

Eyam Surgery

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We are always looking at ways to improve the service we provide patients at Eyam Surgery. The following questionnaire is similar in many respects to previous questionnaires we have asked you to complete; this allows us to easily compare results with previous years and see if we are improving, as well as helping us to decide what else needs to be done to increase patient satisfaction.

Eyam Surgery currently has 3431 patients on its list. Eyam Surgery is open Monday to Friday 8.00am to 6.30pm. All of the Doctors and Nurses work part time, and cover Bradwell surgery as well as Eyam. Telephone consultations are available each day with the duty Doctors and Nurses. Eyam Surgery currently holds extra clinics with several secondary care providers including: physiotherapy, podiatry, antenatal care, postnatal care, citizen's advice and counselling. Bradwell Surgery also has the above services available except antenatal care and podiatry. For our Grindleford patients we have medication collection sessions at the Sir William Hotel, Grindleford. We also run a dedicated surgery for Grindleford patients at Eyam for which transport is provided. All our surgeries have disabled access and toilets. Eyam also has its own parking facilities.

1. How likely are you to recommend Eyam Surgery to friends and family if they needed similar care or treatment?

Extremely Likely / Likely / Neither Likely or Unlikely / Unlikely / Extremely Unlikely / Don't Know

Please expand below if you wish:

2. About you (please circle as appropriate)

a) Sex: Female / Male / Unspecified

b) Age: 15-19 / 20-27 / 28-35 / 36-50 / 51-65 / 66-80, 81 and over

3. Communication

If you have telephoned Eyam Surgery in the last 12 months how did you find it:

- | | |
|---|--|
| a) to make an appointment? | Very easy / Easy / Not easy / Very difficult / Not needed to |
| b) to speak to the secretary? | Very easy / Easy / Not easy / Very difficult / Not needed to |
| c) to speak to a Doctor? | Very easy / Easy / Not easy / Very difficult / Not needed to |
| d) to speak to a Nurse? | Very easy / Easy / Not easy / Very difficult / Not needed to |
| e) to obtain test results? | Very easy / Easy / Not easy / Very difficult / Not needed to |
| f) to order a repeat prescription? | Very easy / Easy / Not easy / Very difficult / Not needed to |

4. Do you order your repeat prescriptions by email?

a) Yes / No

If No, please specify the reason:

b) **Would you like to use the email facility for anything else? Please comment:**

5. If you do not regularly come to the surgery how would you like us to communicate any improvements, changes etc. to you?

a) Post / Text / Email / Facebook / Other

b) **Eyam Surgery has its own dedicated Facebook page with regular updates and information. Have you visited our Facebook page?**

Yes / No

If Yes, can you suggest any improvements we could make? Please comment:

c) **Have you read our quarterly Newsletter?**

Yes / No

If No, would you read it if it was sent/available via:

Post / Facebook / E-mail / Text link / Website

6. Patient Access is an online facility that enables you to book, amend and cancel appointments as well as ordering repeat prescriptions. Patient Access now has a function that enables its users to retrieve (with a password) certain aspects of their medical records including: immunisations and allergies/adverse reactions.

a) **Do you currently use Patient Access?**

Yes / No

b) **If yes do you find it useful?**

Yes / No

Please expand:

c) **If you DO NOT currently use Patient Access would you like to?**

Yes / No

If No please specify a reason:

d) **Were you aware the following information can now be viewed via Patient Access after an additional registration?**

- | | | |
|---------------------------------|---|----------|
| 1. Major / Minor problems | : | Yes / No |
| 2. Medications | : | Yes / No |
| 3. Consultations (post 31.3.16) | : | Yes / No |
| 4. Documents (post 31.3.16) | : | Yes / No |
| 5. Laboratory Test Results | : | Yes / No |

e) **Would you like to use Patient Access for anything else? Please state:**

7. Making an appointment (if you have visited us in the last 12 months please answer these questions)

a) **Was the appointment with your preferred Doctor/Nurse?**

Yes / No

If No please state what you did:

b) **Was the appointment at your preferred time?**

Yes / No

If No please state what you did:

c) **Was the appointment at your preferred surgery?**

Yes / No

If No please state what you did:

d) **Have you had any problems getting an appointment when you wanted one?**

Yes / No

If Yes, what was the problem? Did the receptionist offer an alternative solution? Please comment:

e) **We now operate a "triage" system for urgent appointments and home visit requests when face to face appointments are fully booked for that day. Have you ever used this triage system?**

Yes / No

If Yes did you find this facility useful?

