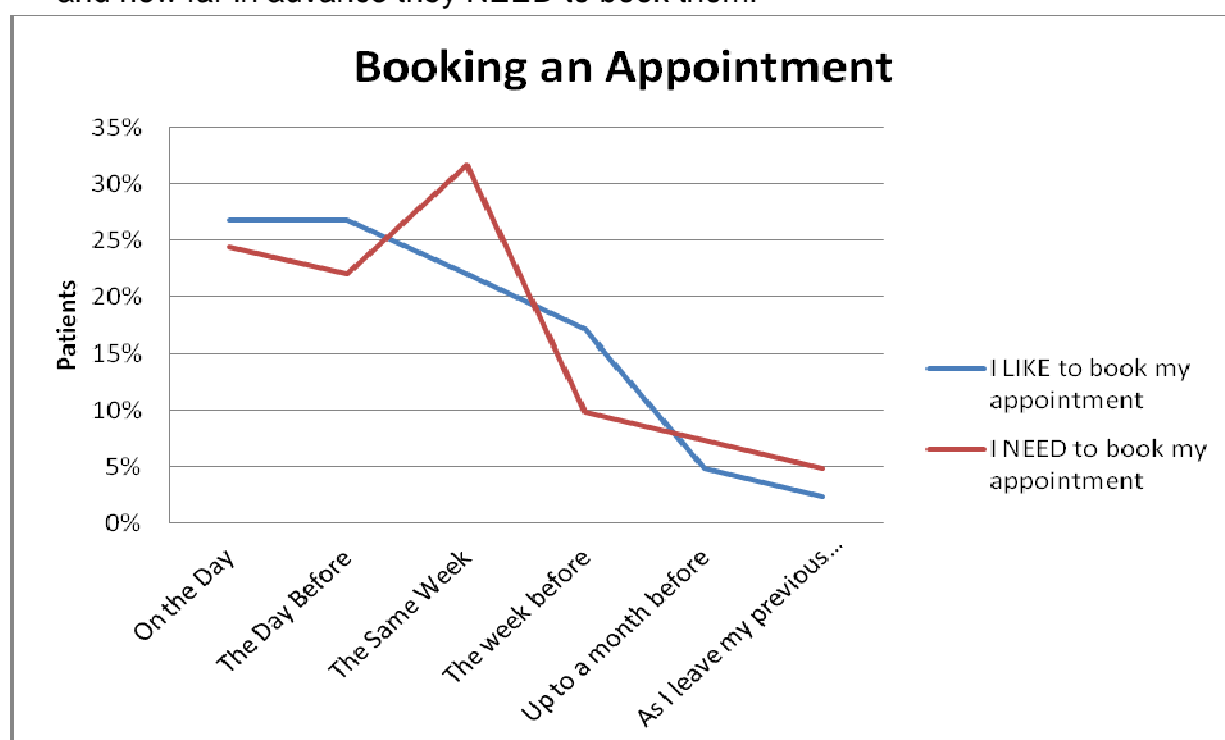


Village Green Surgery
Results of Online Survey Regarding CFEP Improving Practice Questionnaire

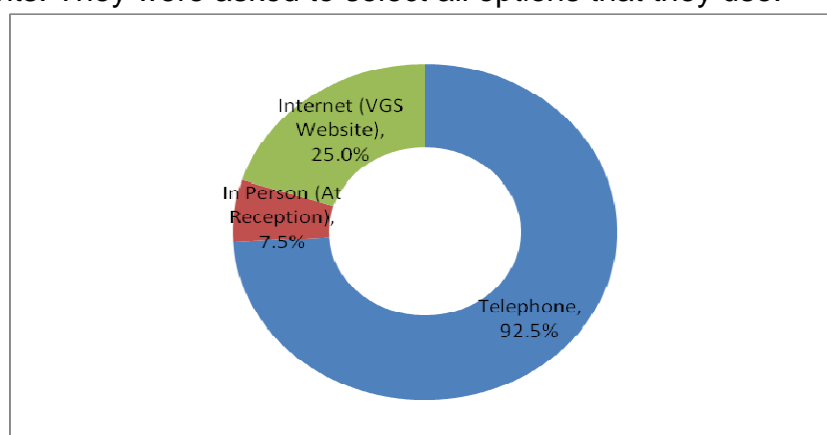
Survey Monkey was used to ask the Patient Reference group questions arising from the Improving Practice Questionnaire produced by CFEP in December 2012.

