

The Burwell Surgery

Patient Participation Group

Patient Survey 2016/2017 (Part two)

How Are We Doing?

We would be very grateful if you could take a few minutes to fill out this survey on the quality of service you receive at Burwell Surgery. Please tick the box which closely describes your answer and either: pop it in the box, return it to the Practice or email admin.theburwellsurgery@nhs.net. **Closing date is: Wednesday 30th November 2016**

Thinking about your last visit to the doctor were you satisfied that he/she gave you the information that you needed?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
I am satisfied because:				
I am dissatisfied because:				

Thinking about your last visit with a Nurse or Healthcare Assistant were you satisfied that she gave you the information that you needed?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
I am satisfied because:				
I am dissatisfied because:				

Are you aware of some of the services/treatments provided by the nurses?

Cervical Smears Y/N	Family Planning Y/N	Minor Illnesses Y/N (eg: urine infections)	NHS Health-check Y/N
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Are there any services you would like to see provided at the Surgery?

Thinking about your last visit how satisfied were you with the service and information provided by the surgery reception and dispensary staff?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
I am satisfied because:				
I am dissatisfied because:				

How often do you read the Surgery notice board/Newsletter/Website?

Noticeboard			Newsletter			Website		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Always	Occasionally	Never	Always	Occasionally	Never	Always	Occasionally	Never
My ticked choice is because:								

How useful do you find the information on the notice board/Newsletter/Website?

Noticeboard			Newsletter			Website		
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very useful	Useful	Not very useful	Very useful	Useful	Not very useful	Very useful	Useful	Not very useful
My ticked choice is because:								

We are going to introduce a Patient Information Screen in Reception during November and would be very grateful if you could let us know what you would like to see/read on the screen, for example, would you like to know who to contact when we are closed? How to get support to quit smoking? What does the Clinical Commissioning Group (CCG) do and how it influences the services we provide?

I would like to see/read information about:

Thank you very much for taking the time to fill out the survey, your input is greatly appreciated and will help to improve quality of your visits in the future.