



The Orchard Surgery

Christchurch Medical Centre, 1 Purewell Cross Road, Christchurch, Dorset BH23 3AF

The Orchard Surgery is committed to providing our patients with the best possible service we can offer. To help us to maintain our commitment and look at ways of improving what we already offer our patients, we would like to ask if you could spare a few minutes to complete the GP Patient survey below.

A. Appointments at your GP Surgery or Health Centre.

Q1. When did you last see a Doctor at the GP Surgery? [Please tick ✓ one box only]

In the past 3 months	
Between 3 and 6 months ago	
More than 6 months ago	
I have never been seen by my present GP	

Q2. If you haven't seen a Doctor in the past 6 months, please place a tick ✓ in all boxes that apply.

I haven't needed to see a Doctor	
I couldn't be seen at a convenient time	
I couldn't get to my appointment easily	
I didn't like or trust the Doctors	
Another reason	

Q3. How do you normally book your appointment to see a Doctor or Nurse at the Surgery?

[Place a tick ✓ in all boxes that apply.]

In person	
By telephone	
Does not apply	

Q4. Which of the following methods would you prefer to use to book an appointment at the Surgery?

[Place a tick ✓ in all boxes that apply.]

In person	
By telephone	
No preference	

B. Getting through to the Surgery on the telephone.

Q5. In the last 6 months how easy have you found the following?

Go to the top of the next column.....

[Place a tick ✓ in all boxes that apply.]

	Good	Satisfied	Fairly Easy	Not Very Easy	Not at All Easy
Getting through on the telephone					
Speaking to a Doctor on the telephone					
Speaking to a Nurse on the telephone					
Obtaining test results by telephone					

C. Seeing a Doctor

Q6. In the past 6 months have you tried see a Doctor fairly quickly? *By fairly quickly we mean on the same day or within the next two working days that the Surgery was open.* [Please tick ✓ one box only]

Yes	
No	

Q7. If you weren't able to be seen during the next two working days that the Surgery was open, why was that?

[Please tick ✓ all boxes that apply.]

There weren't any appointments	
Times offered didn't suit	
Appointment was with a Doctor who I didn't want to see	
A nurse was free, but I wanted a Doctor	
Another reason	

Q8. In the past 6 months, have you tried to book ahead with your Doctor?

[Please tick ✓ one box only]

Yes	
No	

D. Accessibility Into Building

Q9. How easy do you find getting into the building at the Surgery?

[Place a tick ✓ in one box only]

Good	
Difficult *	

***Why did you find it difficult?**

Q10. In the Reception area, is it easy for other patients to overhear what you say to the Receptionist.

[Place a tick ✓ in one box only]

Yes but don't mind	
Yes and I am not happy with this.	
No, other patients cannot overhear.	

Q11. How helpful do you find the Receptionists at the Surgery?

Q12. How long after your appointment time do you normally wait to be seen.

[Place a tick ✓ one box only]

I am normally seen on time	
Up to 15 minutes	
More than 15 minutes	

E. Seeing The Doctor You Prefer

Q13. Is there a particular Doctor you prefer to see when you visit the Surgery?

Every endeavour will be made to help you see the doctor of your choice; however, this may not always be possible.

[Please tick ✓ one box only]

Yes	
No	

F. Surgery Opening Hours

Q14. Are you satisfied with current opening hours at the Surgery? [Please tick ✓ one box only]

Yes	
No*	

***If you answered No, please say why.**

Q15. As far as you are aware, when is the Surgery open? [Place a tick ✓ in all boxes that apply.]

	Yes	No	Don't Know
Before 8:00 am			
At lunchtime			
After 6:30 pm			
On Saturdays			
On Sundays			

G. Seeing a Doctor or Practice Nurse

Q16. The last time you saw a Doctor or Practice Nurse at the Surgery, how good was the Doctor/Nurse at each of the following?

[Place a tick ✓ in one box on each row]

	Good	Satisfied	Poor
Giving you enough time.			
Asking about your symptoms.			
Listening			
Explains tests and treatments			
Involving you in decisions about your care.			
Treating you with care and concern.			
Taking your problems seriously			

H. Your Overall Satisfaction

Q17. In general, how satisfied are you with the care you receive at the Surgery?

[Place a tick ✓ in one box.]

Satisfied	
Dissatisfied*	

***Please say why you are dissatisfied**

I. Care Planning

Q18. Do you feel you need help with your long term medical condition?

Please think about all services and organizations, not just health services. [Please tick ✓ one box only]

Yes	
No	

Please feel free to make any comment about your health needs (You may add your name if you feel it is appropriate).

J. Some Questions About You

The following questions will help us to see how experiences vary between differing groups of the population. We will keep your answers completely confidential.

Q19. Are you male or female?

[Please tick ✓ one box only]

Male	
Female	

Q20. How old are you?

[Please tick ✓ one box only.]

Under 18		45-54	
18-24		55-64	
25-34		65-74	
35-44		75-84	
85 and above			

Q21. What is your ethnic group?

Choose one section from A to E below, then select the appropriate option to indicate your ethnic group.

[Place a tick ✓ in the appropriate box]

A. White

British	
Irish	
Other	

B. Mixed

White & Black Caribbean	
White & Black African	
White & Asian	
Other mixed background	

C. Asian or Asia British

Indian	
Pakistani	
Bangladeshi	
Other Asian background	

D. Black or Black British

Caribbean	
African	
Other Black background	

E. Chinese or other ethnic group

Chinese	
Other ethnic group	

K. And Finally

Q22. If there is anything more you would like to tell us about your experiences at Orchard Surgery, please do so here.

Thank you for helping us to improve our services to you, by completing this survey.

Orchard Surgery is committed to continually improving the services that we provide for patients, and the time you have given in completing this survey is very much appreciated by the Doctors and medical staff at Orchard Surgery.

All information given is treated in the strictest confidence and this survey is published without prejudice or malice to anyone who has cause to read or use the document.