

PRG questionnaire for the Hall practice

General issues; (circle the tiny 'R' to respond)

1/ how would you rate the clinical care given to you by doctors and nurses?

Excellent good average poor very poor

2/ what is your experience of getting an appointment ?

Very easy easy variable difficult very difficult

3/ how would you rate our opening hours ?

Excellent good average poor very poor

4/ how would you rate the check in process and your experience in reception ?

Excellent good average poor very poor

More specific issues:

5/ we have a personal list system, meaning where possible, you will be seen by your own doctor. Do you find this helpful?

Very helpful helpful neutral unhelpful very unhelpful

6/ we also have a personal secretary system, meaning each doctor /office has their own secretary, to help with queries and appointments. Do you find this helpful?

Very helpful helpful neutral unhelpful very unhelpful

7/ do you find the receptionists helpful ?

Very helpful helpful average unhelpful very unhelpful

8/ how would you rate the reception/ waiting areas?

Very good good average poor very poor

9/ Getting through to your own doctor's secretary on the phone is—

Very easy(< 1 min) easy(<2 min) variable difficult(often had to wait or call back) very difficult(nearly always had to wait or call repeatedly)

10/. How available do you find aptments to book with your OWN doctor?

Very easy easy variable difficult very difficult

11/. How available do you find aptments to book with ANY doctor?

Very easy easy variable difficult very difficult

12/. How available do you find aptments to book with a practice nurse?

Very easy easy variable difficult very difficult

13/. How easy is it to book aptments in ADVANCE ?

Very easy easy variable difficult very difficult

14/. How easy is it to get A SAME DAY APTMENT ?

Very easy easy variable difficult very difficult

15/. If you get repeat medication , which system do you use ? (if you don't leave question 15 and 16 blank)

Leave script at the practice post the script to the practice
 leave the repeat script at the chemist fax the script
 renew the script via our web-page

16/ how would you rate that process?

Very easy easy variable difficult very difficult

If you think current services could be improved ,what improvements would you like to see at the hall practice ?

	essential	desirable	Indifferent	Not wanted
Improving the reception/check-in				
Early morning GP/nurses aptments				
Evening GP/nurses aptments after 6.30pm				
Saturday morning GP/nurses aptments				
Improved telephone access				
Improved repeat prescribing				
Improved access to own Doctor				
<i>Improved access to ANY doctor</i>				
<i>Easier SAME DAY aptments</i>				
Easier ADVANCE BOOKING				



if you have any other comments
or brainwaves –please let us know !
