

APPENDIX

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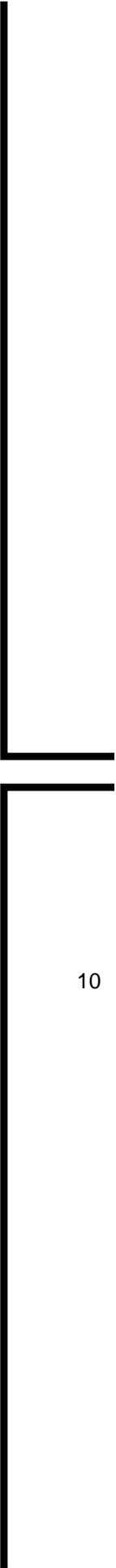
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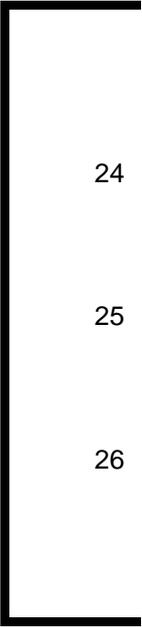
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Widgerswood and Forest Surgeries Assessment Questionnaire

WIDGERSWOOD ONLY - February 2013

Section 1

Reception / telephone answering and access / appointment availability

Who is your usual doctor?

In the past year, how many times have you seen any doctor in the Practice?

- None
- x 1 - 2
- x 3 - 4
- 5 or more

Are the hours that the Practice is open for appointments generally suitable for you?

- Yes
- No

If not, please mark with a 'x' what additional time you would like the Practice to be open.

- Early morning
- Lunch-time
- Evening
- Weekends
- Other

If you wish to see a particular doctor how quickly do you get to see them

- Same day
- Next working day
- in 2 days
- in 3 days
- more

- b) Is this
- poor
 - reasonable
 - excellent

If you are happy to see any doctor in the Practice how quickly do you get to see them

- Same day
- Next working day
- in 2 days
- in 3 days
- more

- b) Is this
- poor
 - reasonable
 - excellent

If you need to see a GP **urgently can you normally get to see them same day**

Yes

No

Regarding your clinic appointment(s)

a) have you ever missed an appointment?

Yes

No

b) If you have to wait to be seen after your appointment , how long on average do you wait?

Less than 5 mins

6 - 10 mins

11 - 20 ms

21- 30 mins

over 30 ms

Is this :-

poor

reasonable

excellent

On telephoning the Practice is the line frequently engaged

Yes

No

b) if so, how long do you call before you get a line?

Under 2 minutes

2 - 5 minutes

over 5 minutes

c) When you get connected, how quickly is the telephone answered?

Within 10 rings

Over 10 rings

d) Is this service

poor

reasonable

excellent

e) Are you aware that you can book a telephone appointment to speak to a nurse or a doctor

Yes

No

f) Have you used this service?

Yes

No

g) Do you find telephone appointments useful?

Yes

No

Regarding the receptionists.

a) They are usually helpful and pleasant at reception and on the telephone

Yes

No

b) They are knowledgeable about availability of appointments, arrange different services etc.

Yes

No

c) They are always discrete in front of other patients

Yes

No

d) Sometimes they need to know what your call is about, who to book you with or to pass a message to the doctor, Do you ever feel they pry too much?

Yes

No

e) They are usually helpful when I wish to make an appointment

Yes

No

f) They seem understaffed and overstretched at times

Yes

No

Section 2 - Clinical Care

We wish you to fill out details of a consultation you had with a doctor. If you have not had a recent consultation with a doctor, please proceed to question 12

When was the last time you had a consultation with a doctor?

We would like you to fill out the following questions related to that consultation

Which doctor did you see?

During that consultation, for each part of the consultation, we would like you to rate how good you think the doctor was. Could you place a number opposite each statement?

1 = Very poor 2 = Poor 3 = Fair 4 = Good 5 = Very good 6 = Excellent

Place 1 - 6

a) The doctor was courteous and placed me at my ease immediately

b) The doctor listened attentively to what I had to say

c) The doctor asked relevant questions about my symptoms and how I felt

d) He / she examined me gently and thoroughly

e) He / she explained carefully my problem and what treatment was needed

f) I was involved in any decision about my care

g) The doctor spent enough time with me

h) He/ she was patient about my questions and my worries

i) He / she was caring and obviously concerned about me

j) I felt confident in his / her presence

Have you seen a Practice nurse in the past year?

Yes

No

If so, during a visit you had with the nurse, for each part of the visit, we would like you to rate how good you think the nurse was. Could you place a number opposite each statement?

