



The **Poplars** Medical Centre

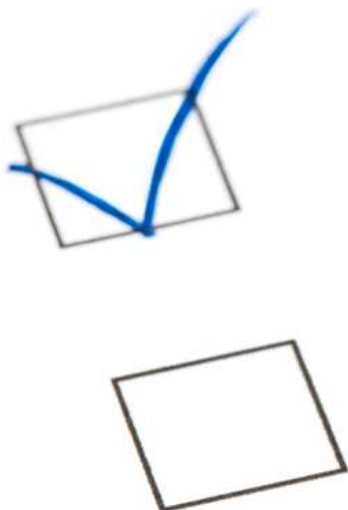
EST. 1926

www.thepoplarsmedicalcentre.co.uk

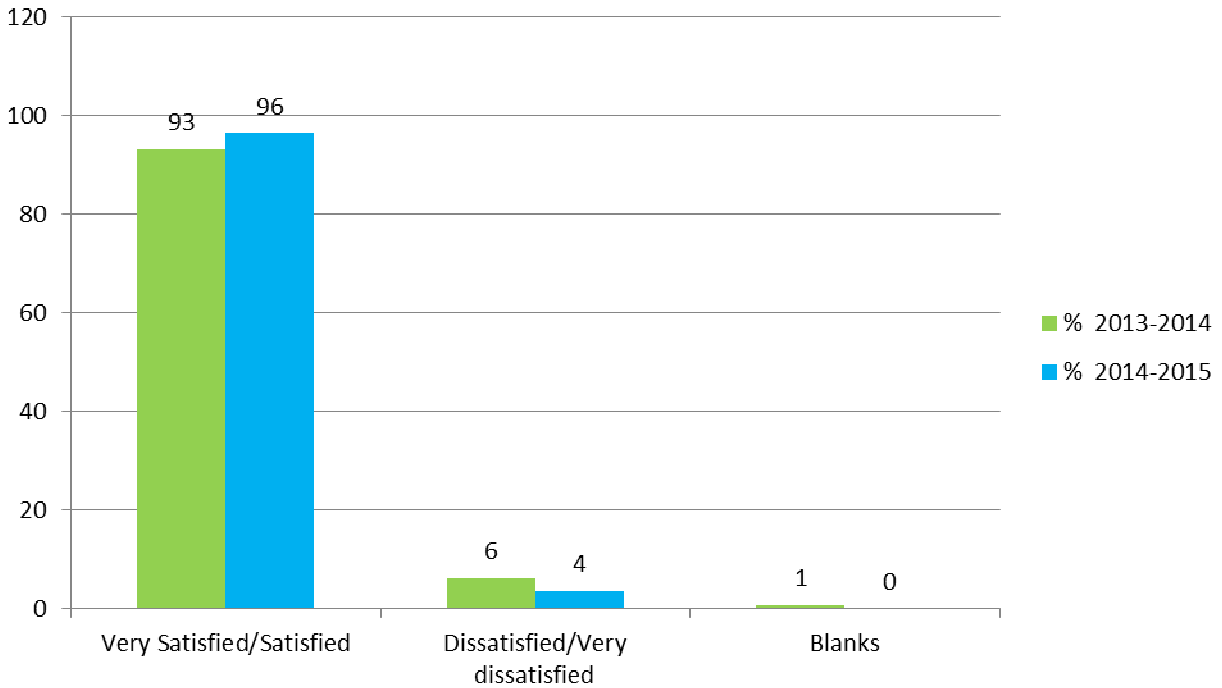


Patient Questionnaire Results

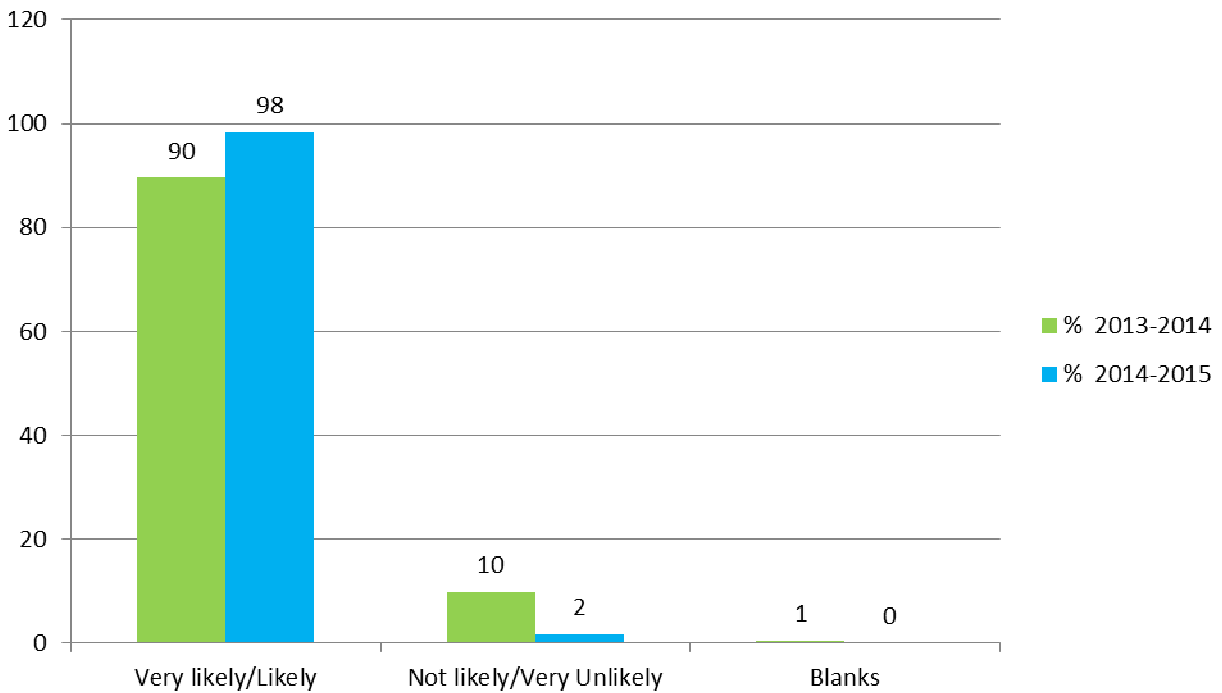
Comparison
April 2013- March 2014
April 2014 – March 2015



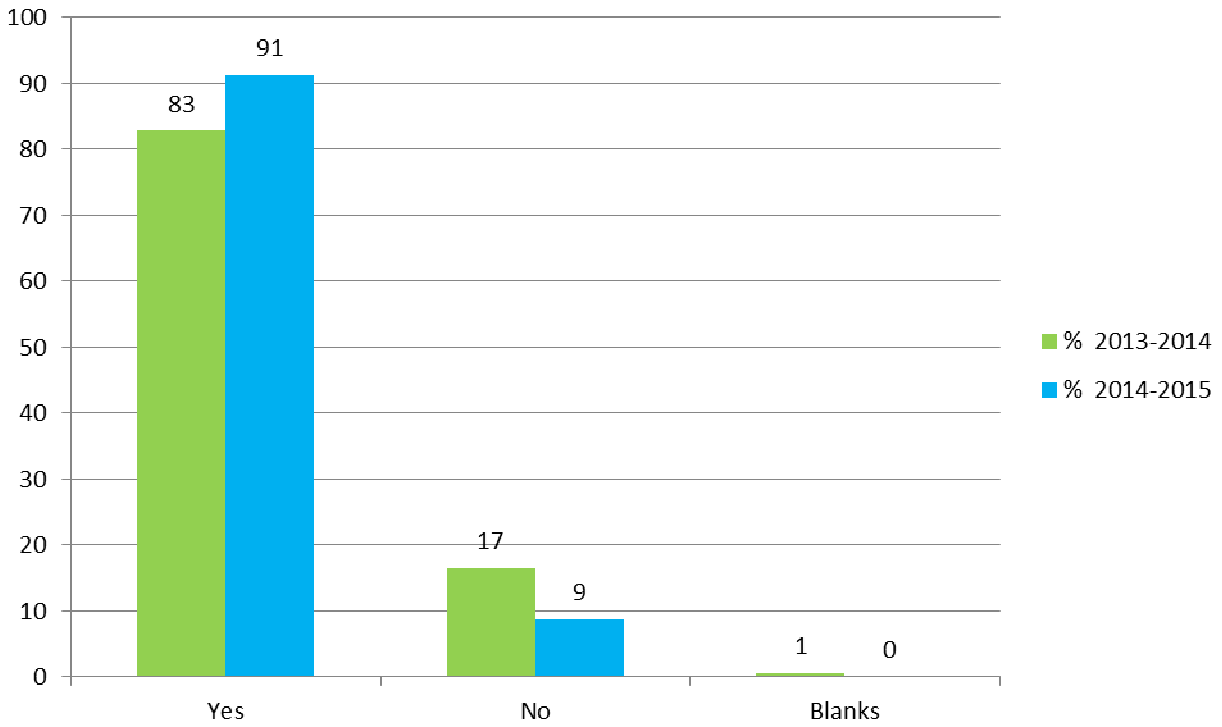
1. Thinking about your last experience at the practice how satisfied were you with the service you received?



