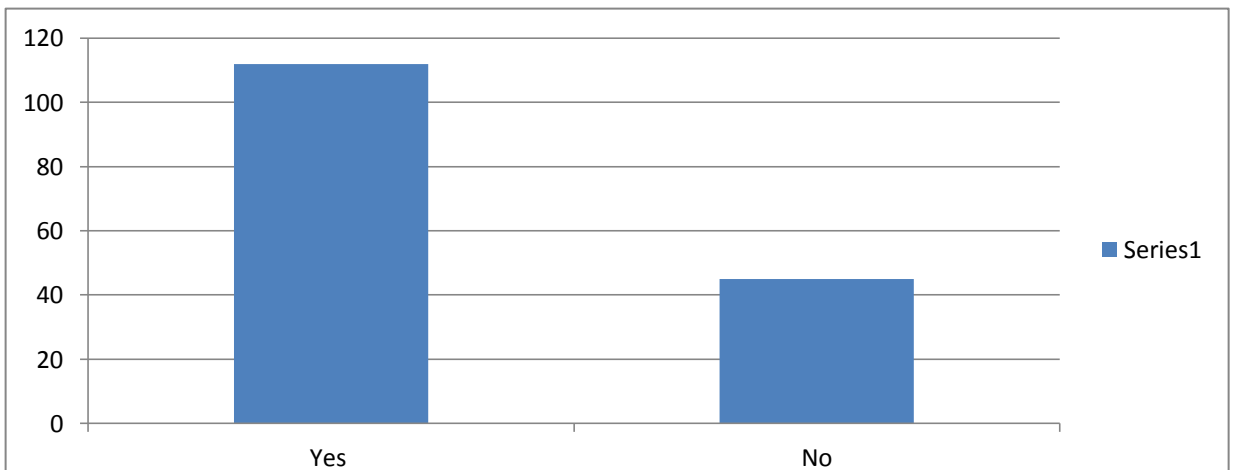
**2, Are you aware that routine appointments with your doctor of choice can now be made by the receptionist**

Yes 131  
No 35



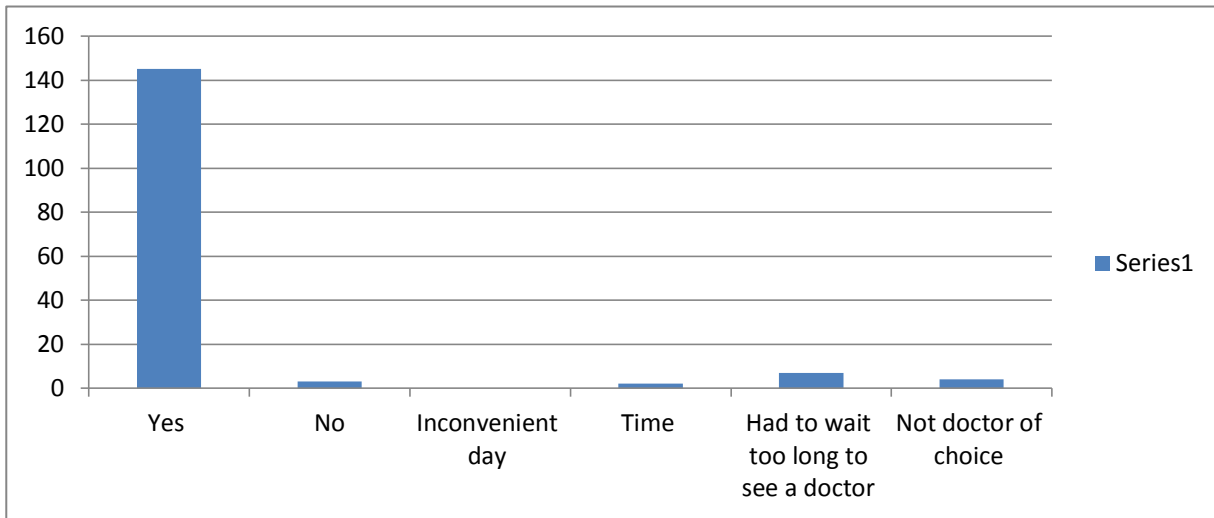
**3, Are you aware we have a Saturday morning booked surgery at Boots in the town centre?**

