

**Deddington**  
Health Centre  
Patient Survey 2013/14

We constantly strive to try and improve the level of service we provide to our patients.  
Please help us to gain your views by completing this short survey.  
Thank You

		Excellent (Score 5)	V Good (Score 4)	Good (Score 3)	Fair (Score 2)	Poor (Score 1)
<b>About the Practice</b>	1	Your level of satisfaction with the practice's opening hours				
	2	Ease of contacting the practice on the telephone				
	3	Satisfaction with the day and time arranged for your appointment				
	4	Chance of seeing a doctor/nurse within 48 hours				
	5	The ability to book appointments more than 48 hours in the future				
	6	Chances of seeing a doctor/nurse of <b>your</b> choice				
	7	Opportunity of speaking to a doctor/nurse on the telephone when necessary				
	8	Opportunity to email a doctor at the surgery				
	9	Comfort level of waiting room (eg. Chairs, magazines)				
	10	Length of time waiting in the practice				
	11	Opportunity to see the same doctor about an ongoing condition				
	12	Your ability to book a Specialist Nursing Clinic (if appropriate)				
<b>About the Doctor</b>	13	My overall satisfaction with my last visit to the doctor was				
	14	The opportunity the doctor gave me to express my concerns or fears was				
	15	The recommendation I would give my friends about this doctor would be				
<b>About the Staff</b>	16	The manner in which you were treated by staff				
	17	Respect shown for your privacy and confidentiality				
<b>About Dispensary</b>	18	Your level of satisfaction with our Dispensary				
	19	Ease of ordering repeat prescriptions				
	20	Ease of collecting your prescription (either at the surgery or via village deliveries)				

<b>Finally</b>	21	Information provided by the practice about its services (via the newsletter, our new website, practice leaflet, etc.)					
	22	The opportunity for making compliments or complaints to the practice about its service and quality of care					
	23	The information provided by this practice about how to prevent illness and stay healthy (e.g. Alcohol use, health risks of smoking, diet habits, etc.)					
	24	What is your overall level of satisfaction with the Surgery?					
<b>Out Of Hours</b>	<b>Although we do not have control of the Out Of Hours service we would appreciate your views</b>						
			Yes	No			
	25	Have you used the 111 service in the last 12 months?	<input type="radio"/>	<input type="radio"/>			
			Excellent (Score 5)	V Good (Score 4)	Good (Score 3)	Fair (Score 2)	Poor (Score 1)
26	If so, how would you rate the service?						
<b>Village Medication Deliveries</b>	Issues have been raised by the Care Quality Commission (CQC) about the safety of medication deliveries to villages. The surgery therefore needs to assess the risk of this service.						
	<b><u>The following questions are only for those patients who pick up medications from these village locations.</u></b>						
			Excellent (Score 5)	V Good (Score 4)	Good (Score 3)	Fair (Score 2)	Poor (Score 1)
	27	How would you rate this service?					
			Yes	No			
28	Do you feel that this service is safe?	<input type="radio"/>	<input type="radio"/>				

Any comments about how the practice could improve its service?

The following questions provide us only with general information about the range of people who have responded to this survey. We will not be able to identify you from your personal responses.

What age group are you in? (Please select from the following options):

Under 25      25-59      60+  
           

Are you male or female? (Please select from the following options):

Male      Female      Prefer Not to say