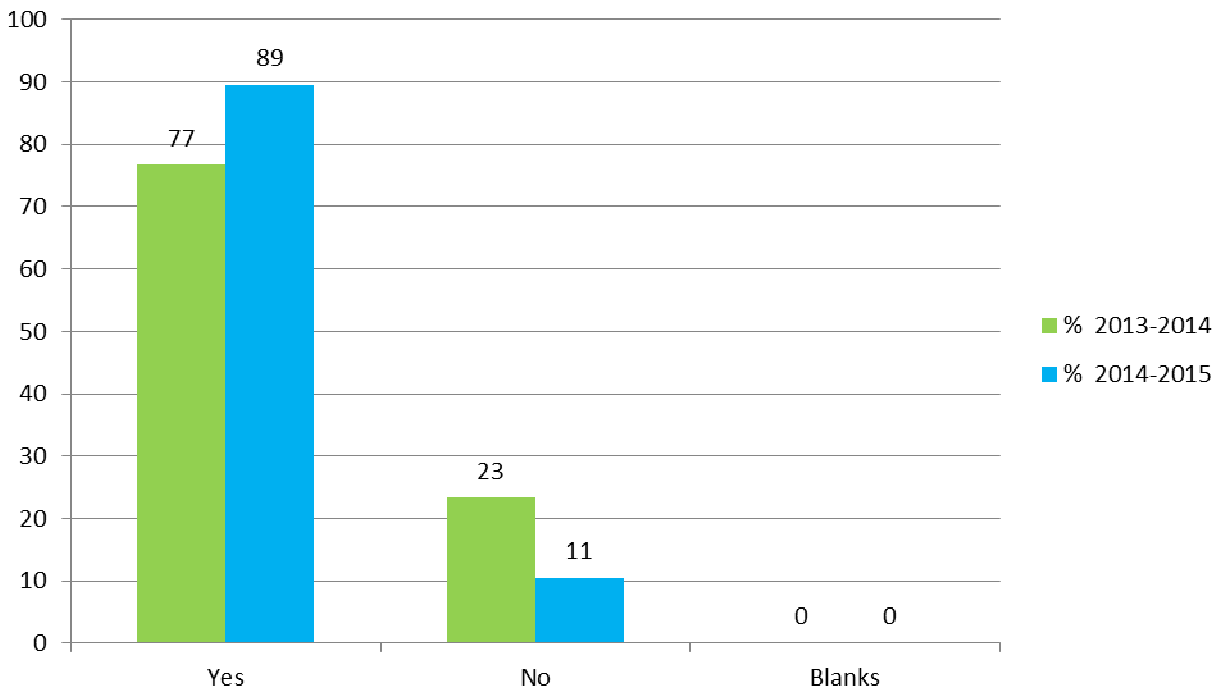
2. Again, thinking about your last experience at the practice, how likely are you to recommend the practice to friends and family if they resided in our area?



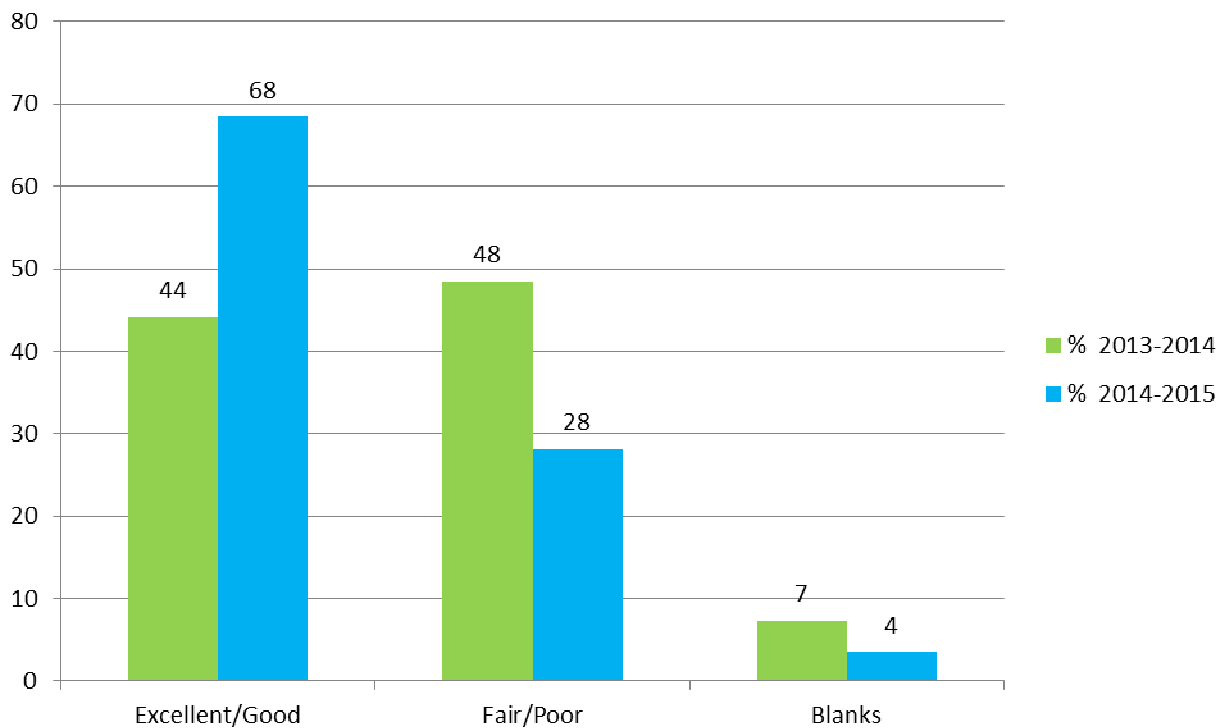
3. If you wanted to see a specific GP, would you be prepared to wait longer?



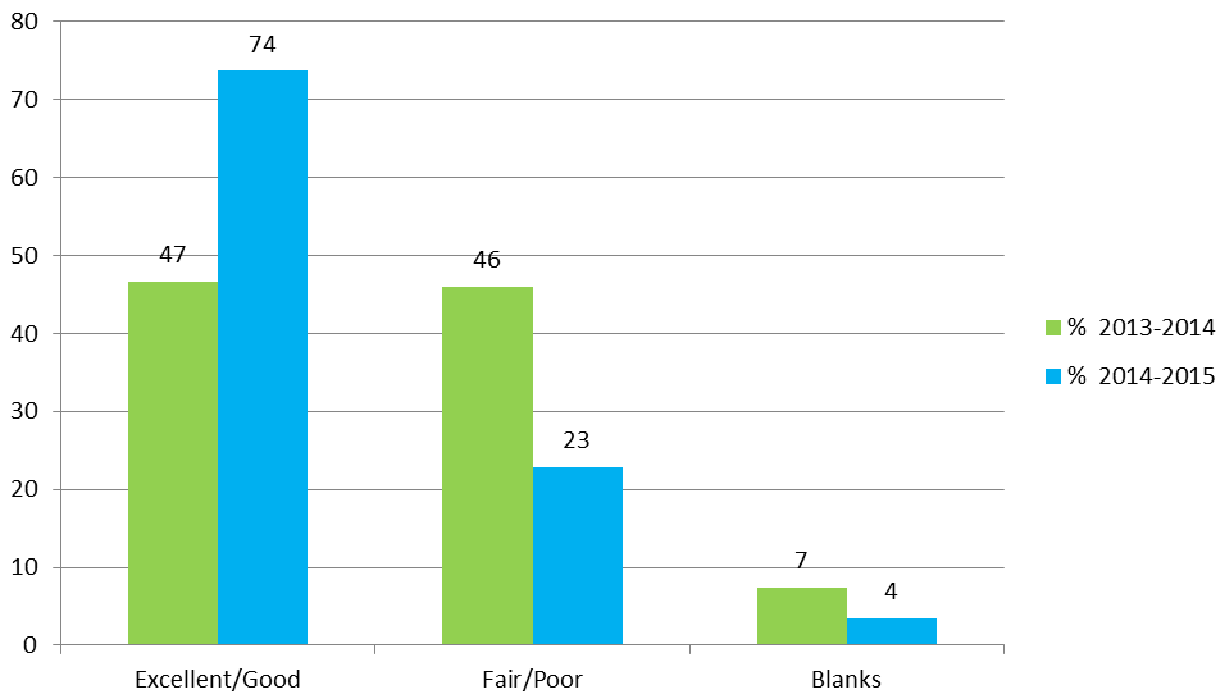
4. Are you aware that the practice is offering an online booking and prescription service?