Yes 112  
No 45



**4, Was your appointment today at the time that suited you?**

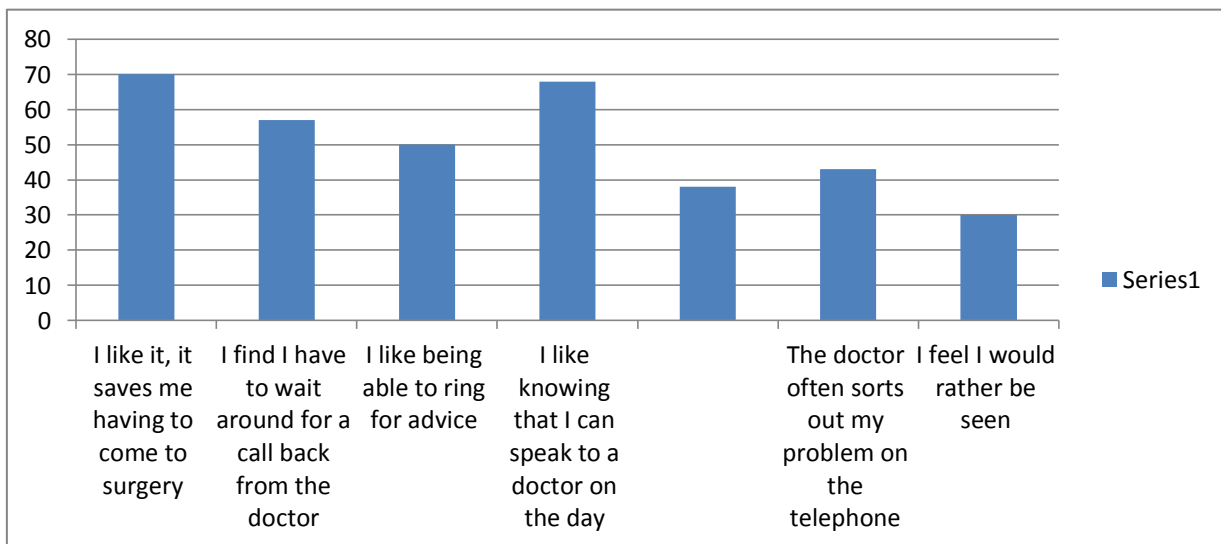
Yes	145
No	3
Inconvenient day	0
Time	2
Had to wait too long to see a doctor	7
Not doctor of choice	4



**5, The patients who attended the group had mixed views on telephone triage.**

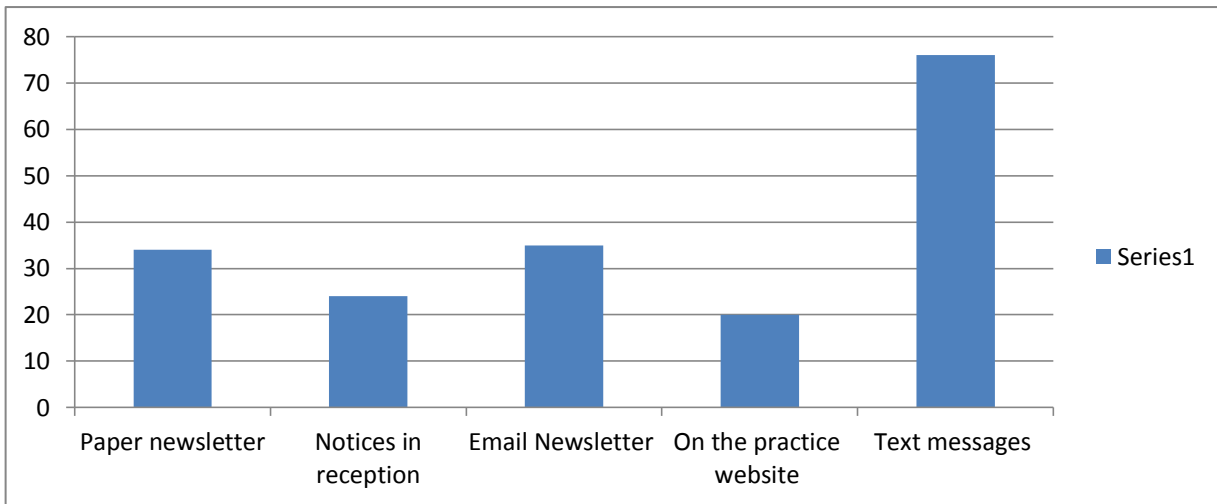
Which view would you have? Please check all those that apply to you