The following areas were felt to be most appropriate for action, and the survey results from 41 patients (out of 69 in the online forum) are recorded below each question:

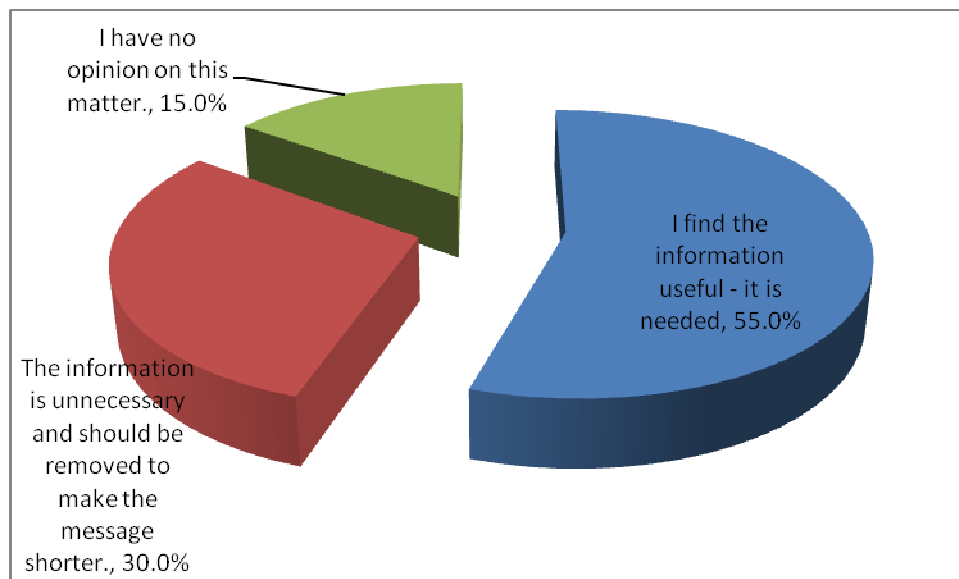
1. **When do patients feel they need to book appointments?** The practice was interested to know how far in advance the PRG patients LIKE to book appointments, and how far in advance they NEED to book them.



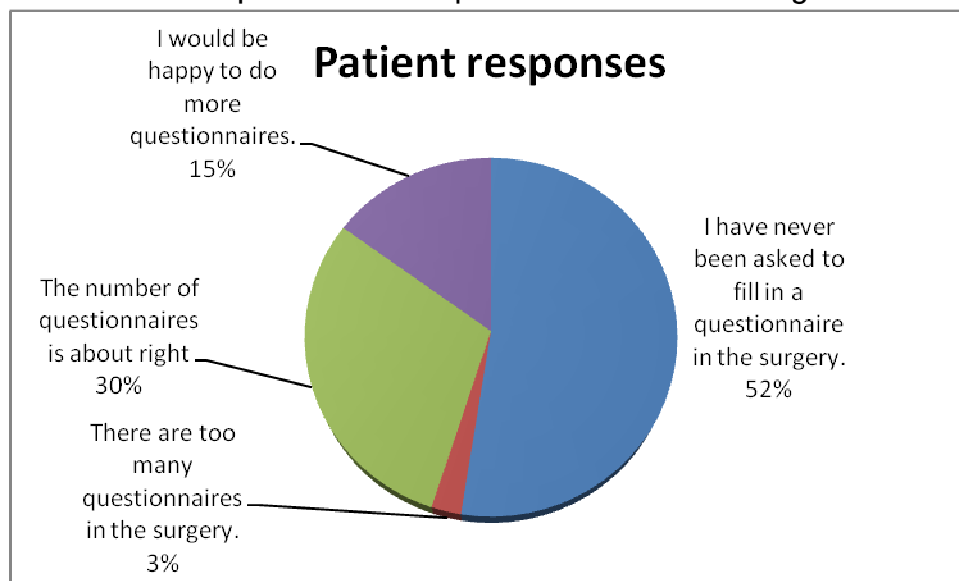
2. **Appointment Booking Preferences.** The PRG was asked how they book their appointments. They were asked to select all options that they use.