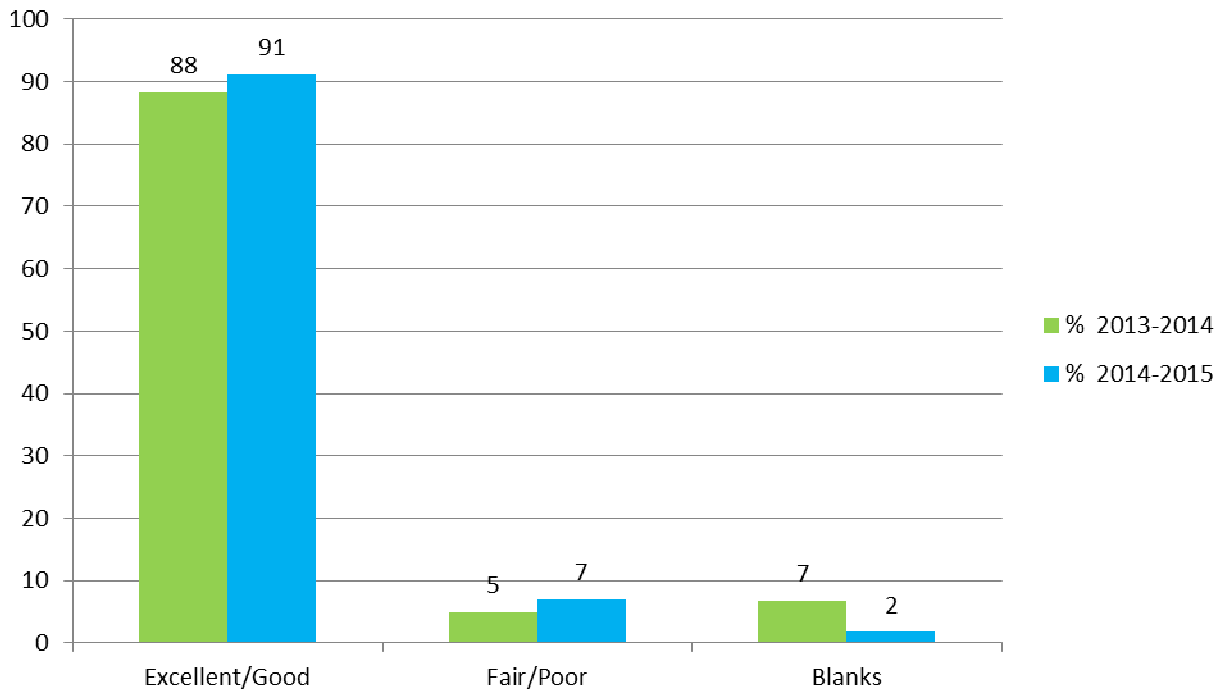
5. How do you rate the appointment system in terms of being seen urgently?



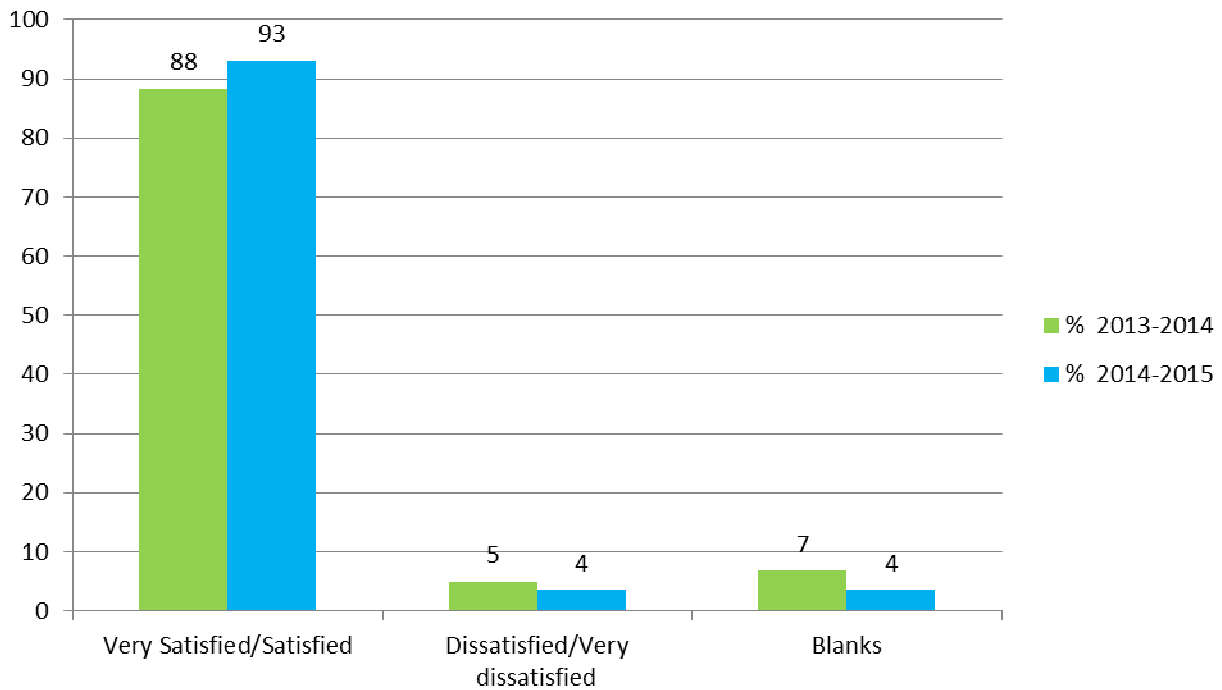
6. How efficient is the appointment system in terms of booking ahead for a routine appointment?



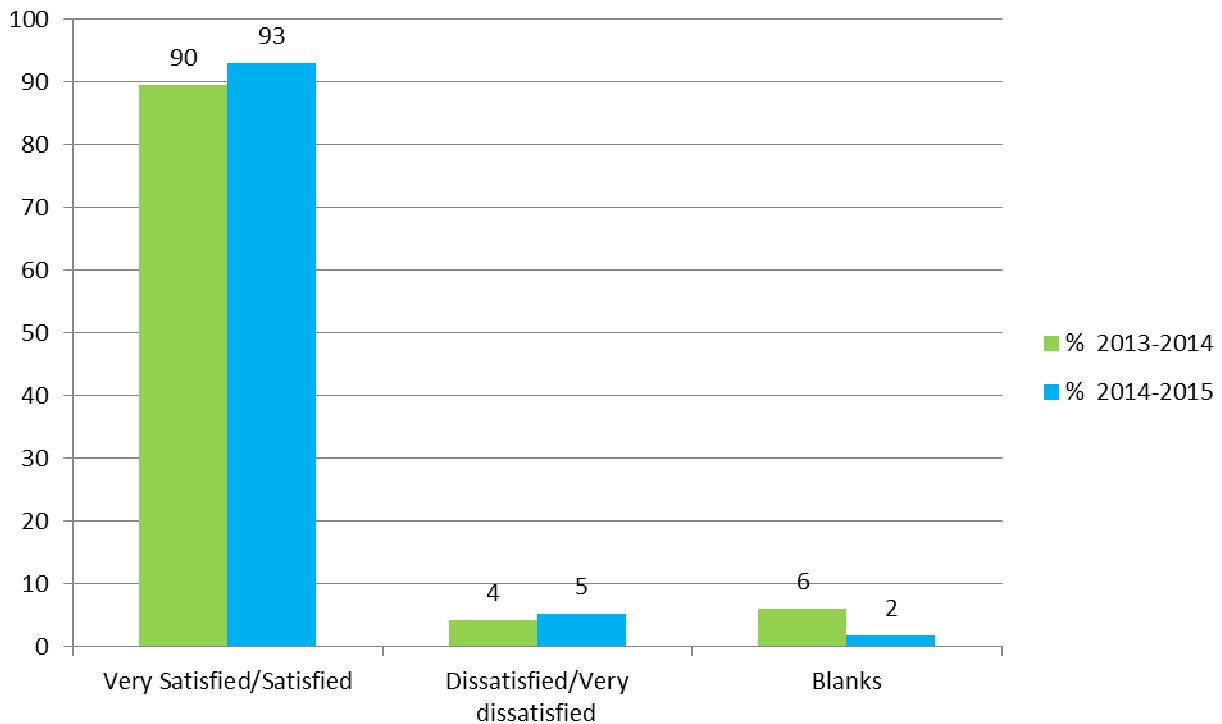
7. What has been your experience of the care you have received from our doctors and nurses?