1 = Very poor 2 = Poor 3 = Fair 4 = Good 5 = Very good 6 = Excellent

a) The nurse was very courteous and put me at my ease immediately

b) He/she explained carefully about my health problems and what treatment was needed

c) Prior to any treatment, he / she explained what he / she would be doing

d) The nurse was very professional in the care given

e) The nurse listened carefully to what I had to say and my concerns

f) I felt very confident in his / her presence

Out-of-hours Care

Do you know how to contact the 'Out-of-hours' service?

Yes

No

Have you ever tried to contact the 'Out-of-hours' service?

Yes

No

If contacting by telephone, did you find this easy

Yes

No

Was your problem dealt with quickly?

Yes

No

Was your problem dealt with adequately?

Yes

No

Were you prescribed or recommended medicines?

Yes

No

Was it easy to get these medicines?

Yes

No

Section 3 - Surgery Facilities

Which Surgery are you a patient of ?

Badgerswood

Forest

This question relates to facilities OUTSIDE the surgery building

a) Is there always ample parking when you arrive?

Yes

No

b) Do you have a disabled (Blue) badge?

Yes

No

c) Are you aware you can use the disabled bays without a 'Blue Badge' when you have temporary disability

Yes

No

d) Have you ever used the disabled bay for a temporary / permanent disability?

Yes

No

e) If you are disabled, do you/would you find automatic doors helpful?

Yes

No

This question relates to facilities INSIDE the surgery building

a) Do you find the reception area pleasant?

Yes

No

b) Have you always found a seat when you arrive?

Yes

No

c) Are the seats comfortable?

Yes

No

d) If you have children, are there sufficient toys to amuse them?

Yes

No

if there were space, would you prefer to have a separate play area for children?

Yes

No

Section 4

Patient Information Section

a) Have you noticed the posters on the wall in the reception area?

Yes

No

b) Have you noticed the leaflets and notices at reception?

Yes

No

c) Do you think there is too much literature to appreciate any of the notices?

Yes

No

d) Have you read the Patient Participation Group Newsletter?

Yes

No

have you taken a copy home with you?

Yes

No

do you find the educational article valuable?

Yes

No

Section 5

Services Provided

Both Badgerswood and Forest Surgeries have a dispensing pharmacy and chemist shop

a) Do you ALWAYS use these pharmacies for your prescriptions

Yes

No

b) Is the service always efficient and prompt?

Yes

No

c) Do you use the chemist shop?

Yes

No

d) Are there items which you would purchase in the shop but are not available?

Yes

No

e) Are the opening hours convenient?

Yes

No

Please mark with a 'x' which additional opening hours you would appreciate.

Lunchtime (Badgerswood)

Sat am (Forest)

Evening

8 - 9am

f) Are you aware of the system of ordering repeat prescriptions?

Yes

No

If you have any other comments or suggestions please complete below or overleaf:

Section 6

Long-term Chronic Health problem

Do you have a long-standing chronic health problem?

Yes

No

If so, have you consulted a doctor/nurse regarding how best to deal with your problem?

Yes

No

In the past year, have you had enough support from local services or organisations to help manage condition

Yes

No

Section 7

Carer's section

Do you have a carer's responsibility to anyone?

Yes

No

(A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help.)

This help may involve small efforts such as helping with shopping or may involve major effort from part-time to full-time care. The new Clinical Commissioning Group will be responsible for setting up health services and are organising a local sub-committee to look at carers' support in this region. We need some data on this

If you wish to tell us more, please add details at the end of this form.

Are you happy for us to contact you directly via the PPG for further information if required

Yes

No

Thank you for taking the time to complete this questionnaire.

(This questionnaire was prepared by the Patient Participation Group of the Badgerswood and Forest Surgeries together with feedback from the Patient Reference Group).

FY2013

Totals	% of Tot	Tot. Used to calc.
5	5.7%	88
27	30.7%	
24	27.3%	
32	36.4%	
78	89.7%	87
9	10.3%	
6	20.7%	29
3	10.3%	
11	37.9%	
8	27.6%	
1	3.4%	
20	23.5%	85
16	18.8%	
28	32.9%	
16	18.8%	
5	5.9%	
5	6.0%	83
53	63.9%	
25	30.1%	
39	48.1%	81
30	37.0%	
10	12.3%	
2	2.5%	
0	0.0%	
0	0.0%	76
43	56.6%	
33	43.4%	

