**Angel Lane Surgery**

**General Practice Assessment Questionnaire 2014**

1. How often have you visited the surgery in the last 12 months?

More than 6 times ……

2-6 times a year ……

Less than twice a year ……

No response ……

1. How would you rate the opening times for Angel Lane Surgery?

Excellent ……

Good ……

Fair ……

Poor ……

1. How helpful do you find the receptionists at the surgery?

Excellent ……

Good ……

Fair ……

Poor ……

1. How helpful do you find the dispensary staff at the surgery?

Excellent ……

Good ……

Fair ……

Poor ……

APPOINTMENTS

1. How would you rate the appointment system for “same day appointments”?

Excellent ……

Good ……

Fair ……

Poor ……

1. How would you rate the appointment system for “booking future appointments”?

Excellent ……

Good ……

Fair ……

Poor ……

Don’t know ……

1. How do you generally make contact with the practice?

Phone ……

Internet ……

Walk in ……

1. When phoning the practice how would you rate the ability to get through to a receptionist?

Excellent ……

Good ……

Fair ……

Poor ……

Don’t know ……

1. Have you seen a doctor in the last 12 months?

Yes ……

No ……

If you answered no to question 9 please go to question 12

1. How thorough was the doctor in asking you about your symptoms and how you are feeling?

Excellent ……

Good ……

Fair ……

Poor ……

1. How well did the doctor involve you with decisions

Excellent ……

Good ……

Fair ……

Poor ……

1. Have you seen a nurse/ health care assistant at Angel Lane Surgery in the last 12 months? (excluding an appointment at the flu clinic)

Yes ……

No ……

If no, please go to question 15

1. How would you rate the quality of care the nurse provided

Excellent ……

Good ……

Fair ……

Poor ……

1. How well did they explain your health problems

Excellent ……

Good ……

Fair ……

Poor ……

1. Are you aware that your local pharmacists are trained to give professional advice on:

Colds and flu ……

Eye infections ……

Diarrhoea and vomiting ……

Skin rashes ……

1. We are continually trying to improve our services for our patients. How would you rate the overall service at our surgery compared to 1 year ago?

Better ……

About the same ……

Worse ……

Don’t know ……

1. Have you looked at our website ([www.angellanesurgery.co.uk](http://www.angellanesurgery.co.uk))

Yes ……

No ……

1. How would you prefer to find out about the services that we offer?

Patient leaflet ……

Practice website ……

Newsletter ……

Other (please state) ……

To help us analyse your answers please tell us a few things about yourself:

1. Are you male or female?

Male ……

Female ……

1. What age are you?

Under 16 ……

17-39 ……

40-64 ……

Over 65 ……

1. What is the ethnic background with which you most identify?

White British ……

White Irish ……

Mixed White and Black Caribbean ……

Mixed White and Black African ……

Mixed White and Black Asian ……

Indian ……

Pakistani ……

Bangladeshi ……

Black Caribbean ……

Black African ……

Chinese ……

Other ……

1. Any other comments:

…………………………………………………………………………………

…………………………………………………………………………………

…………………………………………………………………………………

Thank you very much for completing this survey