



SLEAFORD MEDICAL GROUP **Patient Survey**

Introduction

SMG is one of the largest practices in the area with a registered population of approximately 18,500 patients. We offer a diverse range of services from childhood immunisations to minor injury treatment. Our skilled team of Doctors, clinical support and administrative staff aim to provide a quality, customer focused service.

With your help, by completing this survey, we hope to maintain our current standards and improve where necessary. You do not need to write your name or give any personal information on this questionnaire, and all constructive comments and suggestions are welcome.

Please answer the questions below by putting an **X** in ONE BOX for each question unless more than one answer is allowed (these questions are clearly marked).

ACCESSING YOUR GP SERVICES

Q1. Generally, how easy is it to get through to someone at the Practice on the phone?

- Very easy Fairly easy Not very easy
 Not at all easy Haven't tried

Q2. How helpful do you find the receptionists?

- Very helpful Fairly helpful Not very helpful
 Not at all helpful Don't know

Q3. In the reception area, can other patients overhear what you say to the receptionist?

- Yes, but I don't mind Yes, and I'm not happy about it
 No, other patients can't overhear Don't Know

Q4. Which of the following methods would you prefer to use to book appointments?

- Please **X** all the boxes that apply to you
 In person By phone By fax machine
 Online No preference

Any additional comments you would like to make regarding accessing your GP services



MAKING AN APPOINTMENT

Q5. How long after initially contacting the surgery did you actually have your appointment?

- On the same day On the next working day A few days later
 A week or more later Can't remember

Q6. Did you think it was acceptable?

- Yes No Don't know

Q7. Was the convenience of day and time of your appointment?

- Very good Fairly good Neither good or poor
 Fairly poor Very poor

Q8. Were you able to see the Doctor of your choice?

- Yes No Didn't ask for a specific doctor

Q9. If the answer to Q.8 was No, were you offered an appointment with another Doctor?

- Yes No

Q10. If the answer to Q.9 was Yes, did you find this satisfactory?

- Yes No

Q11. Overall, how would you describe your experience of making an appointment?

- Very good Fairly good Neither good or poor
 Fairly poor Very poor

Any additional comments you would like to make regarding making an appointment

OPENING HOURS

Our Surgery opening hours are Monday - Friday 08:30am - 6:30pm.
We offer evening surgeries on Tuesdays, Wednesdays and Thursdays by appointment only (6.30pm – 8.00pm).

Sleaford Medical Group is piloting an Urgent Care Unit for minor injuries and minor illnesses. The unit is open from 6.30pm - 8.00pm Monday - Friday and 8.00am – 6.00pm Saturdays and Sundays.

Q12. How satisfied are you with the hours that the surgery is open?

- Very satisfied Fairly satisfied Neither satisfied nor dissatisfied
 Fairly dissatisfied Very dissatisfied



Q13. Which of the following additional opening times would make it easier for you to see or speak to someone?

Please **X** all the boxes that apply to you

- Before 8am At lunchtime After 6.30 pm
 On a Saturday On a Sunday None of these

Any additional comments you would like to make regarding opening hours

OVERALL EXPERIENCE

Q14. Overall, how would you describe your experience of the Surgery?

- Very good Fairly good Neither good nor poor
 Fairly poor Very poor

Q15. Would you recommend the surgery to someone who has just moved to your local area?

- Yes, would definitely recommend Yes, would probably recommend
 Not sure No, would probably not recommend
 No, would definitely not recommend Don't know

Any additional comments you would like to make regarding overall experience

OUT OF HOURS

Q16. Do you know how to contact an out-of-hours GP service when the surgery is closed?

- Yes No

Any additional comments you would like to make regarding out of hours



SOME QUESTIONS ABOUT YOU

How old are you?	
Are you male or female?	
What is your ethnic background?	

Thank you very much for your time and assistance

Please return your completed questionnaire to Sleaford Medical Group