Appendix 7

**The Grange, Greenview & Kinsley Medical Centres**

**Patient Reference Group – Questionnaire 2012/13**

Our patient reference group carried out a survey in 2011/12 to obtain your views on the services that we provide. The results highlighted certain areas that you felt could be improved. We have made some changes and would now like your feedback to see if the improvements have been beneficial.

**You Said**: That the car parking at Hemsworth was difficult.

**We Did**: We requested that staff avoided parking in the car park where possible to leave spaces for patients, and we also have appointed a car/parking grounds person.

**Poor Average Good V Good Excellent**

How do you rate this service? 1 2 3 4 5

**You Said:** That contacting the practice by telephone was difficult.

**We Did:** We communicated information for patients by the patient display screens in attempt to avoid patients telephoning with general enquiries. Additional lines were installed, and we provided a dedicated telephone line for choose and book calls only.

**Poor Average Good V Good Excellent**

How do you rate this service? 1 2 3 4 5

**You Said:** You would like the opportunity to make comments, compliments and complaints.

**We Did:** We introduced new Comment boxes and placed them in more prominent areas in the waiting rooms at all 3 sites, and clearly labelled the boxes.

**Poor Average Good V Good Excellent**

How do you rate this service? 1 2 3 4 5

**You Said:** That confidentiality was important and there was a need for a private/quiet area at the reception desks.

**We Did:** We placed more prominent notices at the reception desks requesting that privacy is respected. We redesigned the tape barrier at Hemsworth and attached a polite notice requesting that patients stand back and wait their turn. We introduced a quite/private area in the Hemsworth waiting room. We displayed notices at the reception desk informing patients of the area. We briefed reception staff on the need to politely request that patients step back from the desk until it is their turn. We displayed a notice inviting patients to use the self arrival screen.

**Poor Average Good V Good Excellent**

How do you rate this service? 1 2 3 4 5

**You Said:** That you were unhappy with the appointments system and future appointments were always taken.

**We Did:** We appointed a full time Salaried GP and a Nurse Practitioner in an attempt to create more appointments.

**Poor Average Good V Good Excellent**

How do you rate this service? 1 2 3 4 5

Any other comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**About You:**

**Do you have any of the following conditions? *Please tick all boxes that apply to you*.**

|  |  |
| --- | --- |
| Deafness or severe hearing impairment |  |
| Blindness or severe visual impairment |  |
| A condition that substantially limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying |  |
| A learning difficulty |  |
| A long-standing psychological or emotional condition |  |
| Other, including any long-standing illness |  |
| I do not have a long-standing condition |  |

**Are you:** Female

Male

**Aged:**  Under 16

17 – 24

25 – 34

35 – 44

45 – 54

55 - 64

Over 65

**What is your ethnic group?** Please Tick

|  |  |  |
| --- | --- | --- |
| White | British |  |
|  | Irish |  |
|  | Any other White |  |
| Black or Black British | Caribbean |  |
|  | African |  |
|  | Any other Black |  |
| Mixed | White & Black Caribbean |  |
|  | White & Black African |  |
|  | White & Asian |  |
|  | Any other Mixed |  |
| Asian or Asia British | Indian |  |
|  | Pakistani |  |
|  | Bangladeshi |  |
|  | Any other Asian |  |
| Chinese or Other | Chinese |  |
|  | Any other ethnic group |  |

Thank you for taking the time to complete this questionnaire.

Your feedback is vital to the practice making changes.

All answers are held in the strictest confidence.