I like it, it saves me having to come to surgery	70
I find I have to wait around for a call back from the doctor	57
I like being able to ring for advice	50
I like knowing that I can speak to a doctor on the day	68
It is not always convenient for me to take a return telephone call	38
The doctor often sorts out my problem on the telephone	43
I feel I would rather be seen	30



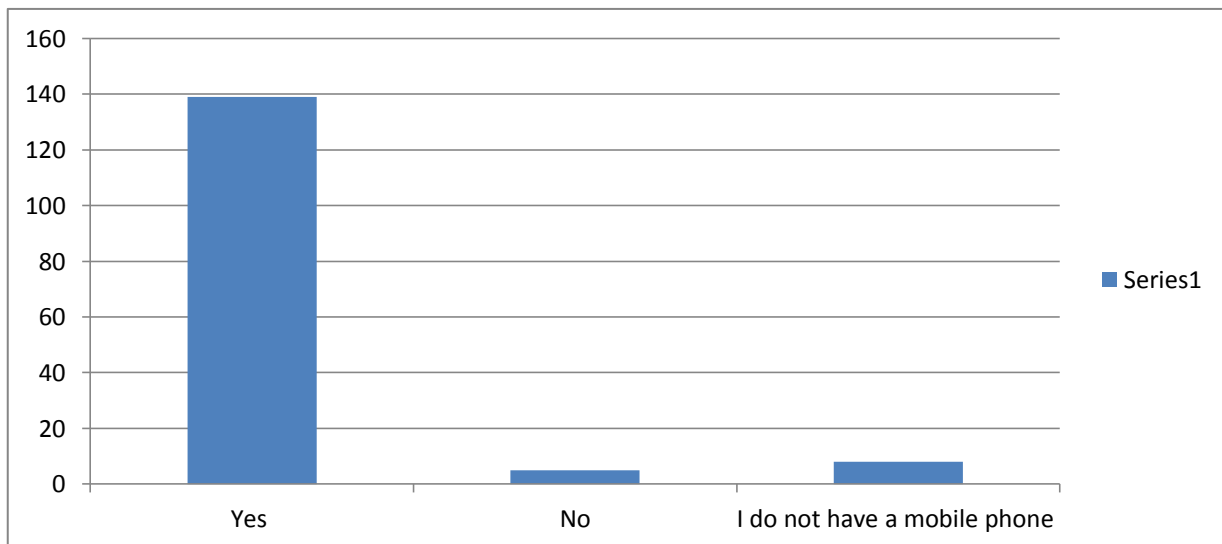
**6. The patient group wanted more information about the services we offer. How would you like to receive this information**

Paper newsletter	34
Notices in reception	24
Email Newsletter	35
On the practice website	20
Text messages	76