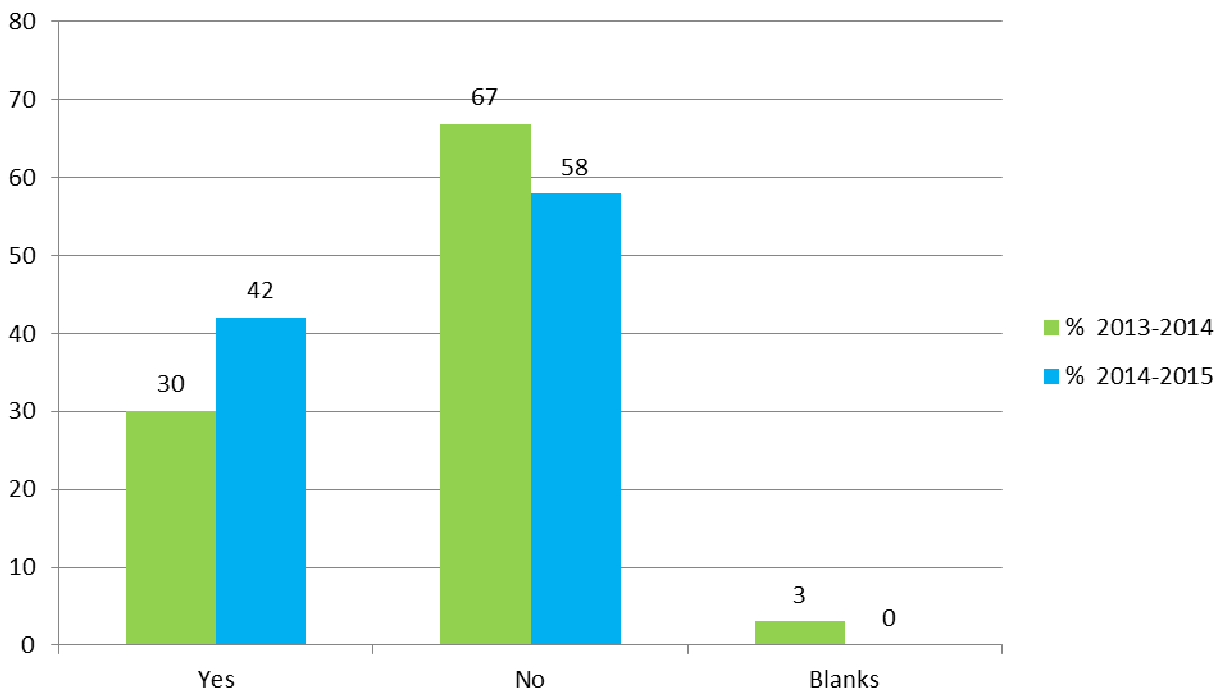
8. How satisfied are you regarding the continuity of care provided by the practice



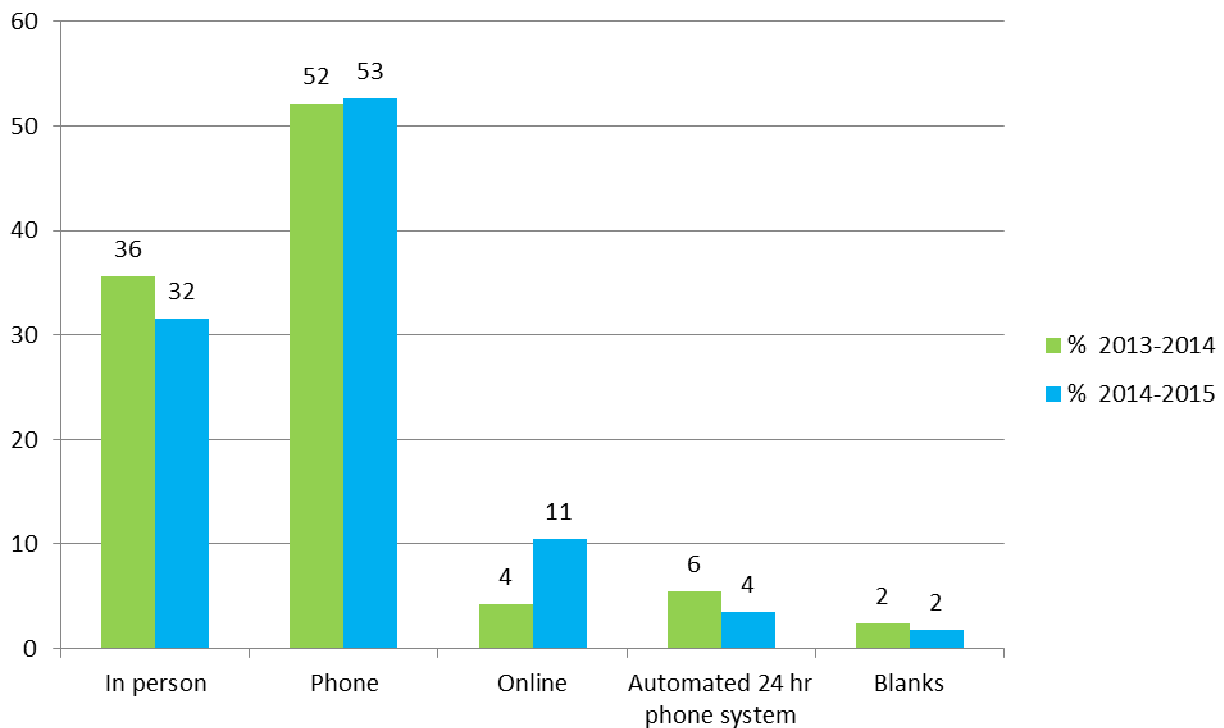
9. How satisfied are you about the practice's opening times?



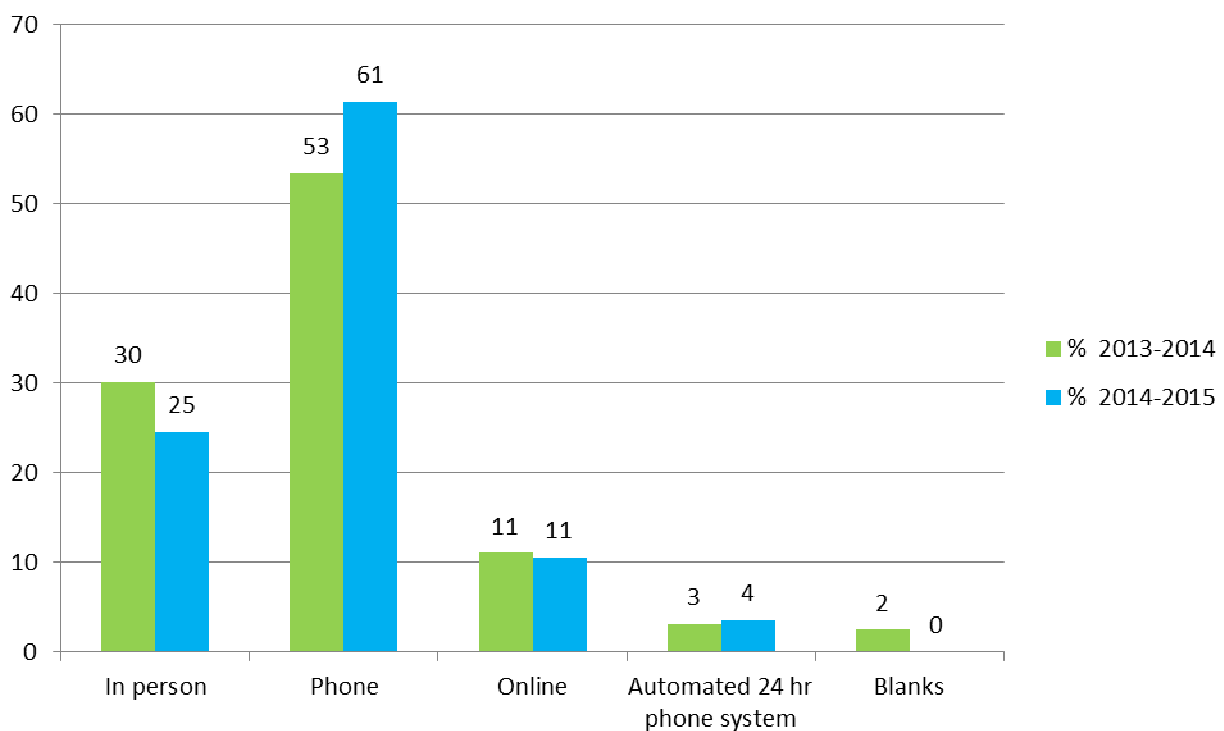
10. Have you used the practices extended opening hours Monday – Friday, 7.00am – 8.00am?