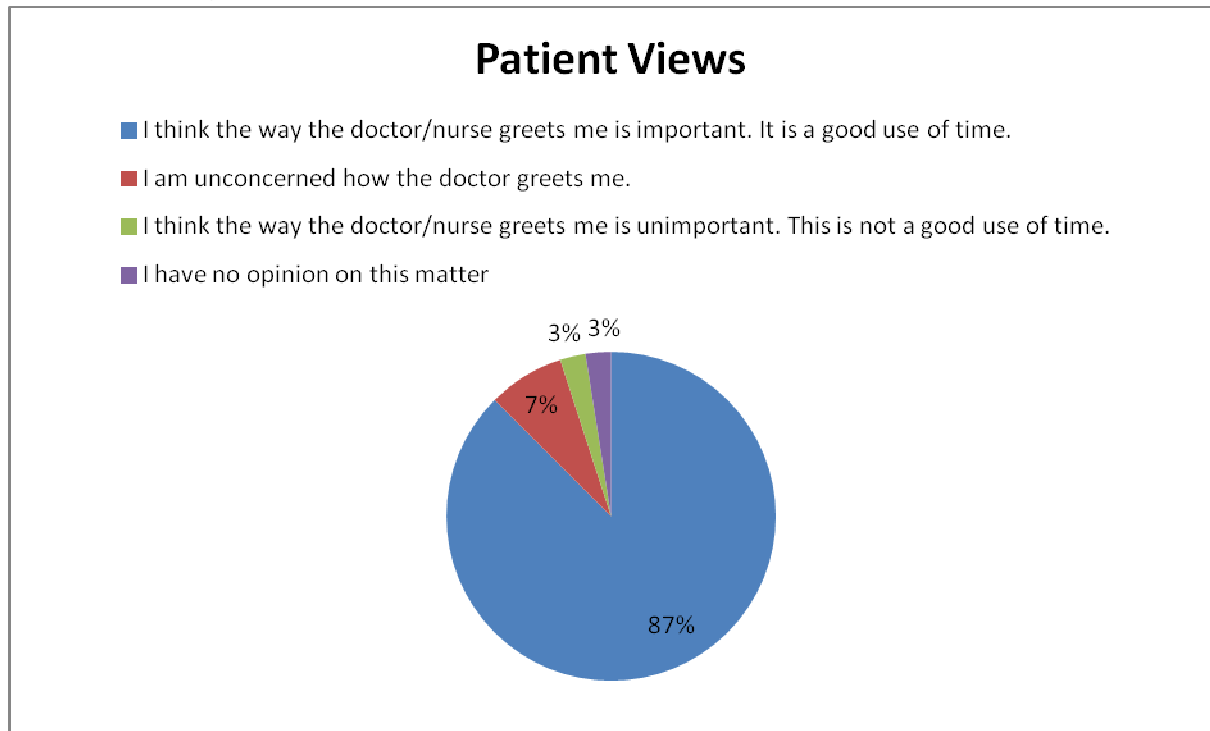
3. **Telephone Switchboard Message.** The PRG was asked whether the surgery switchboard greeting which lists phone numbers was helpful, or whether it should be shorter.



