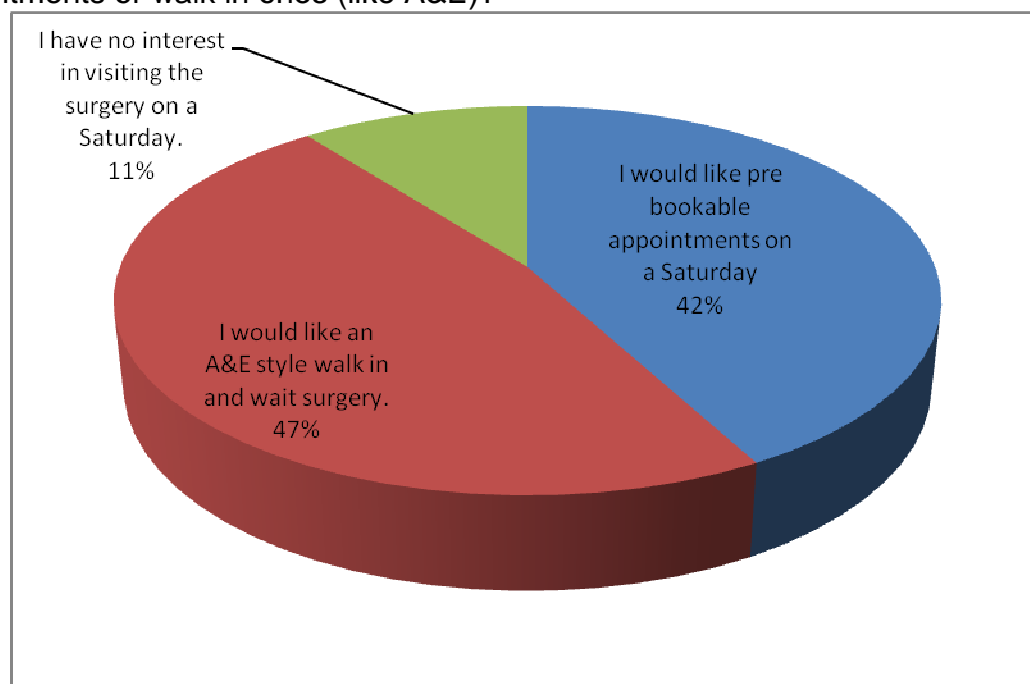


**Village Green Surgery**  
**Results of Online Survey Regarding CFEP Improving Practice Questionnaire**

Survey Monkey was used to ask the Patient Reference group questions arising from the Improving Practice Questionnaire produced by CFEP in December 2013.

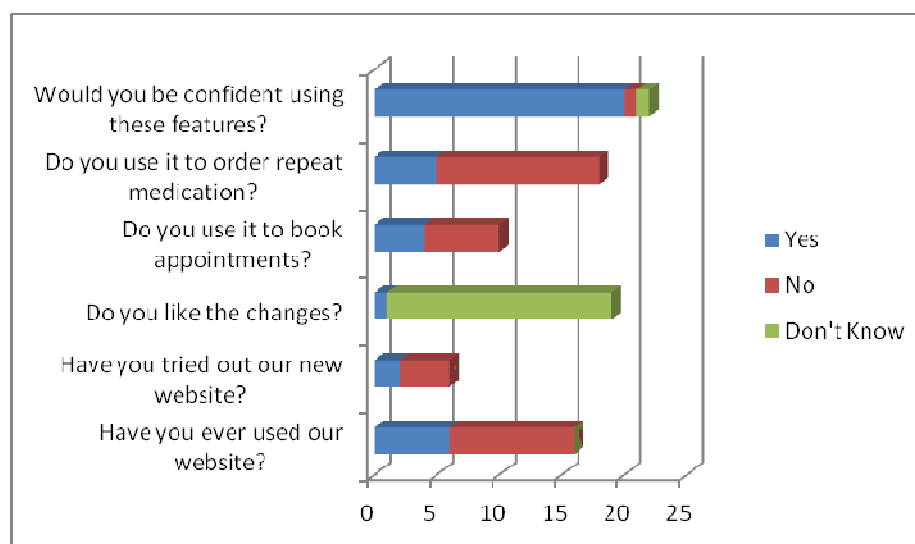
The following areas were felt to be most appropriate for action, and the survey results from 50 patients (out of 110 in the online forum) are recorded below each question:

1. If funding can be found to set up Saturday surgeries, would patients want pre bookable appointments or walk in ones (like A&E)?

