**The Apples Medical Centre Annual Patient Survey**

**This survey was carried out between -**

**Monday 20th January to Friday 31st January 2014**

1 Which Clinician did you see on this day?

Dr Miles

Dr Griffiths

Dr Morris

Dr Lewis

Nurse

Health Care Assistant

2 Are you male or female?

Male

Female

3 What is your age?

18 to 24

25 to 34

35 to 44

45 to 54

55 to 64

65 to 74

75 or older

4 In the last 12 months, how many times did you visit a GP?

None

1 time

2

3

4

5 to 9

10 or more times

5 In the last 12 months, how often did you wait more than 15 minutes of your appointment time to see a GP?

Never

Sometimes

Usually

Always

6 In the last 12 months, how often did you wait more than 15 minutes of your appointment time to see a Nurse/Health Care Assistant?

Never

Sometimes

Usually

Always

7 Would you find a quarterly Patient Newsletter regarding news about the surgery useful?

Yes

No

Maybe

8 How likely are you to use a self service check-in monitor?

Extremely likely

Very likely

Moderately likely

Slightly likely

Not at all

9 What do you think about the standard of décor inside and general presentation of the surgery?

Good

Average

Poor

10 What do you think about the general presentation of the surgery outside?

Good

Average

Poor

11 Do you feel that our new Computer System has had any implications with regards to our service to you?

Yes

No

Maybe

12 How easy is it to navigate our Website?

Extremely easy

Very easy

Moderately easy

Not very easy

Not easy at all

13 How helpful are the Receptionist/Dispensers at the surgery?

Extremely helpful

Very helpful

Moderately helpful

Slightly helpful

Not very helpful

Not at all helpful

14 Do you think you would benefit from having 15 mins consultation time, instead of the current 10?

 Yes

 No

 Maybe

15 Are you satisfied with the service we provide at the surgery?

Extremely satisfied

Very satisfied

Moderately satisfied

Slightly satisfied

Not at all

Other (please specify)

16 What is your race? Please choose one or more:

White British

Mixed British

Irish

European

Other White Background

White and Black Caribbean

White and Black African

Asian

Indian or British Indian

Pakistani or British Pakistani

Chinese

Other

Infection Control:

1 Please rate the cleanliness of the Clinician’s Consulting Room:

Extremely clean

Very clean

Moderately clean

Slightly clean

Not very clean

Not clean at all

2 Please rate the cleanliness of the Waiting Room:

Extremely clean

Very clean

Moderately clean

Slightly clean

Not very clean

Not clean at all

3 Please rate the cleanliness of the Patients Toilet:

Extremely clean

Very clean

Moderately clean

Slightly clean

Not very clean

Not clean at all

General responses and comments:

* I have two young children and always get seen if needed.
* My husband and I find all the staff at The Apples very helpful and understanding, we are very happy with the care we receive.
* Overall many of the key points of the questions have been formulated with assumptions and leading questions.
* Very good service, maybe run extended hours to help those with busy work lives, new houses going to be built in Sherborne this might be a way of fitting us all in without waiting days to see a GP.
* I think I receive outstanding health care and I have no complaints whatsoever
* We are so lucky to have such good facilitates! Thank you
* A very helpful and efficient services by all the staff
* I’d like to thank Caroline in Dispensary for all her help – all the GPs have been outstanding in the care they have given
* I think we are very lucky to have the care and facilities provided by The Apples
* Even though the surgery is always busy the staff copes well and calmly. Whichever GP I see everything is explained clearly in layman’s terms and my questions are always answered
* The wait here is usually very long. At least half an hour every time I have been, especially later on.
* My wife and I appreciate the efficient and friendly service Apples Med Centre offers. We particularly value being linked to Dr Lewis and the minimal delays in making appointments, keep it this way!
* The fireplace is naff
* The car park can be a nightmare at times. Turning around and getting in and out when others cars enter and exit at the same time
* Have always been more than happy with everyone I have spoken to/seen at The Apples. Everyone is so helpful!
* Although the decor in the surgery is tired and dated it is sufficient and well laid out. The music is pleasant also and helps to provide a relaxed atmosphere