PARKLANDS SURGERY PATIENT SURVEY 2012 Produced in agreement with our Patient Forum

We would be grateful if you could take a few minutes to complete the following questionnaire. Please place your completed survey in the box provided at Reception.

1. Are you:	Male	2. Age:	Under 16	
	Female		17-24	
			25-34	
			35-44	
			45-54	
			55-64	
			65-74	
			75-84	
			Over 84	

3. Over the past six months how often have you used the surgery?

4. Did you know:

You can book appointments up to two months ahead with the doctor of your choice	Yes/No
You can request to be seen on the day if your appointment is urgent	Yes/No
That the surgery is open on a Saturday morning from 8 – 12.30 for routine bookable appointments	Yes/No
That the Surgery is open until 8 pm alternate Tuesday and Thursdays	Yes/No
You can book your appointments on line	Yes/No
You can request your repeat prescriptions on line	Yes/No
You can access information on the Parklands Surgery website	Yes/No



5. Did you know that we provide:

Specialist Asthma, Diabetes and COPD appointments with our Nurses	Yes/No
A Stop Smoking Service	Yes/No
Counselling and Well Being services on site	Yes/No
That we have a private physiotherapist on site	Yes/No

6. How satisfied are you with the service you receive at Parklands (Please circle) (1 being not satisfied to 6 being very satisfied)

1 2 3 4 5 6

If you answered 1 or 6 please explain your reasons.

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7. Please state one thing that could be improved about Parklands Surgery

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8. Please state one thing that you like about Parklands Surgery

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This survey is also available on our website <u>www.parklandssurgery.co.uk</u> Please feel free to complete it on line. Thank you for your co-operation.