

Keyworth Medical Practice – Patient Participation Group

Welcome to the Keyworth Medical Practice (KMP) - Patient Participation Group (PPG) annual survey (June 2018).

The PPG would be grateful if you spend a couple of minutes completing the following questions about your visit to the surgery today. The aggregated results of the survey will be used to improve patient experiences and will be published on the KMP web site.

All data collected is anonymous, if you have a specific query then please contact keyworthppg@mail.com

Thank you

1. How did you book your appointment?

- At Reception On Line By Phone

2. Are the Receptionists helpful?

- Yes No

3. Do you prefer to see the same Doctor?

- Yes No

4. Do you see your preferred Doctor?

- Always
 Almost always
 Half the time
 Seldom
 Never

5. Have you ever had a phone consultation?

- Yes - please go to question 6 No - please go to question 8

6. Did the phone consultation meet your expectations?

- Yes No

7. Did you still have to come into the Surgery?

- Yes No

Keyworth Medical Practice – Patient Participation Group

8. How long, on average, do you wait to be seen?

- 15 minutes or less
 15 to 25 minutes
 over 25 minutes

9. Are you satisfied with the KMP Surgery opening hours, are they convenient for you?

- Yes No

10. Please rate your overall experience of the Surgery

- Excellent
 Very good
 Good
 Average
 Poor

11. How long do you have to wait to see the Doctor of your choice?

- Less than one week
 More than one week
 More than two weeks

12. Have you used the Extended Hours Service?

- Yes - please go to question 13 No - please go to question 14

13. What are your experiences of the Extended Hours Service, please comment

14. Are you aware of the KMP patient online service SystemOnline?

- Yes No

Keyworth Medical Practice – Patient Participation Group

15. Are you registered to use SystemOnline at KMP?

- Yes - please go to question 16 No - please go to question 18

16. Have you used SystemOnline for:

- Appointments
 Prescriptions

17. What are your experiences of using SystemOnline?

18. Have you missed an appointment?

- Yes No

19. Do you know how to cancel an appointment?

- Yes No

20. Please add any other comments you wish to make

21. What is your age group?

- Under 25 25-34 35-44
 45-54 55-64 65-74
 over 75 Prefer not to say

22. To which gender do you most identify?

- Female Male Other
 Prefer not to say

Thank you for taking the time to complete the survey.