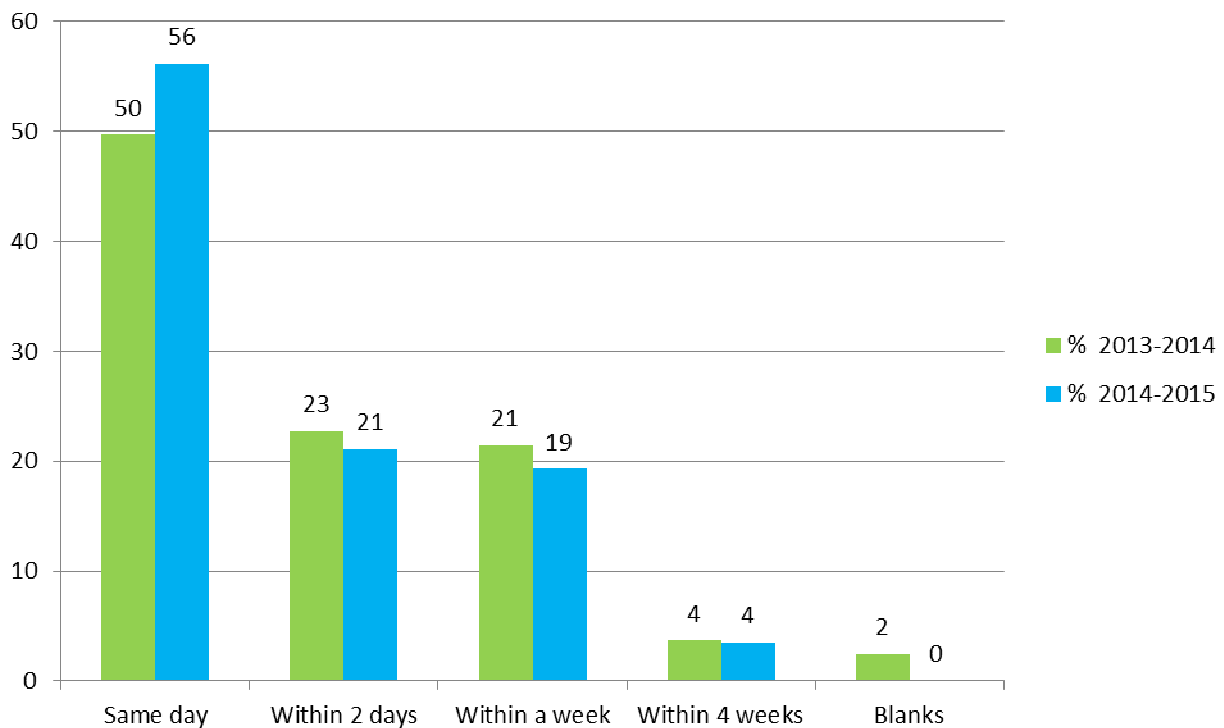
11. How did you book your appointment with the doctor?



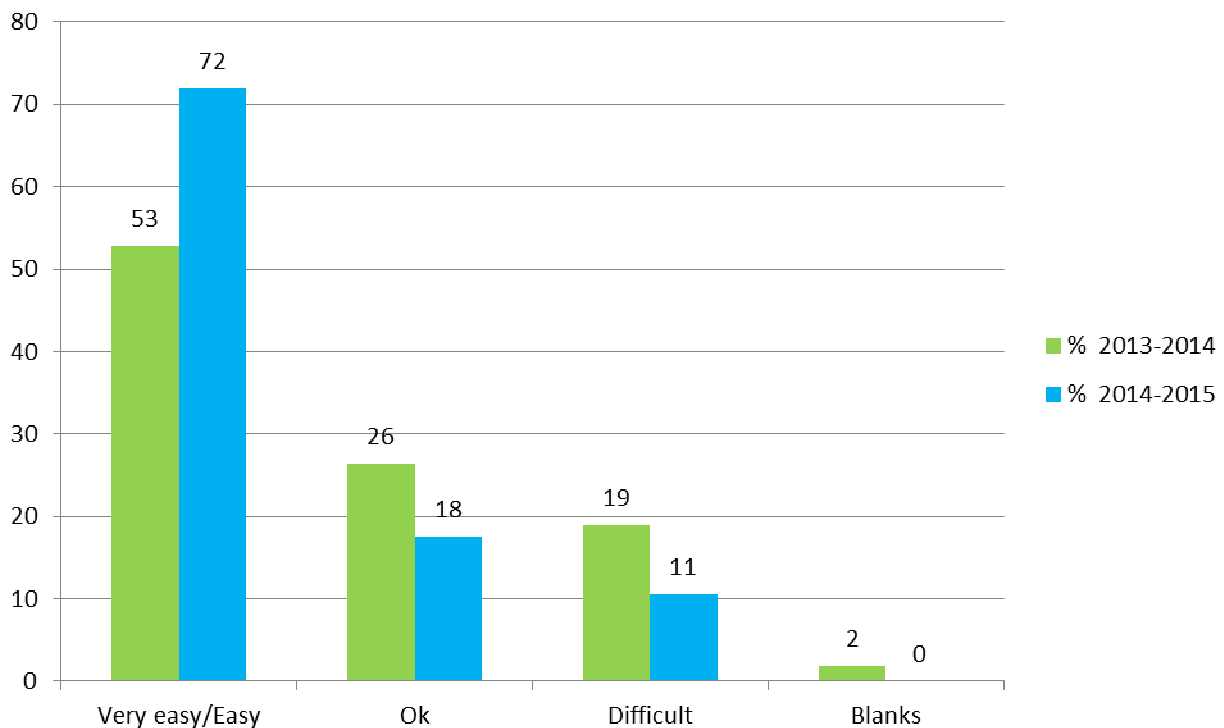
12. Which methods would you prefer to use to book with the doctor?



