

# Laurel Bank Surgery

Malpas  
Cheshire SY14 8PS

*Partners:*

Dr C C Hulbert  
Dr Louise M C Davies  
Dr R W S Henney

Tel: 01948 860205

Fax: 01948 860142

*Assistant GPs:*

Dr Emma Taylor  
Dr M Edney

## LAUREL BANK SURGERY PATIENT SURVEY - WEB VERSION

The Practice has set up a Patient Participation Group which, as far as possible, is representative of the practice population. This group has been formed to help the Practice Team improve their service by asking for and then acting upon our patient's views. Please help us by answering the following survey questions on how well we communicate with you. By doing so, you are helping us improve the services we provide.

Thank you.

*Please tick the box that best reflects your experience:*

	<b>PRACTICE COMMUNICATION QUESTIONS</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Partly Agree</b>	<b>Dis-Agree</b>	<b>Strongly Disagree</b>	<b>Don't Know</b>
1	When I call the surgery, it has been easy to get through.						
2a	When I call the surgery, it has been easy to speak with the Doctor.						
2b	When I call the surgery, it has been easy to speak with the Nurse.						
3	When I call the surgery, it has been easy to get test results.						
4	I can easily contact the surgery when I wish to cancel an appointment. (Missed appointments can be a problem for the practice).						
5	Information provided by the surgery about the health services I need is satisfactory.						
6	The Reception Desk bell is a useful tool.						
7	The information displayed in the Waiting Room is of interest/use to patients.						
8	A TV/Display Screen in the Waiting Room would be a useful source of patient information.						
9	If you have to wait for your call to be answered, the waiting time is acceptable.						
10	I will not be affected if the Surgery reduces the time the Repeat Prescription telephone line is open.						

***Please circle the box that best reflects your experience:***

10	If you were unable to order your repeat prescriptions by telephone, what method would you use?	In person	By post	By fax	Online (via Emis Access)	Other	Don't Know
11	Which of the following do you use to find out information about the surgery?	Website	Phone	News-letter	Notice board	Other	Don't Know
12	Did you know you can book a telephone consultation with a Doctor and/or Nurse when they are working?	Yes		No			
a.	If YES, what was it for?	New urgent problem	New routine problem	Follow up	Not got face-to-face appt.	Other	
b.	Did the Doctor/Nurse 'phone you when expected?	Yes		No			
c.	Was the Doctor/Nurse able to deal with your problem by 'phone?	Yes		No			
13	Following the telephone consultation, did you require follow up?	Yes		No			
14	Would you use a telephone consultation again?	Yes		No			
15	Overall do you think the surgery communicates well with our patients?	Yes		No			

***If you wish to make a suggestion or discuss an issue, please add any comments below with your name and contact details so we can be back in touch.***

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***Thank you for your time and assistance in completing this survey:***

***Please send or hand in to the surgery***

***The results of our survey will be published in our next Surgery Newsletter and on our Website.***

***Please let us know if you would be interested in being involved with our Patient Participation Group.***

***Thank you.***