

The Burwell Surgery Patient Participation Group - Patient Survey 2016/2017 (Part one)

As the NHS continues to dominate the news, the PPG would take a different approach with the 2016/2017 Patient Survey by delivering it in two parts. The first one focusses on a new scheme the Government intends to implement across the country by 2020.

It is hoped the new scheme will give people easier and more convenient access to GP services:

Patients will be able to get routine GP appointments at evenings and weekends, provided either by their own GP practice or by a group of GP practices working together.

Everyone will continue to have a specific named GP who will be responsible for coordinating their care.

For urgent needs, one call to NHS 111 will allow patients to arrange to see or speak to a GP or another healthcare professional 24 hours a day, 7 days a week.

With these changes in mind, we would like to canvass your views and would be very grateful if you could take a few minutes to fill out this survey by ticking the box which most closely describes your answer and either: pop it in the box, return it to the Practice or email: admin.burwellsurgery@nhs.net. **Closing date is: Thursday 30th June 2016**

Please tick or circle your answers to indicate:

How satisfied are you with the hours that the Surgery is open?

Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	I'm not sure when the surgery is open
----------------	------------------	------------------------------------	---------------------	-------------------	---------------------------------------

When you would like to see us:

Monday – Sunday	Monday – Friday	Weekend	Weekend	Other
8.00 – 8.00 pm	8.00 – 7.00 pm	8.00 – 8.00 pm	8.00 – 12.00 noon	

Would you be willing to have your appointment at a neighbouring surgery, i.e. Bottisham, Soham?

YES	NO
-----	----

And how many miles would you be willing to travel?

5 miles	10 miles	Other
YES/NO	YES/NO	

If we provided 8.00 am. – 8.00 pm. appointments, 7 days a week, this might make it more difficult for patients to have continuity of care (i.e. see the same GP).

Please circle on the number below your preference, with 0 being your least preferred and 5 being the most preferred:

Priority for extended hours appointments						Priority for continuity of care with own GP					
0	1	2	3	4	5	0	1	2	3	4	5

Do you know how to contact the Out of Hours Service (OOHs)?

Yes	No
-----	----

Are you aware of the Minor Injuries Unit (MIU) at the Princess of Wales Hospital in Ely?

Yes	No
-----	----

Do you know what problems the Minor Injuries Unit can deal with and what problems you should go to your GP for?

Yes	No
-----	----

For urgent care, do you know when to use?

Self-care		Your GP		NHS 111/OOHs		Your local pharmacy		Minor Illness & Injuries Unit or Walk-in Centre		Emergency Department or 999 (A&E)	
Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No

Please use the box below to write any comments you would like to share with us:

It would really help us if you could let us know what age group you fall into:

Male/Female								
Under 16	17-24	25-34	35-44	45-54	55-64	65-74	75-84	Over 84

Thank you.

May 2016