



# Are you satisfied?

Thank you for your feedback for the last Survey.

We have spent 12 months making some improvements based on your suggestions.

This survey is to check our progress

I have noticed an improvement over the past 12 months (please circle)

<b>Our website</b>	Not at all	1	2	3	4	5	Totally
<b>Prescriptions</b>	Not at all	1	2	3	4	5	Totally
<b>The phone lines</b>	Not at all	1	2	3	4	5	Totally
<b>Children's play area</b>	Not at all	1	2	3	4	5	Totally
<b>Signage</b>	Not at all	1	2	3	4	5	Totally
<b>Queuing at the front desk</b>	Not at all	1	2	3	4	5	Totally
<b>Waiting area art work &amp; ambience</b>	Not at all	1	2	3	4	5	Totally
<b>Availability of GP Appointments:</b>	<b>Urgent</b>	1	2	3	4	5	<b>Routine</b> 1 2 3 4 5
<b>GP Phone appointments</b>	<b>Urgent</b>	1	2	3	4	5	<b>Routine</b> 1 2 3 4 5
<b>Availability of nurse appointments:</b>	<b>Urgent</b>	1	2	3	4	5	<b>Routine</b> 1 2 3 4 5

Any comments on the above or other improvements noticed?

# We would like to continue to improve the care we give at Poplar Grove

Please tick (or add your own) the top 3 areas we should concentrate on over the next 12 months

- **Waiting area** – improved notice boards, community board, self-help leaflets
- **More community events** e.g. exercise classes, mindfulness groups, coffee mornings
- **Communication** from the practice e.g. website, news letters

## GP Appointments

- Improving **booking** appintemnts: Online  Over the phone  At the surgery
- Availability of **routine** appointment (even if I had to wait 6 weeks)
- Availability of **urgent** appointments
- Improved continuity seeing i.e. same GP or group of GPs
- I would like the option of contacting a GP via email  via video link e.g. facetime/skype

**Nurse Appointments**  For what?.....

Any other suggestions:

## Finally a little about you:

How old are you?  Male  Female  What is your ethnic group?

## Please tick any that apply:

- I am a patient  I am a carer  I am a member of staff
- I have a long term medical condition  I have a child / children under 5 years old

## I visit the surgery approximately:

Less than once a year  1-3 times a year  4-10 times a year  Monthly  Weekly

If I can contact you, please leave your email address here.....