

## The Manor Practice Patient Participation Group (PPG) Survey 2019/2020

Dear Patient, we really value your feedback in our efforts to improve patient services. We aim to determine your views, in order to set an action plan for 2020. We hope to continue to maintain a high standard of care and to identify any areas which patients feel require improvement. Your views are important to us and we would be grateful if you would complete the survey and post it in the post box in reception. Thank you.

*Please tick or answer as appropriate*

**Q1 Which surgery do you normally attend?** James Preston  Ashfurlong

**Q2 How helpful do you find our reception staff?**

Excellent  V Good  Good  Fair  Poor

**Q3 Have you ever requested/received a telephone Consultation (Triage)? If so, were you satisfied?**

Yes  No

**If Yes, was it...**

Excellent  V Good  Good  Fair  Poor  N/A

**Q4 How would you rate your experience of appointment booking?**

Excellent  V Good  Good  Fair  Poor  N/A

Any Comments

**Q5 How good was the doctor when listening to and answering your concerns? Did you feel involved in decisions regarding your care?**

Excellent  V Good  Good  Fair  Poor  N/A

**Q6 Are you aware that out of hours appointments are available at Ley Hill Surgery? [appointments must be booked via Reception]**

Yes  No

**Q7 Do you have a long term health condition?** Yes  No

**If so, are you happy with your care and reviews and how would you rate them?**

Excellent  V Good  Good  Fair  Poor

**Q8 Are you aware of our on-line services, via our website?**

Appointment booking	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Repeat prescriptions	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Access to Medical Records	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

**Q9 Have you read a copy of the quarterly PPG Newsletter?** Yes  No

If Yes, is there anything else we should include?

**Q10 Patients who do not attend appointments (DNA's) are a concern for the PPG.**

Do you have any suggestions regarding how we can reduce the number of missed appointments?

**Q11 Are you aware of the Practice's Patient Participation Group (PPG) and do you know what they do?**

Yes  No

Comments

**Q12 The Patient Participation Group (PPG) hold an annual Health Awareness Event. Is there any health condition which you think should be covered?**

Comments

**Q13 A PPG Notice Board is in each waiting area at both surgeries. Do you know that there is a comments book which you can use to leave feedback for the PPG to discuss at each meeting and feedback is posted on the notice board?**

Yes  No

**Q14 How good are the facilities at the surgery you attend?**

Excellent  V Good  Good  Fair  Poor  N/A

**Q15 Do you use the Practice Website. If so, do you find it useful/helpful?**

Yes  No  N/A

Would you like to express any other views/comments?

Thankyou for participating in this survey. It is much appreciated and the results will be posted on the PPG Notice Boards at both surgeries in due course.