

Ilkley and Wharfedale Medical Practice (IWMP) 2013-14 Patient Survey

Before you start

We are asking our registered patients to participate in our annual Patient Survey. We would be very grateful if you could take a few moments to let us know your views on the services we provide and any improvements you would like to see. Your feedback is very important to us and this survey is an opportunity for you to reshape services within the practice. The results and action plan will be published later this year both within the practice and on the website.

This is a survey for registered patients of Ilkley & Wharfedale Medical Practice only. If you are not a registered patient of this practice, you should not complete this survey.

Thank you for taking the time to complete the Survey. All feedback is anonymous and your comments will help us make decisions about how the practice is run.

About You

1. What gender are you?

- Male Female

2. Please select your age group

- 18 and under 36-55 Over 75
 19-35 56-75

3. Do you have a long standing illness, disability or infirmity? By longstanding we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.

- Yes No

4. What is your ethnic group? Please state.

Appointments

Opening Times

The surgery opening times are Monday to Friday, 8.00am to 6.00pm

5. How do you rate the hours that the GP surgery is open for appointments?

- Excellent Fair
 Very Good Poor
 Good Very Poor

6. If appropriate what additional hours would you like the surgery to be open?

- Early morning Weekends
 Lunch times Non-I am satisfied
 Evenings

Ability to make appointments in advance

7. In the past six months, have you tried to book ahead an appointment with a doctor (i.e tried to make an appointment for more than two full working days ahead).

- Yes No Can't remember

8. Last time you tried to book ahead, were you able to get an appointment with a doctor more than two full work days in advance?

- Yes No Can't remember

9. Would you like to be able to use an online appointment booking system? Please note that if you choose not to use this facility or do not have access to a computer you will not be disadvantaged.

- Yes No

Waiting times

10. How long do you usually have to wait at the surgery after your appointment time for your consultation to begin?

- 5 minutes or less 21-30 minutes
 6-10 minutes Over 30 minutes
 11-20 minutes N/A

11. How do you feel about how long you normally have to wait?

- I don't normally have to wait
 I have to wait a bit too long
 I have to wait far too long
 N/A

12. In order to reduce waiting times, should we (please tick any boxes you agree with):

- See patients in the order they arrive
 Give the patient an appointment with the first available doctor
 Be stricter with patients who arrive late
 Only deal with one problem for a patient at each consultation
 Offer patients longer but fewer appointments
 Offer appointments of different length
 Only deal with the family member for whom an appointment has been made

Premises

Springs Medical Centre

13. Thinking about access to the surgery and within the building itself, how do you find this?

- Very easy Not very easy
 Fairly easy Not at all easy

14. In your opinion, how clean is the surgery?

- Very clean Not at all clean
 Fairly clean Don't know
 Not very clean

15. Is it easy to find your way around the practice (i.e is it clear from obstacles and does it have clear signposting?)

- Yes No

Effectiveness of the telephone system

Thinking of the times you have telephoned the surgery, how do you rate the following?

16. Ability to get through to the surgery on the telephone

- Excellent Fair Don't Know - Never Tried
 Very Good Fairly Poor
 Good Very Poor

17. Ability to speak to a doctor on the telephone when you have a question or medical need

- Excellent Fair Don't Know - Never Tried
 Very Good Fairly Poor
 Good Very Poor

18. Ability to speak to a nurse on the telephone

- Excellent Fair Don't Know - Never Tried
 Very Good Fairly Poor
 Good Very Poor

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19. Ability to get test results on the telephone

- Excellent Fair Don't Know - Never Tried
 Very Good Fairly Poor
 Good Very Poor

Services

Patient Experience of Ilkley & Wharfedale Medical Practice's Services

20. In general, how satisfied are you with the service you get from your GP?

- Very satisfied Neither satisfied or dissatisfied Very dissatisfied
 Satisfied Fairly dissatisfied

21. In general, how satisfied are you with the service you get from your Practice Nurse?

- Very satisfied Neither satisfied or dissatisfied Very dissatisfied
 Satisfied Fairly dissatisfied

22. In general, how satisfied are you with the service you get from your Reception staff?

- Very satisfied Neither satisfied or dissatisfied Very dissatisfied
 Satisfied Fairly dissatisfied

23. The surgery provides the following range of services. Please tick those that you use:

- | | |
|--|---|
| <input type="checkbox"/> Antenatal/Postnatal | <input type="checkbox"/> Asthma |
| <input type="checkbox"/> Child health/Immunisations | <input type="checkbox"/> Cervical cytology |
| <input type="checkbox"/> Diabetes | <input type="checkbox"/> Elderly |
| <input type="checkbox"/> Family Planning & Contraception | <input type="checkbox"/> Coronary heart disease |
| <input type="checkbox"/> Minor surgery | <input type="checkbox"/> Raised blood pressure |
| <input type="checkbox"/> Smoking cessation | <input type="checkbox"/> HRT & Menopause care |
| <input type="checkbox"/> Travel & Vaccination | <input type="checkbox"/> Mental health |
| <input type="checkbox"/> Arthritis | |

24. In general how satisfied are you with our range of services?

- Very satisfied Neither satisfied or dissatisfied Very dissatisfied
 Satisfied Fairly dissatisfied

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25. How satisfied are you that the practice shares your information appropriately with other health care professionals involved in your care?

- Very satisfied Not satisfied
 Satisfied Not aware that my information is shared

26. How satisfied are you that your consent is sought and your wishes respected when a request is received which required the disclosure of your confidential information (i.e from solicitors on your behalf?)

- Very satisfied Not satisfied
 Satisfied Not applicable or not aware

27. Would you recommend Ilkley & Wharfedale Medical Practice to someone seeking to change practices or who has just moved into the local area?

- Yes, would definitely recommend No, would probably not recommend
 Yes, might recommend No, would definitely not recommend
 Not sure Don't know

28. Please let us know if you have any further comments in relation to Ilkley & Wharfedale Medical Practice.

Website

29. The practice website is www.iwmp.co.uk. Have you ever logged onto this website?

- Yes No

30. Do you have any comments on your use of our website?

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Patient Reference Group (PRG)

31. Ilkley & Wharfedale Medical Practice PRG is a group of patients who provide a direct link between patients and the medical staff. It is a forum for patients to contribute to the decision making and service development within the surgery. The group meets every 8-12 weeks and is looking for new members. Would you be interested in joining?

Yes

No

If you answered yes to question 29, please leave your name and contact details at the reception desk.

**Thank you for taking the time to answer this survey.
Analysis of the complete survey will be available on our
website (www.iwmp.co.uk) or available at the reception
desk in April 2014.
The Practice Team**