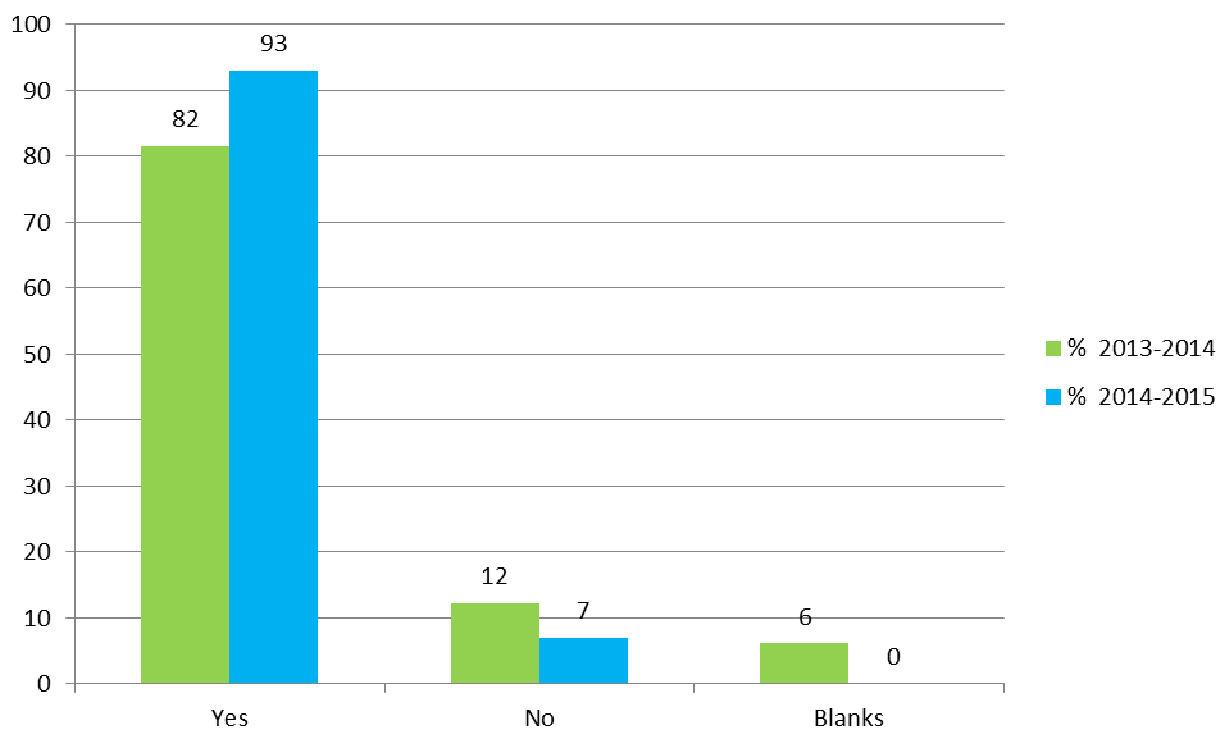
13. When you booked your appointment with the doctor, did you want it for?



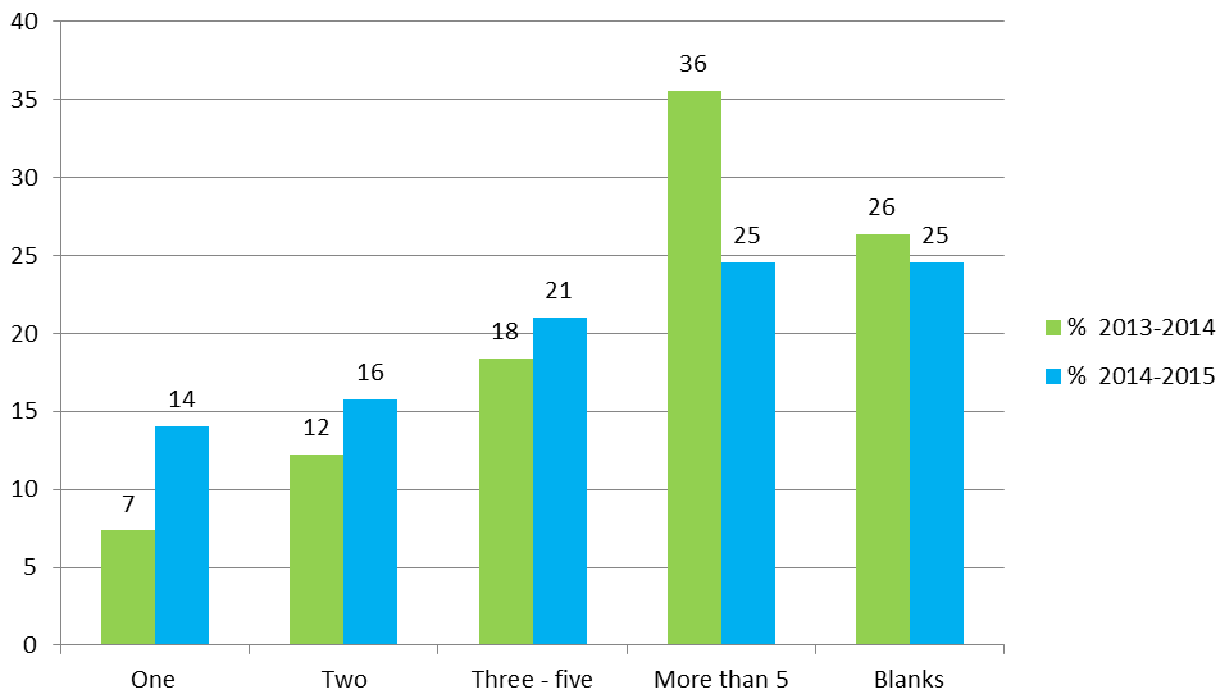
14. How easy was it to book the appointment?



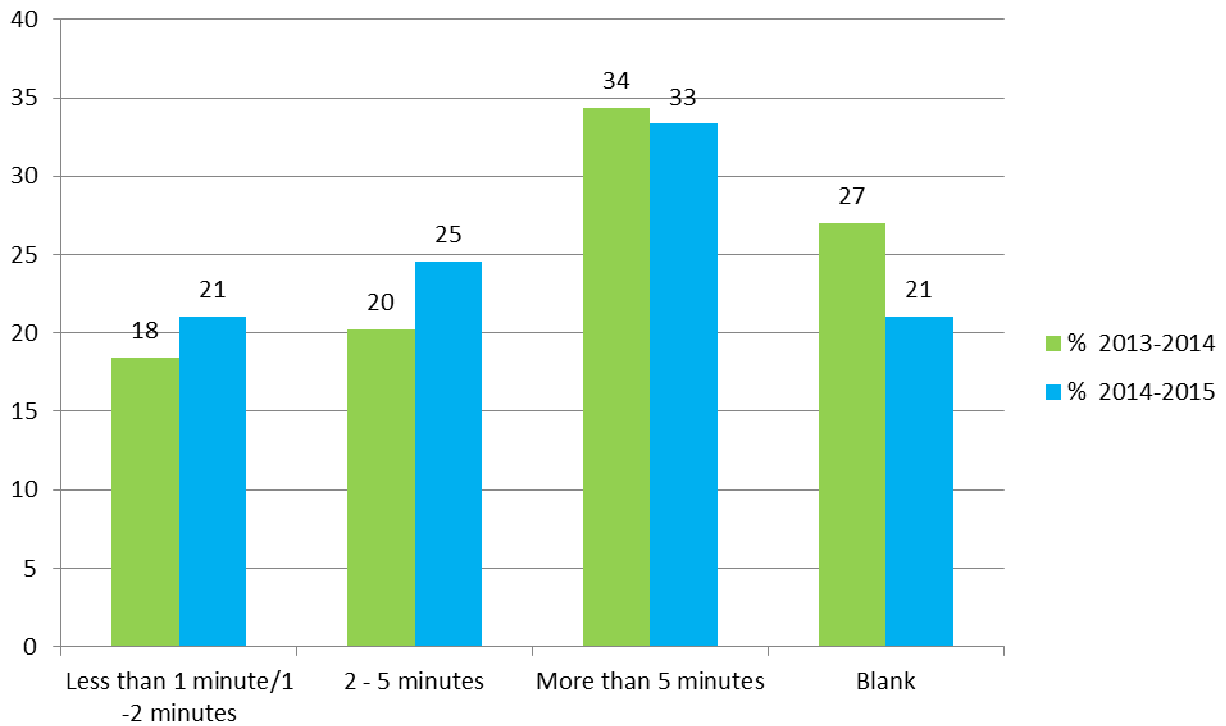
15. Did the appointment meet your requirements?