73	93.6%	78
5	6.4%	
10	11.5%	87
77	88.5%	
4	4.8%	84
17	20.2%	
36	42.9%	
20	23.8%	
7	8.3%	
16	19.8%	81
60	74.1%	
5	6.2%	
23	27.4%	84
61	72.6%	
18	39.1%	46
24	52.2%	
4	8.7%	
83	97.6%	85
2	2.4%	
0	0.0%	84
45	53.6%	
39	46.4%	
62	70.5%	88
26	29.5%	
42	48.3%	87
45	51.7%	
61	92.4%	66
5	7.6%	

88	100.0%	88
0	0.0%	
88	100.0%	88
0	0.0%	
84	95.5%	88
4	4.5%	
8	9.1%	88
80	90.9%	
87	98.9%	88
1	1.1%	
23	27.1%	85
62	72.9%	

Avg. Score		
420	5.5	77
420	5.5	76
413	5.4	76
412	5.5	75
408	5.4	75
389	5.4	72
418	5.4	77
416	5.4	77
406	5.3	76
416	5.4	77

56	70.0%		80
24	30.0%		
	Avg. Score		
294	5.2		57
242	5.0		48
268	5.2		52
301	5.3		57
264	5.1		52
291	5.1		57
56	65.9%		85
29	34.1%		
42	50.0%		84
42	50.0%		
37	82.2%		45
8	17.8%		
33	75.0%		44
11	25.0%		
33	75.0%		44
11	25.0%		
23	56.1%		41
18	43.9%		
19	65.5%		29
10	34.5%		
90	100.0%		90

64	87.7%		73
9	12.3%		
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20	25.6%		78
58	74.4%		
17	65.4%		26
9	34.6%		
14	63.6%		22
8	36.4%		
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9	12.7%		71
62	87.3%		
52	81.3%		64
12	18.8%		

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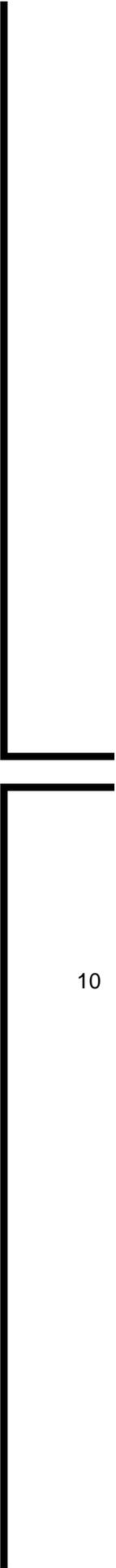
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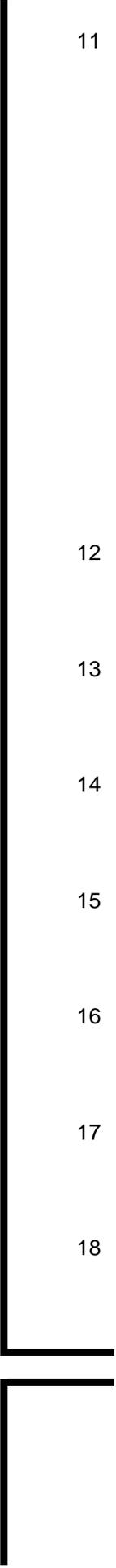
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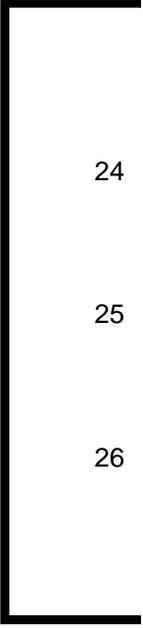
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Widgerswood and Forest Surgeries Assessment Questionnaire

FOREST ONLY - February 2013

Section 1

Reception / telephone answering and access / appointment availability

Who is your usual doctor?

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- None
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- x 3 - 4
- 5 or more

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- Yes
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If not, please mark with a 'x' what additional time you would like the Practice to be open.

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If you wish to see a particular doctor how quickly do you get to see them

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- poor
- reasonable
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- in 3 days
- more

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- poor
- reasonable
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Yes

No

Regarding your clinic appointment(s)

a) have you ever missed an appointment?

Yes

No

b) If you have to wait to be seen after your appointment , how long on average do you wait?

Less than 5 mins

6 - 10 mins

11 - 20 ms

21- 30 mins

over 30 ms

Is this :-

poor

reasonable

excellent

On telephoning the Practice is the line frequently engaged

Yes

No

b) if so, how long do you call before you get a line?

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2 - 5 minutes

over 5 minutes

c) When you get connected, how quickly is the telephone answered?

Within 10 rings

Over 10 rings

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poor

reasonable

excellent

e) Are you aware that you can book a telephone appointment to speak to a nurse or a doctor

Yes

No

f) Have you used this service?

