

## MILEHOUSE MEDICAL PRACTICE

### “Improving the Practice” Questionnaire

#### INTRODUCTION

This questionnaire is designed for issue to patients to assess the service provided.

#### Questionnaire

You can help the Practice to improve its service.

- The doctors and staff welcome your feedback
- Please do not write your name on this survey
- Please read and complete this survey while waiting for your appointment

**Name of Doctor: Doctor Hussain**

	No Experience	Poor	Fair	Good	Very Good	Excellent
<b>Access to a Doctor or Nurse</b>		1	2	3	4	5
1. Speed at which the telephone was answered initially	6	0	0	4	8	8
2. Speed at which the telephone was answered if call transferred	10	0	0	4	4	7
3. Length of time you had to wait for an appointment	3	2	0	4	10	8
4. Convenience of day and time of your appointment	4	0	1	5	7	10
5. Seeing the Doctor of your choice	2	0	0	2	4	19
6. Length of time waiting to check in with Reception	0	0	0	0	17	13
7. Length of time waiting to see the Doctor or Nurse	0	2	0	7	13	6
8. Opportunity of speaking to a Doctor or Nurse on the telephone when necessary	9	1	0	5	6	5
9. Opportunity of obtaining a home visit when necessary	9	2	1	6	2	4

		1	2	3	4	5
10. Level of satisfaction with the after hours service	8	1	1	5	6	5
<b>Obtaining a repeat prescription</b>						
11. Prescription ready on time	2	1	1	3	8	14
12. Prescription correctly issued	1	0	0	2	6	19
13. Handling of any queries	3	0	0	4	7	7
<b>Obtaining test results</b>						
14. Were you told when to contact us for your results?	5	0	0	4	7	7
15. Results available when you contacted us	4	0	1	4	6	8
16. Level of satisfaction with the amount of information provided	3	0	2	3	9	7
17. Level of satisfaction with the manner in which the result was given	3	0	1	4	9	7
<b>About the staff</b>						
18. The information provided by the Reception staff	0	0	0	3	14	9
19. The helpfulness of the Reception staff	0	0	0	3	11	13
20. The information provided by other staff	4	1	0	2	11	10
21. The helpfulness of other staff	3	0	0	2	11	10
<b>And finally</b>						
22. My overall satisfaction with this Practice	0	1	0	1	12	13

**Any further comments:**

1. Needed nurse appointment after having blood test, locum nurse only available on Monday and Wednesday. Not good flexibility because I am working.
2. Practice ok, issue is GP never on time never attended when he has been on time. Improvement needed
3. Always find reception staff friendly and helpful and competent in their work. Dr Hussain is always been willing to listen and I am confident with information and service he provides.
4. It is good to be able to come without having an appointment
5. Availability of Practice Nurse to administrator injections would help

The following questions provide us only with general information about the range of people who have responded to this survey. It will **not** be used to identify you, and will remain confidential.

Male 11		How many years have you been attending?
<b>How old are you?</b>		
10-20	1	3-5 Years
21-30	0	
31-40	3	9 Years 15 Years 28+ Years
41-50	0	
51-60	4	Don't Know 2 Years 20 Years 15 Years
61-70	1	20 Years
71-80	2	23 Years 45+ Years

Female 17		How many years have you been attending?
<b>How old are you?</b>		
10-20	1	15 years
21-30	2	5-6 Years 2 Years
31-40	2	7+ Years 31 Years
41-50	5	Don't Know 7 Years 2 Years 25 Years 24 Years
51-60	3	25 Years 32 Years 2 Years
61-70	1	1 Year
71-80	3	30 Years 45 Years 4 Years