

APPENDIX D

ST THOMAS MEDICAL GROUP PATIENT PARTICIPATION QUESTIONNAIRE

Dear Member

Following the results of our initial survey two things stood out as being the most important to our Participation Group - *Clinical Care* and *Getting an Appointment*.

We would like to take these two areas forward for discussion and action.

Please find below a more in-depth questionnaire which I would be grateful if you would complete and return in the enclosed stamped addressed envelope.

CLINICAL CARE - please tick

	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not Apply
Doctor's questioning							
How well the doctor listens							
How doctor involves patient							
Doctor's explanations							
Time doctor spends							
Doctor's patience							
Doctor's caring and concern							

	Much more than before	A little more than before	The same or less than	Does not apply	Not specified
Understand problem after visiting the doctor					
Cope with the problem after visiting the doctor					

GETTING AN APPOINTMENT - please tick

	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
How easy is it to get an appointment?							
How easy is it to get through on the telephone when booking your appointment?							
How quickly is the telephone answered?							
How easy is it to get an appointment with your doctor?							
How easy is it to get a same day appointment?							
Availability of any doctor?							
Availability of appointments?							

Thank you for completing and returning this Questionnaire.

We will be in contact again shortly regarding the next Stage.

«PATIENT_Registered_GP»

For and on behalf of the Patient Registration Group

ST THOMAS MEDICAL GROUP

Patient Reference Group

Dear Patient

You may be aware that we have been in the process of forming a Patient Reference Group comprising patients and members of staff. The Group's objective is to collect views and opinions of patients, identify areas that need addressing and set up an Action Plan for the coming year.

We are pleased to say we now have 83 patients who have agreed to join our Group.

An initial survey has been completed by our Patient Reference Group which has identified two main areas that we would like to take forward for discussion:-

Clinical Care and Getting an Appointment

Please find below a more in-depth questionnaire which we are now asking our Practice population to complete. When we have a number of surveys returned, we will meet with our Patient Reference Group.

Many thanks for your help in trying to improve your Health Centre.

CLINICAL CARE - please tick

	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not Apply
Doctor's questioning							
How well the Doctor listens							
How Doctor involves patient							
Doctor's explanations							
Time Doctor spends							
Doctor's patience							
Doctor's caring and concern							

	Much more than before	A little more than before	The same or less than	Does not apply	Not specified
Understand problem after visiting the Doctor					
Cope with the problem after visiting the Doctor					

GETTING AN APPOINTMENT - please tick

	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
How easy is it to get an appointment?							
How easy is it to get through on the telephone when booking your appointment?							
How quickly is the telephone answered?							
How easy is it to get an appointment with your Doctor?							
How easy is it to get a same day appointment?							
Availability of any Doctor?							
Availability of appointments?							

Thank you for completing and returning this Questionnaire to the box provided at Reception.

STUDENT HEALTH CENTRE PATIENT PARTICIPATION QUESTIONNAIRE

Following the results of our initial survey two things stood out as being the most important to our Participation Group - clinical care and availability.

We would like to take these two areas forward for further consideration and action.

I would be grateful if you would complete and return the more in-depth questionnaire below, or you can complete the questionnaire online by going to our website www.exeterstudenthealthcentre.co.uk.

CLINICAL CARE - please tick

	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not Apply
Doctor's questioning							
How well the doctor listens							
How doctor involves patient							
Doctor's explanations							
Time doctor spends							
Doctor's patience							
Doctor's caring and concern							

	Much more than before	A little more than before	The same or less than	Does not apply	Not specified
Understand problem after visiting the doctor					
Cope with the problem after visiting the doctor					

AVAILABILITY - please tick

	Very Poor	Poor	Fair	Good	Very Good	Excellent	Does not apply
How easy is it to get an appointment?							
How easy is it to get through on the telephone when booking your appointment?							
How quickly is the telephone answered?							
How easy is it to get an appointment with your preferred doctor?							
How easy is it to get a same day appointment with a doctor?							
How easy is it to see a nurse the same day?							
General availability of any doctor?							
General availability of appointments?							

COMMENTS

Do you have any other comments or suggestions you would like us to consider?

Thank you for completing and returning this questionnaire, the results and actions taken will be published on our website in April.

Dr Kate Thomas