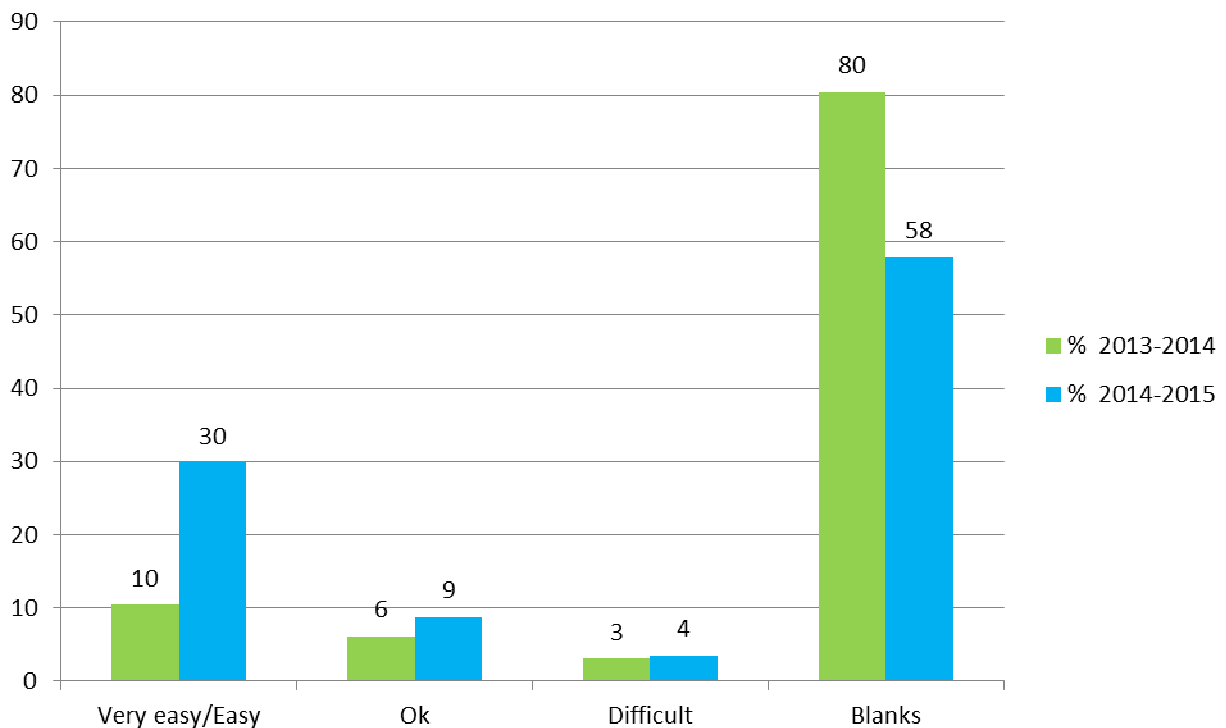
16. If you booked your appointment by phone at 8.00am how many calls did you make before getting through?



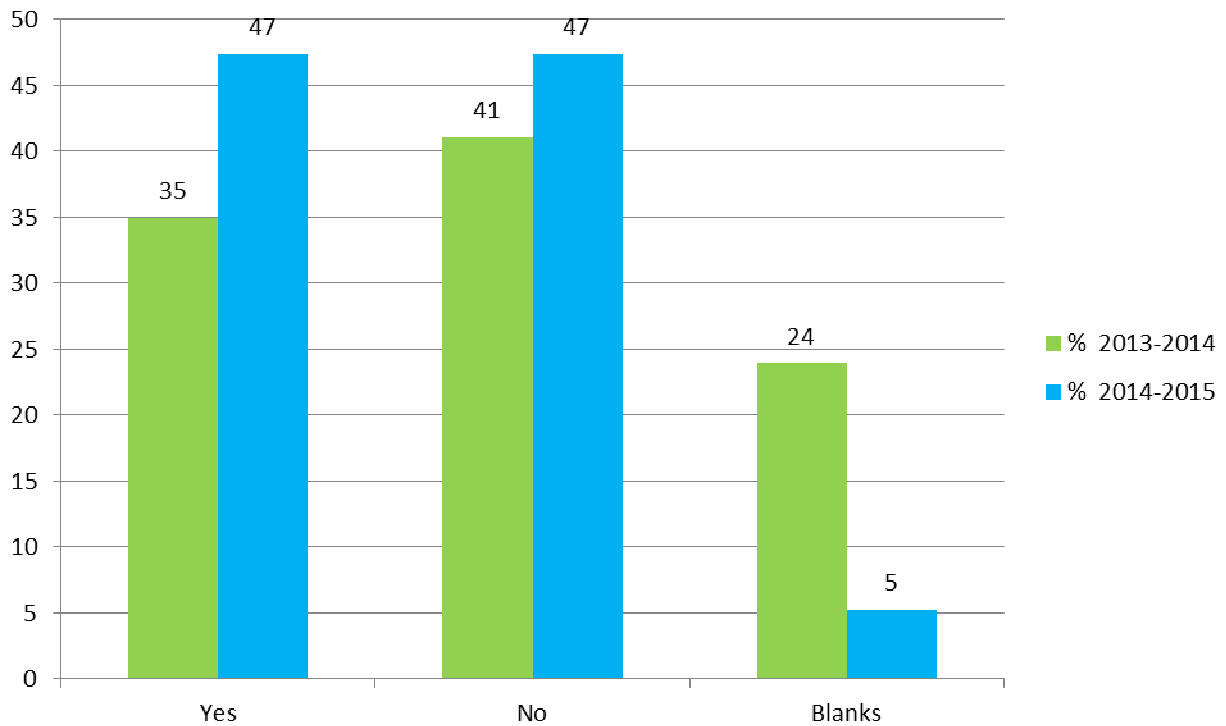
17. How long did it take for you to get through to the practice?



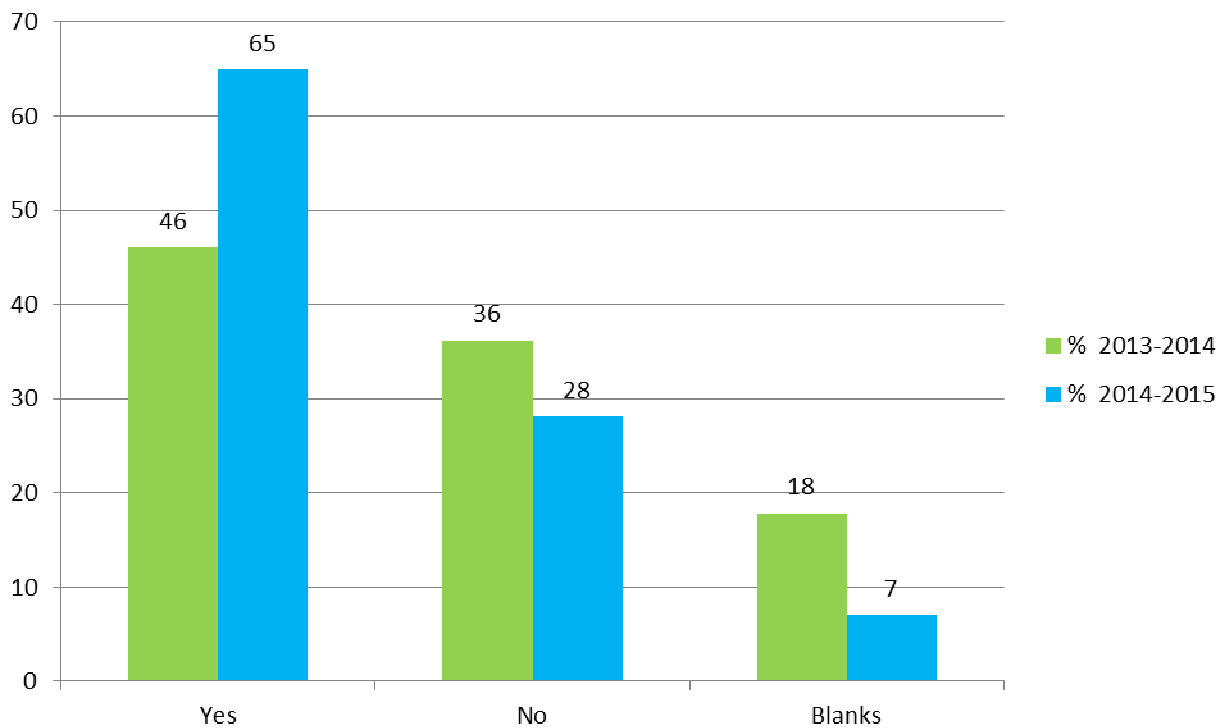
18. If you booked online, how easy was it?