Yes / No

Please comment:

f) **Have you ever booked an appointment via Patient Access?**

Yes / No

8. At the surgery (if you have visited us in the last 12 months please answer these questions)

a) **Approximately how long did you have to wait to speak to the receptionist?**

0 / 1-2 / 3-5 / 6+ minutes

Please give the reason why you had to wait:

Was it too long?

Yes / No

Were you offered help by another member of staff?

Yes / No

b) **How long after your appointment time did you have to wait to be seen by the Doctor/Nurse?**

On time / 5 mins / 10 mins / 15 mins +

Was it too long?

Yes/ No

If yes please tell us which clinician : _____
Did the receptionist warn you of the delay?
Yes / No

c) **Were you given sufficient time with the clinician?**

Yes / No

If No, please state how long you were given and how much longer you required:

9. Telephone consultation (if you used this facility in the last 12 months please answer these questions)

a) **Did you find this facility useful?**

Yes / No

If no please tell us why:

b) **Were you able to speak to your preferred doctor?**

Yes / No

c) **Did they ring at the time proposed?**

Yes / No

10. Eyam is our main surgery. We have branch surgeries at Bradwell and Litton. We are interested to know what you think about branch sites

a) **Which branch surgery have you used?**

Bradwell / Litton (Please circle as appropriate)

b) **How often do you see a clinician there?**

Often / Fairly often / Rarely / Not at all

c) **What services would you like to have at your preferred branch surgery that are not there at present? Please state:**

d) **Are the surgery opening hours sufficient for you? (Please circle as appropriate)**

Yes / No

If no please state any extra hours (time, day and surgery) you would like to see it open:

e) **Do you value our branch surgeries?**

Yes / No

f) **Any suggestions for improvements at the branch surgeries? Please state:**

g) **If the branch surgery of your choice closed could you attend appointments at Eyam Surgery?**

Yes / No

h) If the branch surgery you use were to close would you remain an Eyam Surgery patient?

Yes / No

Please comment:

11. Which of the following services were you aware you could access via the surgery (please circle):

- | | | |
|------------------------|----------------------------------|-------------------------------|
| a) Podiatry | b) Physiotherapy (self-referral) | c) DRCS Talking Mental Health |
| d) Well Being Worker | e) Midwife and Maternity | g) Health Visitor |
| h) District Nurse Team | i) Citizens Advice | j) Hearing Aid Batteries |
| k) Travel Vaccinations | l) Hospital Transport | |

12. This question is about our dispensary:

a) Do we dispense medication to you?

Yes / No

b) Do you find the dispensary service efficient and useful?

Yes / No

If no please tell us why:

c) Have you suggestions for improvements to our dispensary? Please comment:

13. Can you think of anything that hasn't been covered in this questionnaire that could help Eyam Surgery to become a more effective medical practice?

14. If one improvement could be made to Eyam Surgery, what would it be?

15. What, if any, would you say is the main strength or weakness of Eyam Surgery?

Grindleford patients ONLY

16. How do you travel to the Surgery at Eyam? (please circle)

- a) Own car b) Public transport c) Lift from friend or neighbour
d) Community Bus e) Community Car Scheme e) Other _____

17. Do you collect your medication from the Sir William Hotel?

Always / Sometimes / Rarely / Never

18. Do you feel that the closure of Grindleford Surgery has affected your care in the last 12 months?

Yes / No

If Yes, please elaborate:

We would like to **Thank-You** very much for your feedback, Please feel free to use the space below to continue any longer answers you may have or to share additional views/ideas.