**7. We now text patients reminders about there appointments/vaccinations/reviews etc. Do you find this useful?**

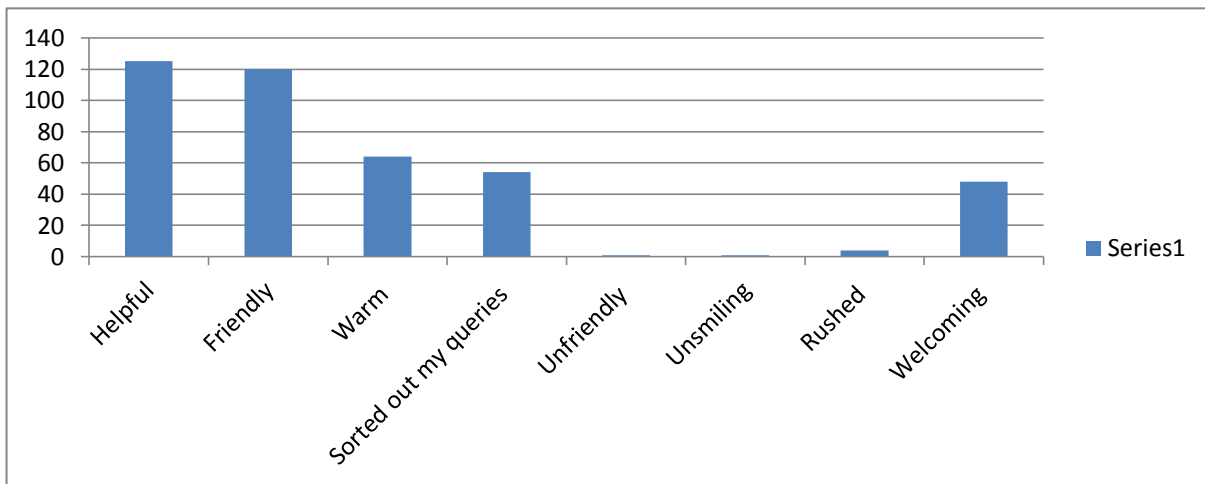
Yes	139
No	5
I do not have a mobile phone	8



**8. How do you find our reception staff when you attend surgery?**

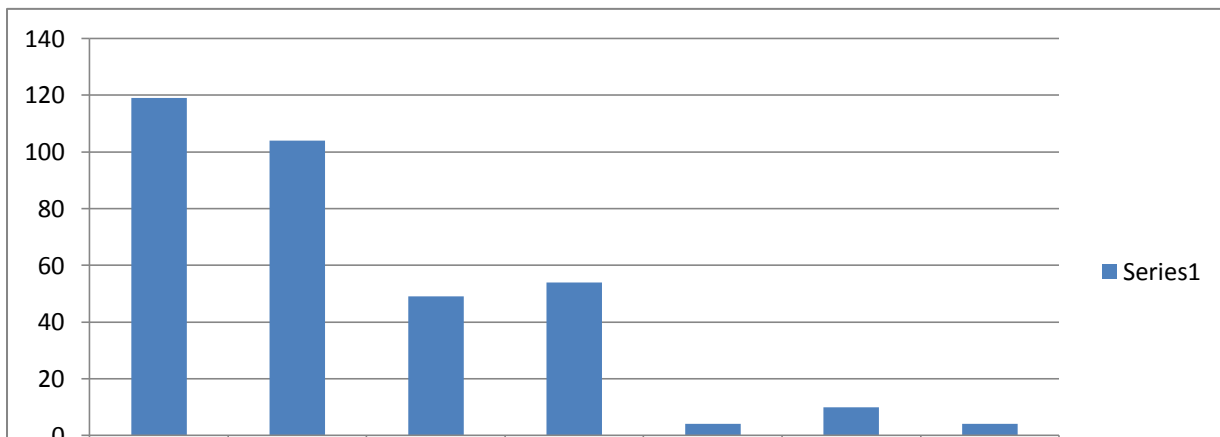
**Please tick all that apply**

Helpful	125
Friendly	120
Warm	64
Sorted out my queries	54
Unfriendly	1
Unsmiling	1
Rushed	4
Welcoming	48



