

The Falmouth Health Centre Practice Patient Survey 2012

In the past 6 months how easy have you found the following? *Please put a tick in one circle for each row*

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking to a Doctor on the phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking to a Nurse on the phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Obtaining test results by phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In the past 6 months have asked for an appointment with a Doctor on the same day?

Yes	<input type="radio"/>
No	<input type="radio"/>

The last time you asked for an appointment with a Doctor on the same day were you given one?

The appointment could have been either face-to-face or a telephone appointment.

Yes	<input type="radio"/>
No	<input type="radio"/>

If you weren't able to have an appointment on the same day, why was this?

Times offered didn't suit	<input type="radio"/>
Appointment was with a Doctor who I didn't want to see	<input type="radio"/>
A nurse was free but I wanted to see a Doctor	<input type="radio"/>
Another reason (please tell us the reason)	<input type="radio"/>
Can't remember	<input type="radio"/>

In the past 6 months, have you tried to book ahead for an appointment with a Doctor? *By 'booking ahead' we mean booking an appointment more than two weekdays in advance.*

Yes	<input type="radio"/>
No	<input type="radio"/>

Last time you tried, were you able to get an appointment with a Doctor more than two weekdays in advance?

Yes	<input type="radio"/>
No	<input type="radio"/>

Except for 'on the day' appointments, if there is a Doctor you prefer, how often are you able to book an appointment with them?

Always or most of the time	<input type="radio"/>
Some of the time	<input type="radio"/>
Never or almost never	<input type="radio"/>
Not tried at this GP Surgery	<input type="radio"/>

The last time you saw a Doctor at the surgery how good was he/she at each of the following? Please put a tick in one box for each row

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking your problems seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answering any questions you asked.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How easy is it for you get an appointment with a Practice Nurse at the surgery?

Haven't tried	<input type="radio"/>
Very	<input type="radio"/>
Fairly	<input type="radio"/>
Not very	<input type="radio"/>

Last time you saw a Practice Nurse at the Surgery, how good did you find the Practice Nurse at each of the following? Please put a tick in one box for each row

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asking about your symptoms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explaining tests and treatments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Involving you in decisions about your care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Treating you with care and concern	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking your problems seriously	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answering any questions you asked.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In general, how satisfied are you with the care you get at the Surgery?

Very	<input type="radio"/>
Fairly	<input type="radio"/>
Neither satisfied nor dissatisfied	<input type="radio"/>
Quite dissatisfied	<input type="radio"/>
Very dissatisfied	<input type="radio"/>

Did you feel you were treated with respect and dignity while you were in the surgery?

Yes	<input type="radio"/>
No	<input type="radio"/>

Are you male or female?

Male	<input type="radio"/>
Female	<input type="radio"/>

How old are you?

Under 18	<input type="radio"/>	55 - 64	<input type="radio"/>
18 – 24	<input type="radio"/>	65 - 74	<input type="radio"/>
25 – 34	<input type="radio"/>	75 - 84	<input type="radio"/>
35 – 44	<input type="radio"/>	85 and over	<input type="radio"/>
45 – 54	<input type="radio"/>		

If you have a disability, how easy or difficult is it for you to move around the surgery? (tick one box only)

Very easy	<input type="radio"/>
Fairly easy	<input type="radio"/>
Fairly difficult	<input type="radio"/>
Very difficult	<input type="radio"/>

In the last 12 months have you felt like making a complaint about a Doctor Nurse, Receptionist or other member of staff at the Surgery? (tick one box only)

Yes and I have made at least 1 complaint	<input type="radio"/>	Go to F8
Yes, but I have not made a complaint	<input type="radio"/>	Go to G1
No	<input type="radio"/>	Go to G1

The last time you made a complaint was it sorted out to your satisfaction?

(tick one only)

Yes	<input type="radio"/>
No	<input type="radio"/>
To early to say	<input type="radio"/>

Would you be interested in joining a Patient Participation Group to help develop and improve local services? *(tick one box only)*

Yes*	<input type="radio"/>
No	<input type="radio"/>

*** If you answered yes please email fhcenquiries@falmouthhc.cornwall.nhs.uk for more information**

Are you a carer and if so would you be interested in joining a carers support group or helping to start one?

I am a carer*	<input type="radio"/>
I am not a carer	<input type="radio"/>
I would be interested in joining a support group	<input type="radio"/>

*** A Carer is an unpaid person who looks after someone who is elderly, disabled or ill and needs help to live at home. If you would like to be identified as a Carer on your Medical Records please call into Reception and ask for a form; the person you care for will also need to sign the form. If you would also like to be referred to the Carers Support Service we can pass your details onto them and they will contact you.**

PLEASE RETURN YOUR COMPLETED SURVEY NO LATER THAN FRIDAY 16 MARCH 2012

Thank you for taking time to complete this survey. The results will be posted on our web site – www.faldoc.co.uk by 31 March 2012 and your comments will help us with service improvements.

The Falmouth Health Centre Practice
Trevaylor Road
Falmouth TR11 2 LH

Tel: 01326 210090

email: fhcenquiries@falmouthhc.cornwall.nhs.uk