

Bow Medical Practice

Patient Participation Group Questionnaire

Do you know when the Practice is open? YES NO

Do you know the GP surgery times? YES NO

Do you know what Services we offer? YES NO

Do you know what other services are available e.g. physiotherapy, out of hours? YES NO

How do you get to the Practice Cycle Walk Car Bus other.....

Do you know how to book an appointment? YES NO

When booking an appointment were given an appointment that suited you? YES NO

When speaking to the receptionist did you feel you had enough privacy? YES NO

If no please comment:-

Do you feel you know when you should go to your GP? YES NO

Do you feel you can see the GP of your choice when you want to? YES NO

Did you feel enough time was given to you from the GP/Nurse for your visit? YES NO

If no please comment;-

Do you feel involved in the decisions made during your visit. YES NO

If no please comment:-

When prescribed your medicine did you understand why you were prescribed it YES NO

When the GP referred you to a specialist, did the appointment system work well? YES NO

N/A if No please comment;-

On returning visits for the same treatment did feel you have conflicting information from the GP's/Nurses YES NO

Did you feel assured as a result of your visit to the GP/Nurse? YES NO

Do you have difficulty in collecting your prescriptions? YES NO

if Yes please state why?

Have you had your repeat prescription reviewed in the past year? YES NO

Does the Practice help you to help yourself? YES NO

Are you aware of the Free NHS Health Checks for 40-74yr olds? YES NO

Are you aware of the new NHS 111 service? YES NO

Are you aware of the complaints procedure? YES NO

How would you like us to contact you? Phone email Text

Would you like to receive a text reminder the day before your appointment? YES NO

Do you look at Practice Web Site: Daily Weekly Monthly Never

I didn't know there was one I have no access to the Web

Have you registered for the online appointment booking facility. YES NO

Do you look at the Practice Facebook page? YES NO

If you would like to comment on any issue relating to the Practice please comment briefly below:

Thank you for taking the time to complete this questionnaire