Yes

No

g) Do you find telephone appointments useful?

Yes

No

Regarding the receptionists.

a) They are usually helpful and pleasant at reception and on the telephone

Yes
No

b) They are knowledgeable about availability of appointments, arrange different services etc.

Yes
No

c) They are always discrete in front of other patients

Yes
No

d) Sometimes they need to know what your call is about, who to book you with or to pass a message to the doctor, Do you ever feel they pry too much?

Yes
No

e) They are usually helpful when I wish to make an appointment

Yes
No

f) They seem understaffed and overstretched at times

Yes
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Section 2 - Clinical Care

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g) The doctor spent enough time with me

h) He/ she was patient about my questions and my worries

i) He / she was caring and obviously concerned about me

j) I felt confident in his / her presence

Have you seen a Practice nurse in the past year?

Yes

No

If so, during a visit you had with the nurse, for each part of the visit, we would like you to rate how good you think the nurse was. Could you place a number opposite each statement?

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Out-of-hours Care

Do you know how to contact the 'Out-of-hours' service?

Yes

No

Have you ever tried to contact the 'Out-of-hours' service?

Yes

No

If contacting by telephone, did you find this easy

Yes

No

Was your problem dealt with quickly?

Yes

No

Was your problem dealt with adequately?

Yes

No

Were you prescribed or recommended medicines?

Yes

No

Was it easy to get these medicines?

Yes

No

Section 3 - Surgery Facilities

Which Surgery are you a patient of ?

Badgerswood

Forest

This question relates to facilities OUTSIDE the surgery building

a) Is there always ample parking when you arrive?

Yes

No

b) Do you have a disabled (Blue) badge?

Yes

No

c) Are you aware you can use the disabled bays without a 'Blue Badge' when you have temporary disability?

Yes

No

d) Have you ever used the disabled bay for a temporary / permanent disability?

Yes

No

e) If you are disabled, do you/would you find automatic doors helpful?

Yes

No

This question relates to facilities INSIDE the surgery building

a) Do you find the reception area pleasant?

Yes

No

b) Have you always found a seat when you arrive?

Yes

No

c) Are the seats comfortable?

Yes

No

d) If you have children, are there sufficient toys to amuse them?

Yes

No

if there were space, would you prefer to have a separate play area for children?

Yes

No

Section 4

Patient Information Section

a) Have you noticed the posters on the wall in the reception area?

Yes

No

b) Have you noticed the leaflets and notices at reception?

Yes

No

c) Do you think there is too much literature to appreciate any of the notices?

Yes

No

d) Have you read the Patient Participation Group Newsletter?

Yes

No

have you taken a copy home with you?

Yes

No

do you find the educational article valuable?

Yes

No

Section 5

Services Provided

Both Badgerswood and Forest Surgeries have a dispensing pharmacy and chemist shop

a) Do you ALWAYS use these pharmacies for your prescriptions

Yes

No

b) Is the service always efficient and prompt?

Yes

No

c) Do you use the chemist shop?

Yes

No

d) Are there items which you would purchase in the shop but are not available?

Yes

No

e) Are the opening hours convenient?

Yes

No

Please mark with a 'x' which additional opening hours you would appreciate.

Lunchtime (Badgerswood)

Sat am (Forest)

Evening

8 - 9am

f) Are you aware of the system of ordering repeat prescriptions?

Yes

No

If you have any other comments or suggestions please complete below or overleaf:

Section 6

Long-term Chronic Health problem

Do you have a long-standing chronic health problem?

Yes

No

If so, have you consulted a doctor/nurse regarding how best to deal with your problem?

Yes

No

In the past year, have you had enough support from local services or organisations to help manage condition?

Yes

No

Section 7

Carer's section

Do you have a carer's responsibility to anyone?

Yes

No

(A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help.)

This help may involve small efforts such as helping with shopping or may involve major effort from part-time to full-time care. The new Clinical Commissioning Group will be responsible for setting up health services and are organising a local sub-committee to look at carers' support in this region. We need some data on this.

If you wish to tell us more, please add details at the end of this form.

Are you happy for us to contact you directly via the PPG for further information if required?

Yes

No

Thank you for taking the time to complete this questionnaire.

(This questionnaire was prepared by the Patient Participation Group of the Badgerswood and Forest Surgeries together with feedback from the Patient Reference Group).