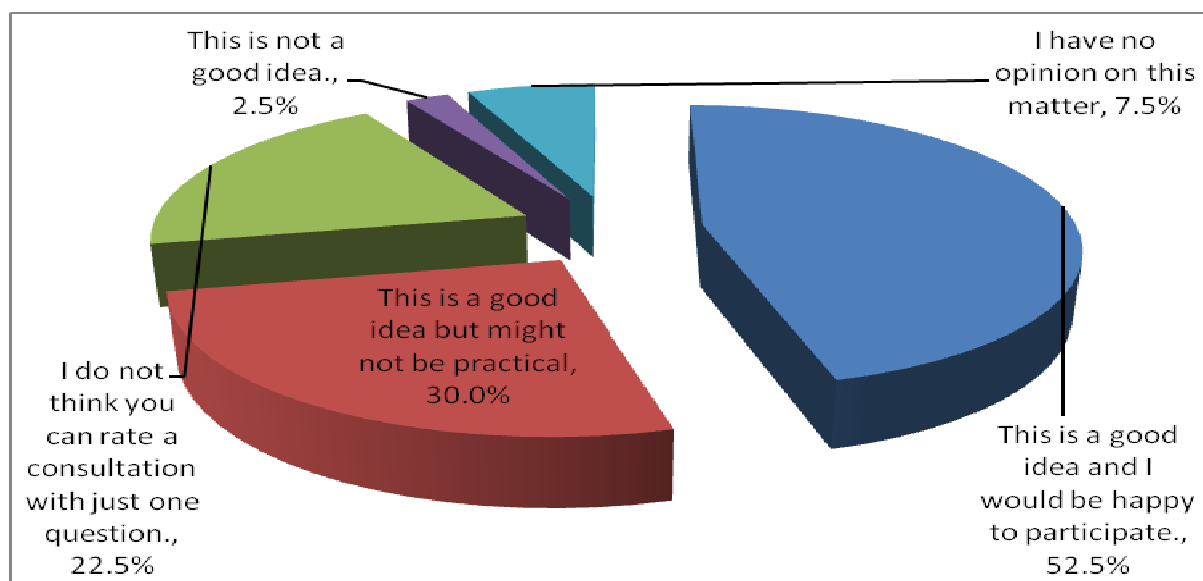
4. **Number of Questionnaires.** The PRG was asked to comment on the number of questionnaires we ask patients to complete whilst in the waiting room.



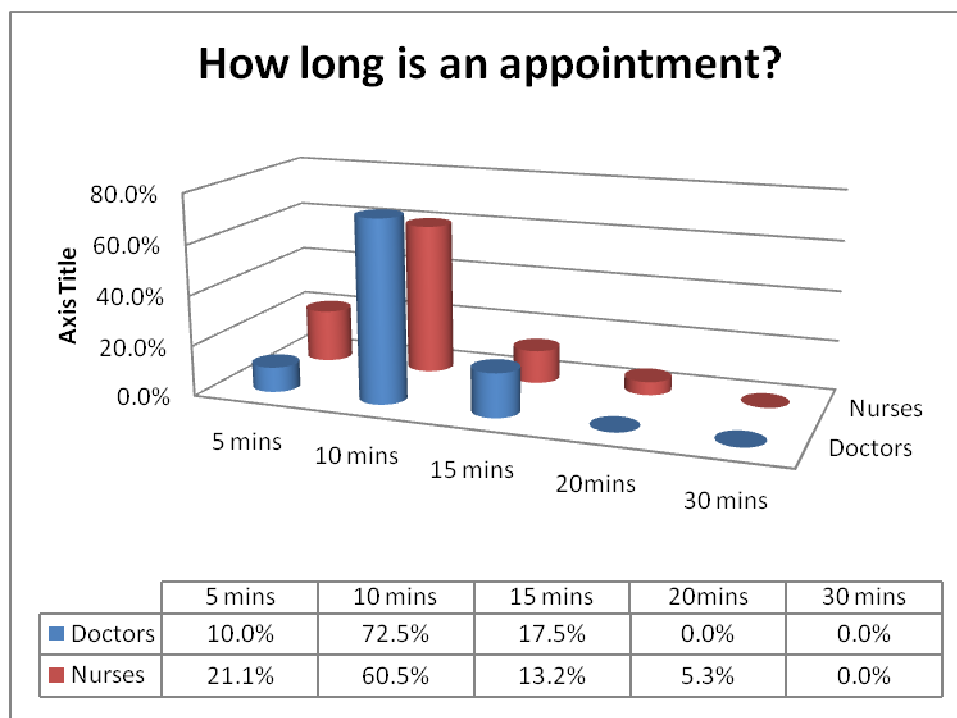
5. **Warmth of Greeting** The PRG was asked “Does the warmth of the doctors or nurses’ greeting concern you, and do you consider this a good use of time or do you just want to get on and discuss your concerns?”



