



Manor Road Surgery Survey

1. Introduction

As set out in a letter to all patients of Manor Road Surgery, Dr Ford is proposing to relocate the practice to the Golf Road site, which has more space.

To help the practice team support patients through the relocation and plan for the future, please complete this short survey.

This survey will close on Friday 12th July at 8:30am.

If you are completing a paper copy, please send it to Manor Road Surgery, 38 Manor Road, Deal CT14 9BX

Thank you very much for taking the time to answer these questions.

2. Current Services

Please tell us about your experience of being a patient at Manor Road Surgery.

1. Overall, how satisfied are you with the GP services you receive now? Please tick one answer:

- Very satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very dissatisfied

Comments:

2. Please tell us about your current experience of appointments at the practice.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	Not used
Face to face appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephone appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Video call appointments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Golf Road relocation

As described in the patient letter, your GP Practice will be moving to Golf Road Surgery.

3. Will the new location be harder or easier for you to get to?

- Considerably harder
- A little harder
- No different
- A little easier
- Considerably easier

Comments:

4. How would you get to the new location?

- Private car
- Public transport
- I would need support with transport
- I have home visits
- Other (please specify):

5. The relocation will allow the practice to expand and offer more appointments. Which of the following would you say were positives about the move? Please tick all that apply.

- Bigger reception and waiting area
- More clinicians on site at the same time
- Less waiting time for an appointment
- Other health services available on the site
- Other (please specify):

6. If you think there will be any problems with the move for you and your family please tell us what they are.

4. Planning for future improvements

7. Please tell us which of the following is important for you in a GP practice (*for instance a nurse, a physiotherapist or a dietician)

	Extremely important	Very important	Somewhat important	Not so important	Not at all important
I can get through on the phone to talk to someone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A clinician will call me back and talk to me about my health or questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I have a choice of locations where I can go to see a clinician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can book an appointment on-line	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can get an appointment on the same day	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can get an appointment on the day that is convenient to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can get an appointment with the clinician who I prefer to see	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	Extremely important	Very important	Somewhat important	Not so important	Not at all important
I can get an appointment with a man or woman clinician if I prefer to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The doctor or healthcare professional will take time to explain things to me and answer my questions*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The doctor or healthcare professional includes my carer or family member in explanations and decisions*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There are plenty of different services at my GP practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can see different health care professionals if I need to at my GP practice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
When I have an appointment it is usually on time and I don't wait long	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to renew my prescriptions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Please tell us anything else about your GP service which you think is important?

5. About You

Please tell us a little about yourself or the person you are filling in this survey for.

9. What age are you/they?

- 17 or younger
- 18-20
- 21-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70-79
- 80-89
- 90+

10. What gender do you identify as:

- Male
- Female
- Prefer not to say

11. Are you, or the person you are filling in this survey for:

- Heterosexual
- Gay or Lesbian
- Bisexual
- Prefer not to say

12. Please choose the answer that best describes your/their ethnicity

White

- British
- Irish
- Gypsy or Traveller
- Other

Asian or Asian British

- Indian
- Pakistani

- Bangladeshi
- Any other Asian background

Mixed

- White and Black Caribbean
- White and black African
- White and Asian
- Any other mixed background

Black or Black British

- Caribbean
- African
- Any other black background

Other Ethnic Group

- Chinese
- Any other Ethnic Group
- I do not wish to disclose my ethnic origin