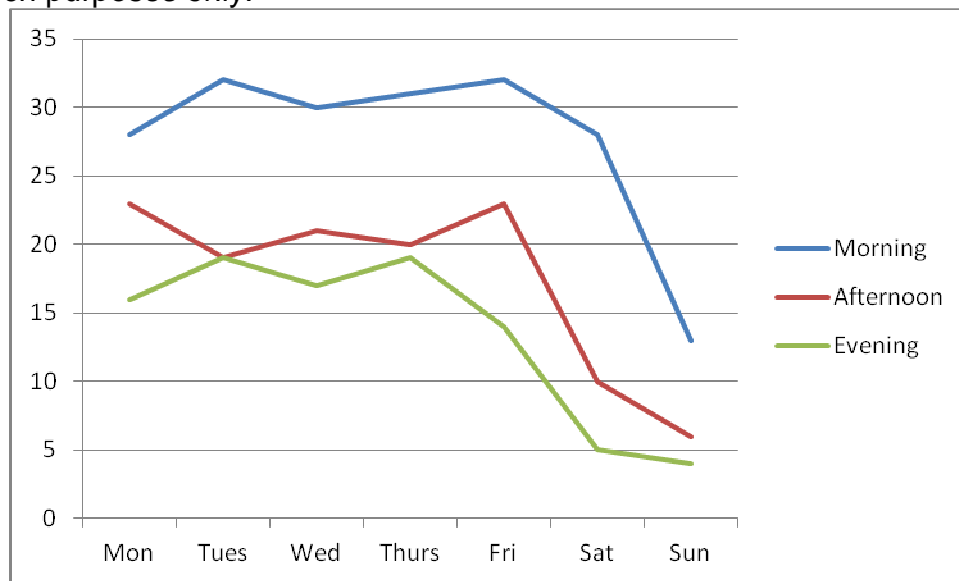


2. We have recently upgraded our website. Questions asked as follows:

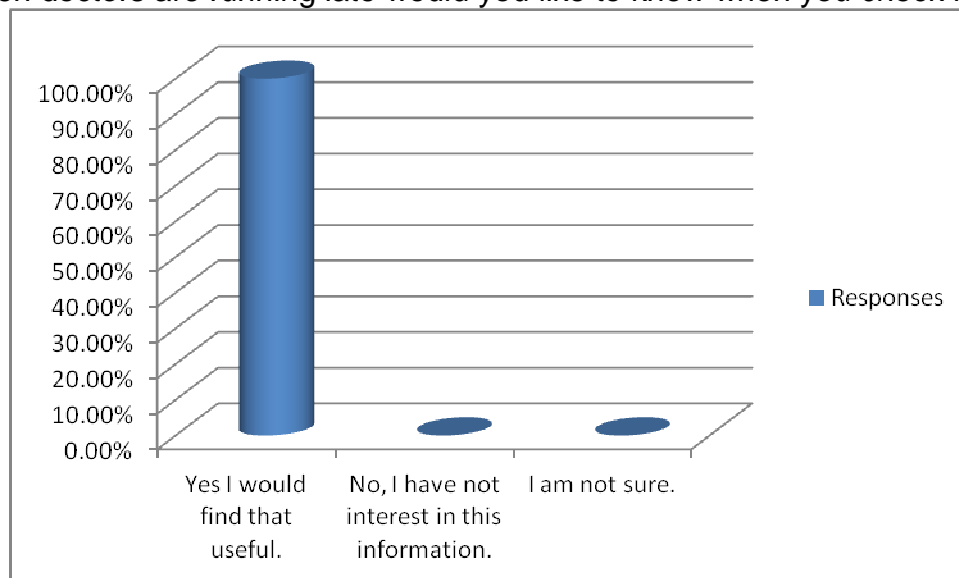
- Have you ever used our website?
- Have you tried out our new website?
- Do you like the changes?
- Do you use it to book appointments?
- Do you use it to order repeat medication?
- Would you be confident using these features?



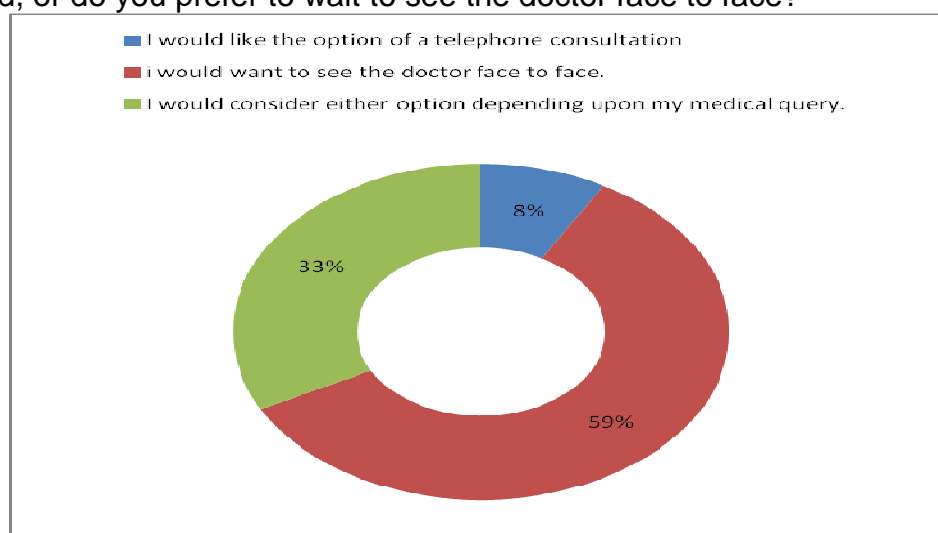
3. Please tell us your preferred times of the week to visit the surgery for a pre-booked appointment. Please tick as many options as you wish. Weekends have been included for research purposes only.



