

Springfield House Patient Participation Group Survey

1. Are you on any repeat medication? Yes/No

How do you order it from us? (please tick)

- a. Pharmacy repeat re-order scheme
 - b. E-mail direct to the surgery
 - c. Come in to surgery
 - d. Are there any other ways you would prefer to order your medication?
-

2. Do you know how the appointment system works? Yes/No

- a. Are you happy with the appointment system?
 - 2a1. Booking in Advance? **Yes/No**
 - 2a2. Emergency appointments **Yes/No**
 - 2a3. Range of nurses appointments **Yes/No**
- b. Do you think the length of time for each appointment is enough? **Yes/No**
- c. Are you happy with the telephone appointments? **Yes/No**

3. Do you suffer from long term conditions? Yes/No

- a. Are you happy with your own level of knowledge about your long term condition **Yes/No**
- b. If no would you be amenable to any of the following suggestions:-
 - 3b1. An open meeting/forum where you could discuss options with the practice nurse/GP as well as other patients.
 - 3b2. Information via a leaflet or on our website
 - 3b3. More frequent appointments
 - . Anything else.....

4. Are you happy with the patient waiting area?

- a. Is there enough information in the waiting area? **Yes/No**
 - b. Are you happy with seating arrangements? **Yes/No**
 - c. Is there anything else you would like to see in the waiting area?
-

5. Would you use a practice website?

Yes/No

What would you like to use it for? (tick all that apply)

- a. Ordering prescriptions
- b. Booking/checking/cancelling appointments
- c. Advice on long term conditions
- d. Advice on minor illness
- e. Practice information
- f. Taking part in surveys/sharing feedback
- g. Anything else

**Many thanks for completing our survey,
your support is appreciated**

Would you be interested in helping the Practice Participation Group further?

Possibly join the group or our virtual group via e-mail?

If so please tick the following:-

- A. Attending Patient Participation Group Meetings
- B. Virtual on-line group via e-mail