

Bow Medical Practice

Patient Participation Group Questionnaire

	YES	No	No	No	No	No	No
Do you know when the Practice is open?	92	NO	8				
Do you know the GP surgery times?	90	NO	10				
Do you know what Services we offer?	72	NO	28				
Do you know what other services are available e.g. physiotherapy, out of	53	NO	41				
How do you get to the Practice			Cycle	1 Walk	21 Car	75 Bus	
Do you know how to book an appointment?	90	NO	2				
When booking an appointment were given an appointment that suited you?	95	NO	5				
When speaking to the receptionist did you feel you had enough privacy?	95	NO	5				
If no please comment:-							
Do you feel you know when you should go to your GP?	96	NO	3				
Do you feel you can see the GP of your choice when you want to?	89	NO	9				
Did you feel enough time was given to you from the GP/Nurse for your visit?	91	NO	2				
If no please comment:-							
Do you feel involved in the decisions made during your visit.	98	NO	1				
If no please comment:-							
When prescribed your medicine did you understand why you were prescribed	96	NO	2				
When the GP referred you to a specialist, did the appointment system work well? N/A if No please comment:-	84	NO	4 NA	5			
On returning visits for the same treatment did feel you have conflicting information from the GP's/Nurses	28	NO	56				
Did you feel assured as a result of your visit to the GP/Nurse?	95	NO	2				
Do you have difficulty in collecting your prescriptions? if Yes please state why?	12	NO	82				

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Have you had your repeat prescription reviewed in the past year?	YES	68	NO	20								
Does the Practice help you to help yourself?	YES	92	NO	1								
Are you aware of the Free NHS Health Checks for 40-74yr olds?	YES	52	NO	40								
Are you aware of the new NHS 111 service?	YES	84	NO	16								
Are you aware of the complaints procedure?	YES	51	NO	49								
How would you like us to contact you?					Phone	87	Email	22	Text	28		
Text reminder the day before your appointment?	YES	35	NO	51								
Do you look at Practice Web Site:					Daily	1	Weekly	2	Monthly	24	Never	57
					DNK	6		NA		9		
Have you registered for the online appointment booking facility.	YES	3	NO	89								
Do you look at the Practice Facebook page?	YES	8	NO	88								

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Comments on issues relating to the Practice

I have access to the web but prefer not to use it.

Not aware of complaint procedure - Don't need to!!

Did not realise that RX are cash/cheque only

It is a very welcoming surgery

Didn't know there was a Facebook page

Extremely good service - North Tawton Pharmacy

In comparison to other areas in which I have lived the service here is fantastic

? - Enough time R - always seem rushed

Not aware of complaint procedure - Don't need it

When referred the specialist failed to notify me of instructions of appointment

?Preferred method of contact R- Letter

All in all, very good experience general from GP's, Nurses and Staff. We are very lucky in many respects!

Did not know about the online booking facility

Not perfect but getting there

Didn't know about the practice Facebook page but will look

No appointments free so came to am drop in

Rang 111 service out of hours for advice about my son - fantastic service, quick, easy and reassuring!

Please could you sell specimen bottles and pill cutters to save a trip to Crediton.

? Collect RX R- I work and get back late

Still waiting for a hernia appointment

V.satisfied

? Reception R - No when there's a certain one who shows no respect to you!!

Sometimes fee a tad rushed/ not by all GP's!

No continuity for treatment

It would be useful to be able to email the Dr's over minor points, when an answer within 2-3 days would be satisfactory rather than take up time with an appt.