

Patient Survey - How are we doing?



GPS Healthcare

General Practice Solihull

Overall what has been the level of service you have received at GPS Healthcare	Excellent	Good	Average	Poor
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What level of service has been offered to you by the reception team	Excellent	Good	Average	Poor
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How would you describe your experience of making an appointment	Excellent	Good	Average	Poor
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How easy is it to get through to your surgery on the phone?	Very easy	Easy	Fairly easy	Not at all easy
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How long after your appointment time do you normally wait to be seen?	0 - 5 minutes	5-10 minutes	10 - 15 minutes	>15 minutes
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Did you get an appointment within your required timescales?	Yes	No		
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Have you faced any physical barriers before, during or after your visit to the surgery	Yes	No	NA	
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How satisfied were you with the level of care offered to you during your appointment?	Very satisfied	Satisfied	Fairly satisfied	Not at all satisfied
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How good is your GP/Nurse at listening and explaining tests/treatment?	Very good	Good	Fairly good	Not at all good
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Do you know what PPG means? Do you know the purpose of the PPG?	Yes	No
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Would you like to be involved with the Patient Participation Group? If so please provide contact details or contact the reception desk	Yes	No
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What additional / new services should we offer to patients in the future? Please provide comments

Which Surgery do you regularly attend?

Meadowside Family Health Centre

YewTree Medical Centre

Park Surgery

Village Surgery

Tanworth Lane Surgery

Knowle Surgery

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

What is your Age Group

Under 15 years

16 - 44 years

45 - 64 years

65 - 74 years

75 years and over

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Please add comments