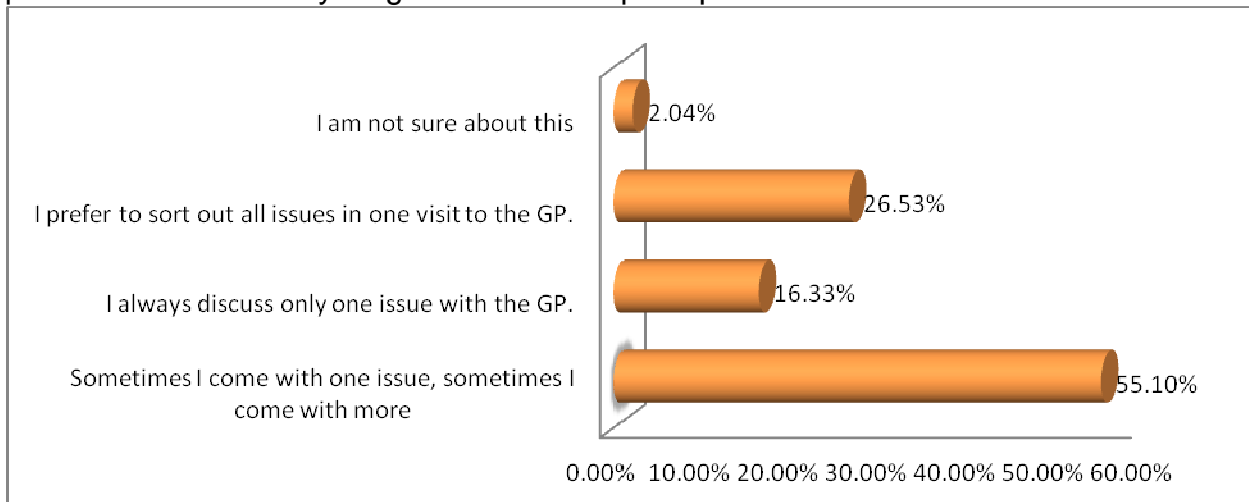
4. When doctors are running late would you like to know when you check in?



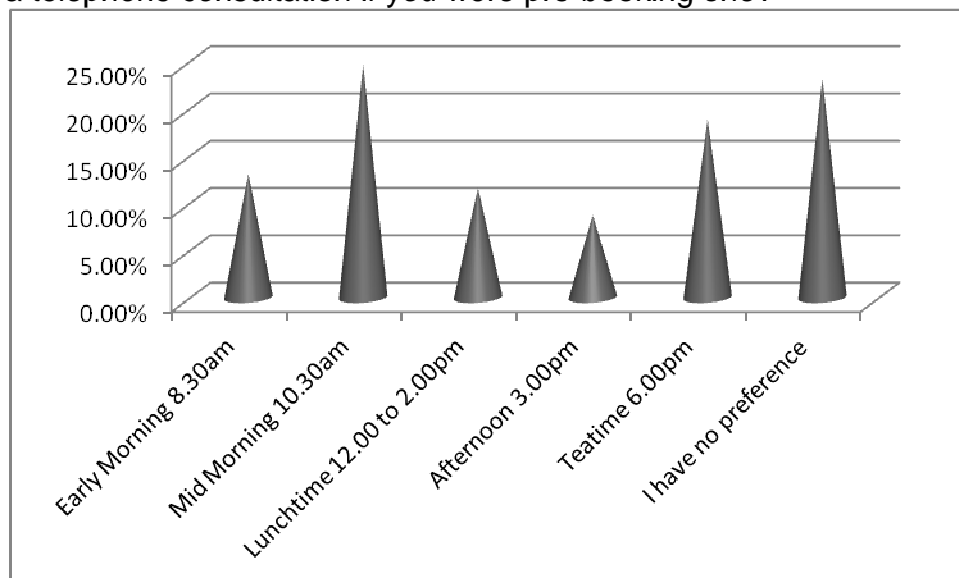
5. If a GP is running late when you arrive, would you prefer the option of a telephone consultation instead, or do you prefer to wait to see the doctor face to face?



6. How do you prefer to consult your GP? Do you come each time you have an issue, or do you prefer to address everything with a “one stop shop”?



7. We offer telephone consultations every day, but they are often unused. What time would you prefer a telephone consultation if you were pre-booking one?



8. The surgery deals with complaints in line with mandatory NHS procedures. However, we are keen to recognise team members who have provided excellent service as well. How should we do this, and would patients want to participate?