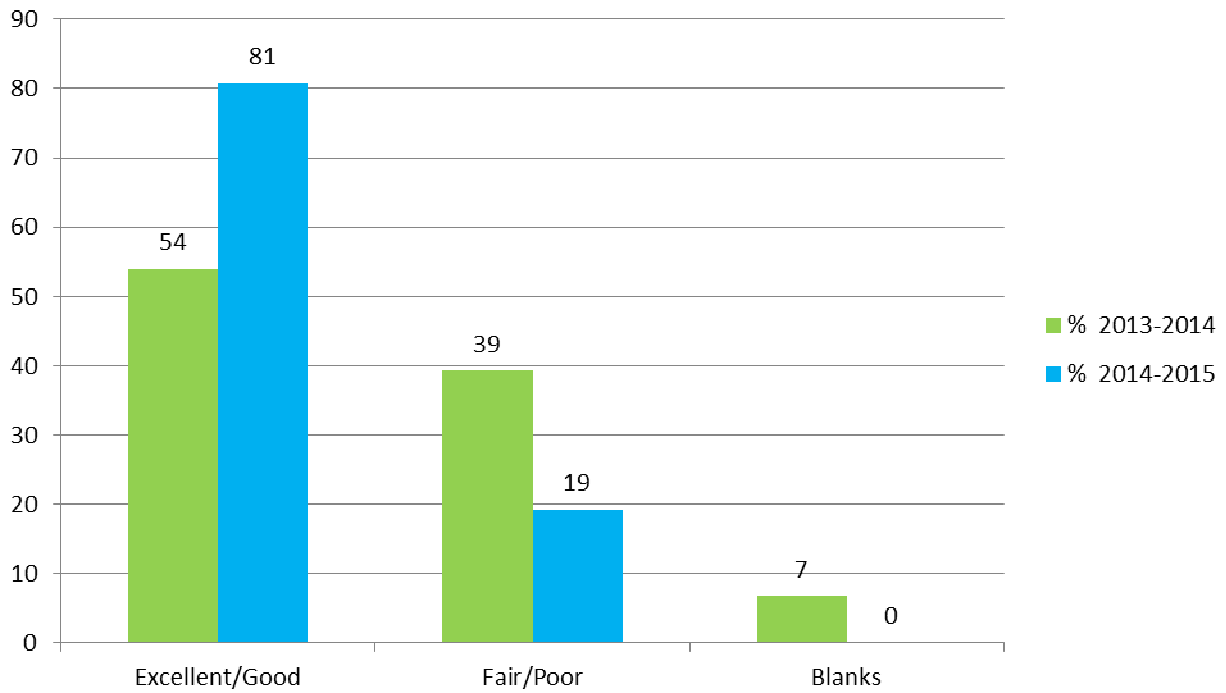
19. Do you receive appointment text reminders?



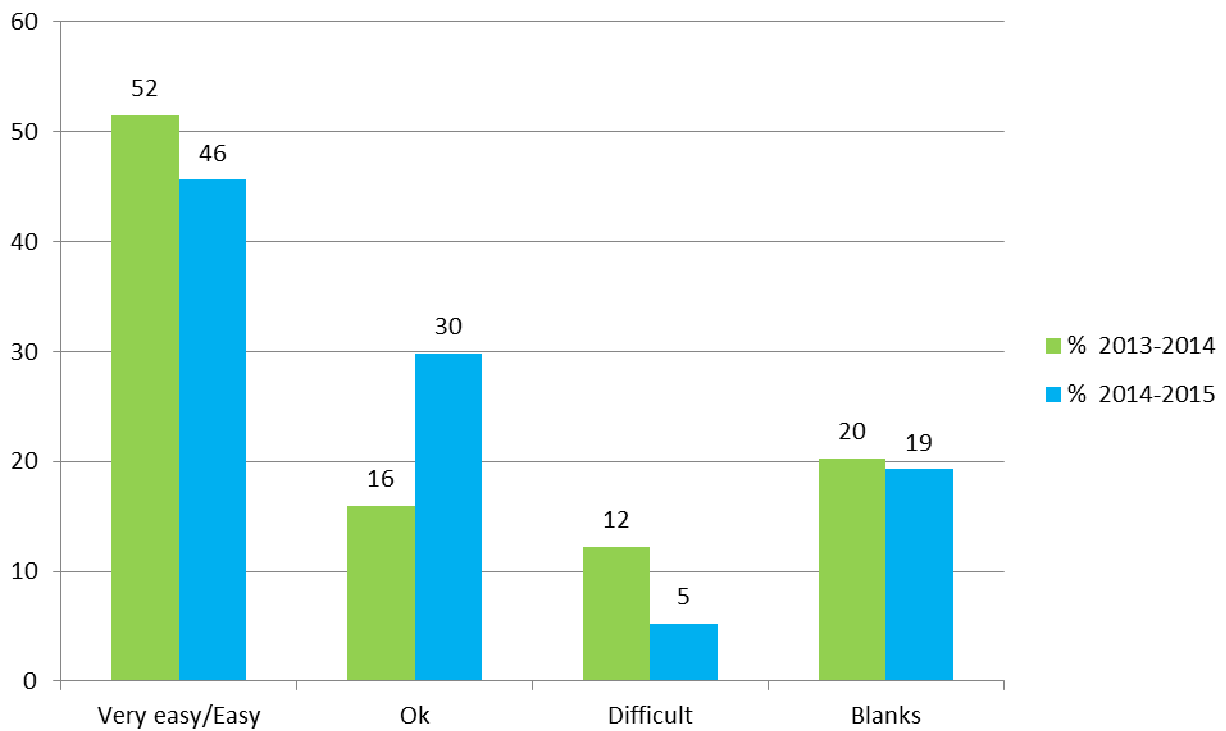
20. Have you given us your mobile number to receive text reminders?



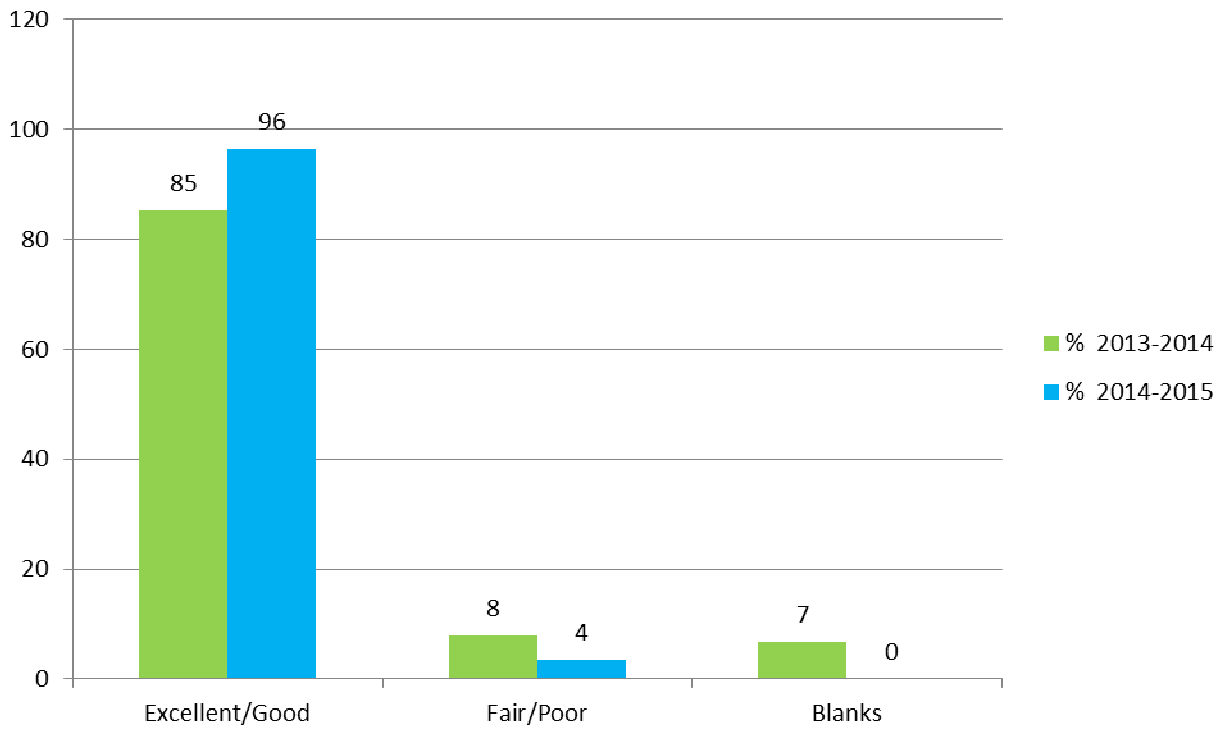
21. Overall, how would you describe your experience on making an appointment?



22. If you travel by car, how easy was it for you to find a parking space?



23. How would you rate the service received from our reception staff



24. If the practice had a community support notice board, with details of local support groups how likely are you to use it?