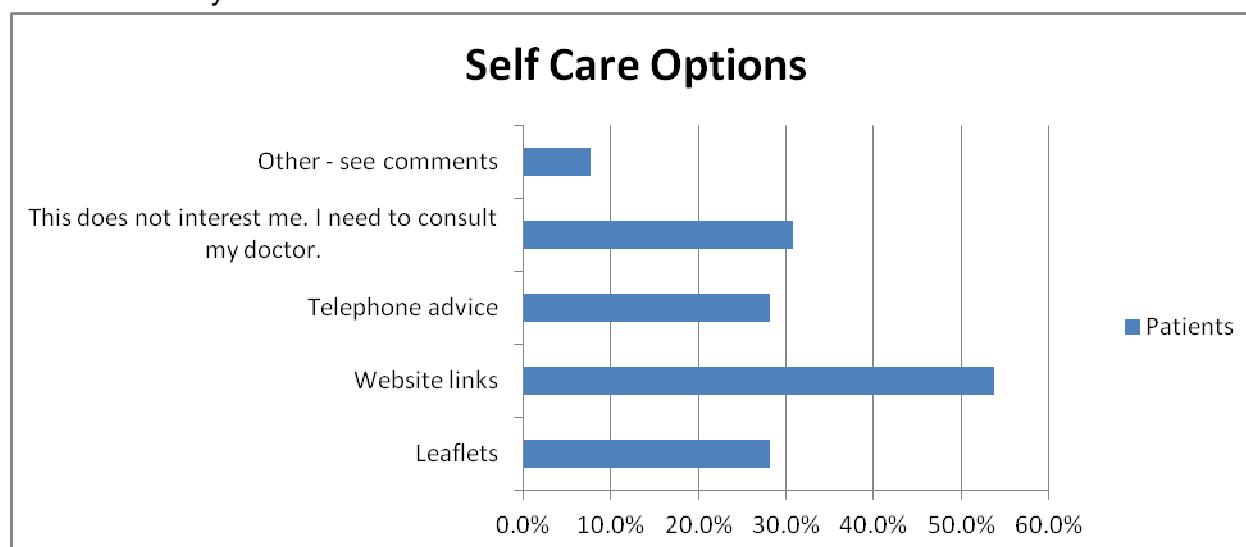
6. **Instant Rating of Consultations.** The PRG was asked “what do you think of the idea of rating your experience today as you leave the surgery with a single question *how do you feel your consultation went today*”. Multiple responses to the question were allowed.



7. **Length of Appointments.** PRG members were asked whether they knew how long the doctor or nurse had for the consultation.



8. **Self Care Resources.** The PRG was asked whether it was interested in more information on “self care” (managing their own health without consulting a doctor or nurse. They were asked what format this should take.



Comments:

1. *There are enough leaflets in the waiting room, any more would be messy. The NHS website has lots of medical information on as does patient.co.uk maybe you could direct to those sites (saves you reinventing the wheel).*
2. *I use my local pharmacy before I visit the doctor.*

9. **Waiting Room Computer Screen.** The PRG was asked for views on the usefulness of the “life channel” screen in the waiting room.

Life Channel Screen