**9. How do you find our reception staff when you telephone into the surgery? Please tick all that apply**

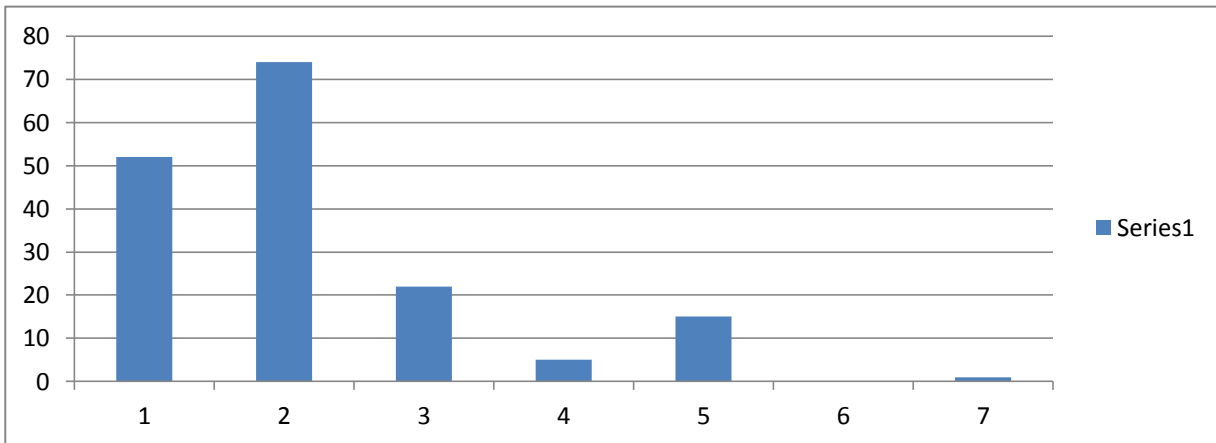
Helpful	119
Friendly	104
Warm	49
Sorted out my queries	54
Unfriendly	4
Rushed	10
Unhelpful	4



Helpful    Friendly    Warm    Sorted out my queries    Unfriendly    Rushed    Unhelpful

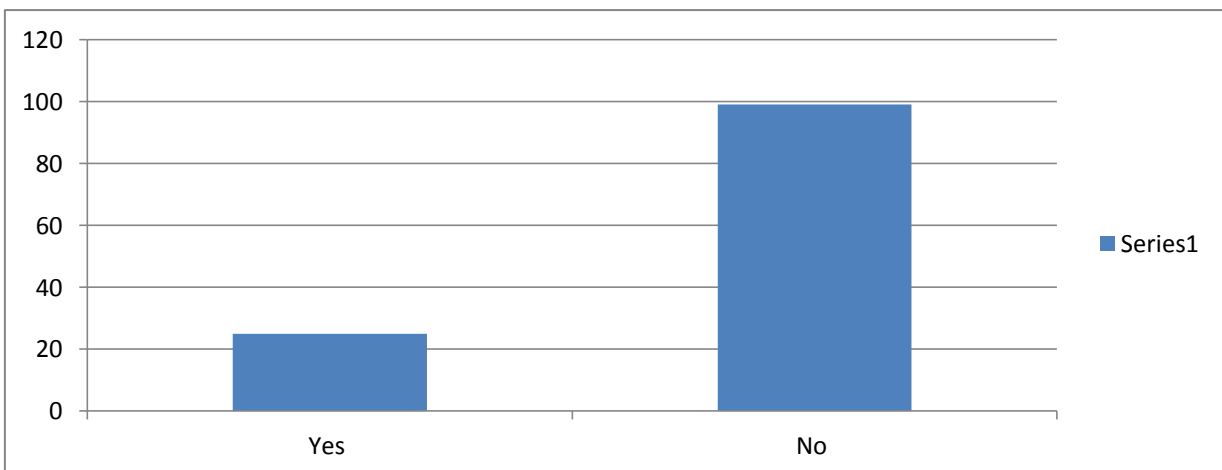
**10 Overall how would you rate Spring Hall Medical Centre**

Excellent the practice has looked after me and I am confident in the care it provides	52
Very good, the practice usually looks after my needs, and I would still recommend them to a friend	74
Average, the practice deals with my day to day problems	22
Adequate	5
Could do better, could make some improvements	15
Poor	0
I do not like the surgery	1



**11. This year the surgery had excellent patient volunteers to help at the flu clinic. They helped the nurses run several very successfully. Would you be willing to take part in this or any other events the surgery may decide to do in the future? If so please complete the form attached and hand into reception.**

Yes	25
No	99



**Finally you were asked what you liked about the practice the comments are on a separate sheet**

**and what you least liked about the surgery the comments are on a separate sheet**



