



Practice Survey 2012

Gender	Male	<input type="checkbox"/>
	Female	<input type="checkbox"/>

Age Group	Under 18	<input type="checkbox"/>
	19 to 30	<input type="checkbox"/>
	31 to 49	<input type="checkbox"/>
	50 to 65	<input type="checkbox"/>
	66 +	<input type="checkbox"/>

How do you rate the overall service provided by Burntwood Health & Well-Being Centre		
	Extremely satisfied	<input type="checkbox"/>
	Very satisfied	<input type="checkbox"/>
	Satisfactory	<input type="checkbox"/>
	Not very satisfied	<input type="checkbox"/>
	Poor	<input type="checkbox"/>

How could we improve the service to our patients?

Are you satisfied with the service provided by the reception team?		
	Extremely satisfied	<input type="checkbox"/>
	Very satisfied	<input type="checkbox"/>
	Satisfactory	<input type="checkbox"/>
	Not very satisfied	<input type="checkbox"/>
	Poor	<input type="checkbox"/>

How could we improve the service provided by the reception team

Are you satisfied with the care provided by the nursing team?		
	Extremely satisfied	<input type="checkbox"/>
	Very satisfied	<input type="checkbox"/>
	Satisfactory	<input type="checkbox"/>
	Not very satisfied	<input type="checkbox"/>
	Poor	<input type="checkbox"/>

How could we improve on the service provided by the nursing team?

Are you satisfied with the care provided by your doctor?		
	Extremely satisfied	<input type="checkbox"/>
	Very satisfied	<input type="checkbox"/>
	Satisfactory	<input type="checkbox"/>
	Not very satisfied	<input type="checkbox"/>
	Poor	<input type="checkbox"/>

How could we improve the service provided by the doctor?

Did you know if you register your mobile phone with the surgery you will automatically receive a text message confirming your appointment with the practice HCA, nurse or GP

	Yes	<input type="checkbox"/>
	No	<input type="checkbox"/>

Are you able to access an appointment of your choice?

	All the time	<input type="checkbox"/>
	On the vast majority of occasions	<input type="checkbox"/>
	Most of the time	<input type="checkbox"/>
	Not always	<input type="checkbox"/>
	Rarely	<input type="checkbox"/>

Are you satisfied with the telephone answering service provided by reception?

	Extremely satisfied	<input type="checkbox"/>
	Very satisfied	<input type="checkbox"/>
	Satisfactory	<input type="checkbox"/>
	Not very satisfied	<input type="checkbox"/>
	Poor	<input type="checkbox"/>

Do you have any concerns over waiting room privacy at the centre?

	Extremely concerned	<input type="checkbox"/>
	Generally concerned	<input type="checkbox"/>
	No concerns	<input type="checkbox"/>
	I am aware I can always speak to someone in private.	<input type="checkbox"/>

Is there one member of the practice team who you feel has provided you with excellent service?

Staff member name :
Reason :

Are you aware of the Patient Participation Group operating at the centre?

Yes

No

We are actively recruiting new members to our Patient Participation Group. Please join us.

Please provide your contact details if you are interested in finding out more.

Name
Contact Number

Additional Comments

Thank you for your participation – your answers are very much appreciated.

We will be publishing the results of the survey and any proposed actions in due course.