

PATIENT PARTICIPATION GROUP QUESTIONNAIRE NO. 3

Thank you for filling in this Questionnaire. We would be grateful if you could fill it in while you wait for your appointment and return it to the Reception desk as you leave. Alternatively, please return it to the Surgery by the Friday 29th November 2013. Thank you so much for your help.

This is best printed off and returned to the surgery Reception Desk.

1. What do you think is an acceptable waiting time for a **routine** appointment:

- 5 working days
- 7 working days
- 10 working days
- 15 working days
- 20 working days

Delays in acquiring a routine appointment can be for different reasons, e.g. the doctor you wish to see is on annual leave, the doctor has no free appointments or a particular doctor does not work at the time you would like an appointment. Did you find the reason given:

Acceptable and you were prepared to take another appointment with another doctor to be seen sooner

Acceptable and you were prepared to wait for the next available appointment

Unacceptable but were prepared to wait anyway

Unacceptable but took another appointment with another doctor anyway

How long is it since you last visited the surgery for an appointment with the doctor or the nurse?

- 1 week
- 1 month
- 6 months
- 1 year
- Never

If never please give a reason _____

When you visited the surgery for an appointment how long did you have to wait to see the doctor/nurse (delete doctor/nurse as applicable)

- On time
- 5 minutes
- 10 minutes
- 30 minutes
- 1 hour

Were you advised of a delay on arrival Yes No (Please circle)

4. Are you satisfied with the surgery opening times?

- Yes
- No
- Do not have an opinion either way

If no, what changes would you like to see:

During the last year do you think there has been any improvement in access to a timely appointment?

Yes No

Have you had need to use/contact the Out of Hours service or the Walk in Centre?

Yes No (Please circle)

If Yes:

Did you find the service accessible Yes No

Did you have any problems with using the service Yes No

Were you able to contact the service easily Yes No

If No:

Because you did not want to bother the service Yes No

Because you thought it would be too difficult to contact Yes No

Did not need the service

At your last Eldene Surgery appointment how good was your doctor/nurse at involving you in decisions?

- Excellent
- Good
- Satisfactory
- Unsatisfactory
- Bad

In an attempt to provide a reasonable number of appointments for all our patients a consultation is limited to 10 minutes and one subject, a second subject needs a second appointment do you think:

This is fair and acceptable

Patients should be able to request a longer appointment to cover two subjects or more when they book

Other (Please comment)

Would you always like to see the same doctor (if available) each time you need an appointment regardless of the problem particularly if you have an underlying long term problem:

Yes

Don't mind

I would rather see a doctor who has a special interest in my problem

Do you feel well enough informed about such things as Flu Clinics, the need for Health Checks, medications reviews etc.

Yes

No

If No, how could we improve?

Are there any services you would like to see the Surgery provide that are extra to the current provision, please list:

