

Wyndham House Surgery Patient Survey 2017

We would like your thoughts and opinions about your surgery. Please complete the following questionnaire.

The surgery in general

Please rate the following:		Excellent	Very Good	OK	Poor	Very Poor	Don't know
How do you find the surgery as a whole?							
What is your impression of:	a) Doctors						
	b) Nurses						
	c) Reception staff						
	d) Dispensary staff						

Our services

Please rate the following:		Very Easy	Easy	OK	Not at all easy	Difficult	Don't know
How easy is it to see a doctor or nurse in an emergency (ie. for same day advice or treatment)?							
How easy is it to see your preferred doctor or nurse?							
How easy is it to get an appointment at the time you would like one?							
Have you ever booked an appointment online?		Yes		No			
How easy was it?							
Do you order repeat prescriptions online?		Yes		No			
How easy was it?							
Are you happy with our opening times (Mon-Thurs 8.30-6; Fri 8.30-5)?		Yes		No			
If not, what are your suggestions for improvement?							

Have you had to wait when you arrived for an appointment?		Yes		No			

Were you happy with the wait?	Yes		No	
How long was the wait?				

Our online presence

Do you use the surgery website? www.wyndhamhousesurgery.co.uk	Yes		No	
Do you feel properly informed about changes in data sharing within the NHS, eg. GP2GP, MIG, care.data?	Yes		No	
Do you use our Facebook page?	Yes		No	
Would you like extra help to use SystmOnline or our website, eg. a "computer clinic"?	Yes		No	

Community services

Do you know about our services for unpaid carers?	Yes		No	
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Please ask at reception for details of our services for carers

Do you know about Bertie - our prescription delivery service for the housebound?	Yes		No	
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Please ask any member of staff to find out more and let us know if you'd like to sign up for the prescription delivery service

About you

Please indicate your age range:	0-18	19-29	30-49	50-65	66-79	80+
What is your ethnic origin? (optional)						
Are you a parent?	Yes		No			
If yes, how old are your children?	Under 2	2-5	5-10	10-18	Over 18	
Are you a carer?	Yes		No			
Approximately how far away from the surgery do you live (in miles/km)?						

Do you have any further comments about Wyndham House Surgery?
