

King's Family Practice

Improving practice Questionnaire 2015/16

1. What gender are you?



2. What is your age range?



3. What is your ethnicity?



4. How often you come to the practice?



5. Do you use the following and how frequently?

5.1 NHS 111 – Phone Service



5.2 NHS Walk In centre/s



5.3 Out of Hours service



5.4 Hospital Accident & Emergency Department



5.5 Other services due to lack of appointments at the surgery

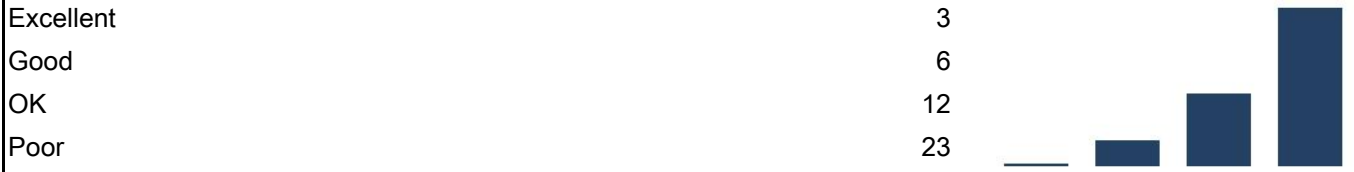


6. Please rate the services below?

6.1 Surgery Opening Times:



6.2 Appointment System:



6.3 Information to Patients:

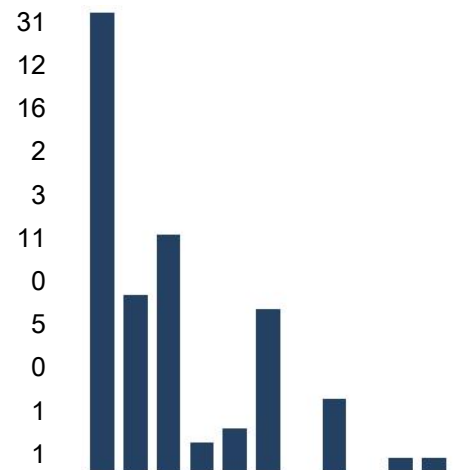


6.4 Repeat prescription scheme:



7. What would you do if, when calling the surgery for an appointment one morning or afternoon, they advised you that all the appointments were taken for that day? (please tick all that apply)

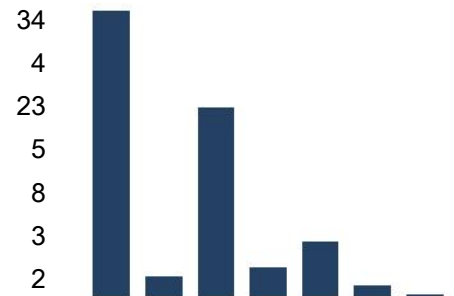
- 7.1 Try again the next day or afternoon
- 7.2 Speak to a local pharmacist
- 7.3 Go to the Medway walk in centre
- 7.4 Go to a Minor Injuries Unit
- 7.5 Access the Patients.co.uk website to get help or advice
- 7.6 Contact NHS 111 Service
- 7.7 Contact 999
- 7.8 Go to the Hospital A&E
- 7.9 Seek help on the 'Health Help Now' website or mobile app
- 7.10 Contact another doctor
- 7.11 Other, please specify



Free text answers have been omitted

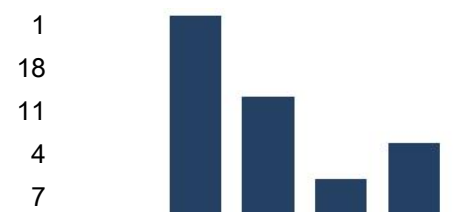
8. What surgery services do you use?

- 8.1 Repeat prescriptions
- 8.2 Healthy living advice and guidance
- 8.3 Blood testing
- 8.4 Fit for work
- 8.5 Mental Health support
- 8.6 Contraception advice and guidance
- 8.7 Other, please specify.



9. How frequently do you use the services that the surgery provides?

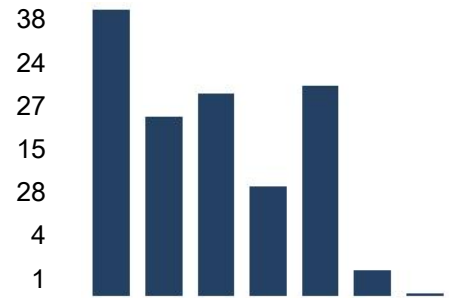
- Every week
- Every month
- Every three months
- Once a year
- Other (please specify)



Free text answers have been omitted

10. Have you access got access to or know how to contact the following services? (tick all that apply)

10.1 Your local pharmacy	38
10.2 Medway Walk in Centres that provides access from 8 to 8 every day	24
10.3 NHS 111	27
10.4 Local minor injuries unit	15
10.5 The King's Family Practice website	28
10.6 'Health Help Now' website or mobile app etc.	4
10.7 Other (please specify)	1



Free text answers have been omitted

11. Do you have access to, own or use any of the following? (tick all that apply)

11.1 Mobile Phone	42
11.2 Computer	33
11.3 Tablet device	29
11.4 Other (please specify)	0



Free text answers have been omitted

12. Would you like to see the Practice provide other Health related services?

Do you have any other suggestions that may help improve the services that we offer? This could include other appointment times or services that would assist your current life style and working pattern.

Free text answers have been omitted

13. Do you know and/or understand what the surgery PPG, (Patient Participation Group), are and what they do?

Yes	14
No	27



14. Are you happy with the current appointment system?

Yes	13
No	31



If your answer is No the how would you like to see it change? (please use box below)

Free text answers have been omitted