

HARDWICKE HOUSE GROUP PRACTICE

PATIENT SURVEY 2017

In conjunction with our Patient Participation Group the Practice would like your views on the following questions so we can address areas of concern for both the Practice and patients. Your response will be completely anonymous.

1 Which surgery do you normally attend Hardwicke House/Meadow Lane/Great Cornard/Clare/Bures ?

2 a) Are you aware that we offer booked appointments on Saturday mornings? Yes / No
The Practice is open 08:00 to 18:30 Monday to Friday and on Saturday mornings.

b) Are you happy with surgery times? Yes / No

c) Given that any increase in surgery hours beyond those already provided would reduce access mid-week and during the daytime, and if it was possible to change surgery opening times what, would be helpful to you and why?

3 Have you used the practice website? Yes / No

4 What would you like to have added to the practice website? e.g. links to other services, patient information, &etc. – If you have not already, please visit the website before answering.

5 Did you know that you can order repeat medication by e-mail? Yes / No

6 Did you know that you can book appointments online? Yes / No

7 We welcome the opportunity to learn and to improve services:

a) Would you register a concern about your treatment if you had one? Yes / No

b) Would you know how to register your concern? Yes / No

c) Are you aware that if you felt unable to register your concern with us that there is a Patient Advice & Liaison Service (PALS) who would help you? Yes / No

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Positive Feedback is also welcomed

- d) Have you completed a Friends & Family test (questionnaires in surgeries or online) Yes / No
- e) Are you aware you can register comments about your treatment good or bad on NHS Choices Yes / No

- 8 a) Are-you a carer? Yes / No
- A Carer is a person who looks after a relative, partner or friend who could not manage without help because of illness, frailty, or disability.

- b) If you are a carer have you registered as a carer with your GP. NA / Yes / No

The practice maintains a Carers register for a number of good reasons, e.g. carers often neglect their own health needs and it is helpful when making arrangements for carers if we know there is someone else whose care we should consider.

- c) Are you aware of Suffolk Family Carers? NA / Yes / No

- 9 Are you aware that you have a choice in deciding your place of treatment when you are referred to hospital and other services? Yes / No

- 10 If you have been referred for investigation or treatment, were you offered a choice of where you could go by your doctor? Yes / No

- 11 What services not currently provided locally would you like to be commissioned in Sudbury?

- 12 Would you recommend the Hardwicke House practice to other people? Yes / No

- 13 Are you aware we have a Patient Participation Group (PPG) ? Yes / No

The group need more members to better represent the opinions of our patients.
If you are Interested in joining our Group please contact our Practice Manager at Hardwicke House or by e-mail at david.cripps@nhs.net

- 14 Do you know who your named GP is? Yes / No

Thank you