

Foxley Square Surgery Questionnaire

FOXLEY
SQUARE
SURGERY

About You

1. Gender

- Male
 Female

2. Age Group

- 18-24
 25-34
 35-44
 45-54
 55-65
 65-74
 75-84
 85+

3. Do you have any of the following?

- Asthma
 Atrial Fibrillation
 Hypertension
 Cancer
 Chronic Heart Disease
 Chronic Kidney Disease
 Chronic obstructive pulmonary disease (COPD)
 Diabetes
 Epilepsy
 Hypothyroidism
 Learning Difficulty
 Any other long term chronic condition
 None

4. Ethnicity

- Asian
 Black
 Chinese
 Latin
 Mixed
 White
 Other

Contacting the Surgery and Booking Appointments

5. How easy is it to get through to the practice on the Phone?

- Very easy
 Fairly easy

- Not very easy
 Haven't Tried

6. Did the receptionist handle your query politely?

- Yes
 No
 Doesn't Apply

7. Did the receptionist resolve your query?

- Yes
 No
 Doesn't Apply

8. How would you normally book an appointment?

- In person
 By phone
 By fax
 By Email
 By practice website
 Doesn't Apply

9. Have you been able to see a doctor fairly quickly?

- Yes
 No
 Not needed to see a doctor

10. Were you able to see the doctor you wanted?

- Yes
 No
 Doesn't matter

11. If you haven't been able to see a doctor, what reason was given?

- There weren't any appointments
 The time offered did not suit me
 The appointments were offered with a doctor I didn't want to see
 Another reason
 Not Applicable

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12. Were you able to book ahead for an appointment, longer than 48 hours?

- Yes
 No
 Never tried

13. Do you know if the surgery is open during lunch?

- Yes - its open
 No - its closed

14. Do you know if the surgery is open during Saturday for appointments only?

- Yes - its open
 No - its closed

15. Do you know when the extended hours for the surgery are?

- Yes
 No

Care Given

16. Had discussions with a doctor or nurse about how best to deal with health problem

- Yes
 No
 Don't Know
 Not Applicable

17. Doctor or nurse took notice of views about dealing with health problem

- Yes
 No
 Don't Know
 Not Applicable

Out-of-Hours GP

18. Know how to contact an out-of-hours GP service

- Yes
 No

19. Ease of contacting out-of-hours GP service

- Very easy
 Fairly easy
 Not very easy
 Not at all easy
 Never tried

20. Rating of the care received from the out-of-hours GP service

- Very good
 Good
 Neither good or bad
 Poor
 Very poor
 Never tried

Overall

21. Are you satisfaction with care received at surgery

- Very Satisfied
 Fairly Satisfied
 Neither Satisfied nor dissatisfied
 Fairly dissatisfied
 Very dissatisfied

22. Would you recommend this GP surgery to someone who has moved to the local area?

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

Please return to drop box beside reception desk.

Thank you for taking the time to fill in this questionnaire so that we can provide a better service.

Foxley Square Surgery Team