20	71.4%	28	
8	28.6%		
5	17.9%	28	
23	82.1%		
0	0.0%	27	
6	22.2%		
12	44.4%		
6	22.2%		
3	11.1%		
7	26.9%	26	
16	61.5%		
3	11.5%		
21	72.4%	29	
8	27.6%		
1	4.2%	24	
10	41.7%		
13	54.2%		
27	90.0%	30	
3	10.0%		
3	10.3%	29	
16	55.2%		
10	34.5%		
21	70.0%	30	
9	30.0%		
8	26.7%	30	
22	73.3%		
18	90.0%	20	
2	10.0%		

29	96.7%	30
1	3.3%	
30	100.0%	30
0	0.0%	
27	90.0%	30
3	10.0%	
6	20.0%	30
24	80.0%	
28	96.6%	29
1	3.4%	
15	51.7%	29
14	48.3%	

Avg. Score		
129	5.6	23
136	5.7	24
130	5.4	24
129	5.6	23
127	5.5	23
124	5.6	22
126	5.5	23
123	5.6	22
125	5.4	23
127	5.5	23

20	87.0%	23	
3	13.0%		
	Avg. Score		
113	5.7	20	
93	5.5	17	
93	5.5	17	
114	5.7	20	
95	5.6	17	
113	5.7	20	
22	78.6%	28	
6	21.4%		
14	50.0%	28	
14	50.0%		
14	87.5%	16	
2	12.5%		
13	86.7%	15	
2	13.3%		
11	84.6%	13	
2	15.4%		
11	78.6%	14	
3	21.4%		
10	71.4%	14	
4	28.6%		
0	0.0%	30	

23	92.0%		25
2	8.0%		

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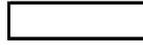
6	26.1%		23
17	73.9%		
6	75.0%		8
2	25.0%		
7	87.5%		8
1	12.5%		

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3	15.8%		19
16	84.2%		
14	70.0%		20
6	30.0%		

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Walderswood and Forest Surgeries Assessment Questionnaire
Long Term & Carer's only February 2013

Section 6

Long-term Chronic Health problem

Do you have a long-standing chronic health problem?

Yes

No

If so, have you consulted a doctor/nurse regarding how best to deal with your problem?

Yes

No

In the past year, have you had enough support from local services or organisations to help manage condition

Yes

No

Section 7

Carer's section

Do you have a carer's responsibility to anyone?

Yes

No

(A carer is someone of any age who provides unpaid support to family or friends who could not manage without this help.)

This help may involve small efforts such as helping with shopping or may involve major effort from part-time to full-time care. The new Clinical Commissioning Group will be responsible for setting up health services and are organising a local sub-committee to look at carers' support in this region. We need some data on this

If you wish to tell us more, please add details at the end of this form.

Are you happy for us to contact you directly via the PPG for further information if required

Yes

No

Thank you for taking the time to complete this questionnaire.

(This questionnaire was prepared by the Patient Participation Group of the Badgerswood and Forest Surgeries together with feedback from the Patient Reference Group).

<u>Pat.10</u>	<u>Pat.11</u>	<u>Pat.12</u>	<u>Pat.18</u>	<u>Pat.22</u>	<u>Pat.23</u>	<u>Pat.30</u>	<u>Pat.31</u>	<u>Pat.32</u>	<u>Pat.36</u>



1	1	1	1		1	1	1	1	1

1	1	1	1		1	1	1	1	1

			1		1	1	1	1	
1	1	1							



				1					
		1	1		1	1	1	1	1

		1		1	1	1	1	1	1



<u>Pat.37</u>	<u>Pat.40</u>	<u>Pat.41</u>	<u>Pat.42</u>	<u>Pat.51</u>	<u>Pat.55</u>	<u>Pat.58</u>	<u>Pat.59</u>	<u>Pat.60</u>	<u>Pat.63</u>	<u>Pat.64</u>
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1	1	1		1	1		1			
			1			1		1	1	
1				1	1		1			
	1	1								
	1	1		1	1					
							1			

			1		1	1		1	1	1
1	1	1		1						

1	1	1		1	1		1		1	
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Pat.111	Pat.116	Pat.118	Pat.121	Pat.122
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1	1	1		
1		1		
	1			
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1	1	1		

1	1	1		

FY2013		
Totals	% of Tot	Tot. Used to calc.
26	78.8%	33
7	21.2%	
22	84.6%	26
4	15.4%	
17	77.3%	22
5	22.7%	
12	41.4%	29
17	58.6%	
22	91.7%	24
2	8.3%	

FY2012			2013 to 2012 Higher / (Lower)		
<u>Totals</u>	<u>% of Tot</u>	<u>Total answered</u>	<u>Totals</u>	<u>% of Tot</u>	<u>Total answered</u>

Y

N