

Royal Crescent Surgery Patient Survey

The Royal Crescent Surgery has started a Patient Reference Group to help us to improve the service we offer. We have asked the group to identify areas where they think we can improve and this survey has been compiled based on the priorities determined by our Patient Reference Group.

Please answer the questions by putting an 'X' in the box next to your chosen answer(s). Completed questionnaires will remain confidential and anonymous.

Please return your completed questionnaire to reception in the envelope provided by Wednesday 13th March

1. Reception and waiting room facilities

1a) How easy do you find getting into the building at the surgery?

- | | |
|-----------------|--------------------------|
| Very easy | <input type="checkbox"/> |
| Fairly easy | <input type="checkbox"/> |
| Not very easy | <input type="checkbox"/> |
| Not at all easy | <input type="checkbox"/> |

1b) How clean is the GP surgery?

- | | |
|------------------|--------------------------|
| Very clean | <input type="checkbox"/> |
| Fairly clean | <input type="checkbox"/> |
| Not very clean | <input type="checkbox"/> |
| Not at all clean | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

1c) In the reception area, can other patients overhear what you say to the receptionist?

- | | |
|-----------------------------------|--------------------------|
| Yes, but don't mind | <input type="checkbox"/> |
| Yes and am not happy about it | <input type="checkbox"/> |
| No, other patients can't overhear | <input type="checkbox"/> |
| Don't know | <input type="checkbox"/> |

1d) Are you aware that you can ask to speak more privately if you wish?

- | | |
|-----|--------------------------|
| Yes | <input type="checkbox"/> |
| No | <input type="checkbox"/> |

1e) How helpful do you find the receptionists at the surgery?

- Very
- Fairly
- Not very
- Not at all

1f) Do you look at the notices on the noticeboards?

- Yes
- No

1g) If you do look at the noticeboards, how helpful do you find the information displayed?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful

Please add any other comments and suggestions you would like to make about the reception and waiting room facilities such as what information you would like displayed on noticeboards:

2. Prescriptions and medication

2a) How do you usually order your prescriptions?

- In person/surgery
- Post
- Email
- Through the chemist

2b) How would you like to be able to order your prescriptions in future?

- Email
- Telephone
- Online
- In person/surgery

2c) Are you aware that you can arrange for local pharmacies to order and collect your prescriptions?

- Yes and I use this service
- Yes but don't wish to use the service
- No but may use it in future
- No and don't want to use it

2d) Would you like to be able to collect prescriptions on Saturday mornings?

- Yes
- No

Is there anything else you would like to mention about prescriptions?

THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE