



**CROSS STREET SURGERY
PATIENT SURVEY - 2011**

**To All Patients..... We have a new Practice Manager,
Kerry D'Silva, and she would like your help !!**

We would like your views on how this practice can move forward and improve. Could we ask that you please take 5 minutes to complete the following survey and hand it back to the reception:

Waiting Time & Waiting Area

1. In the Reception Area, can other patients overhear what you say to the Receptionist?

Yes, but don't mind	0
Yes and am not happy about it	0
No, other patients can't overhear	0
Don't know	0

2. How helpful do you find the receptionists at the Surgery ?

Very	0
Fairly	0
Not very	0
Not at all	0

3. How long after your appointment time do you normally wait to be seen?

I am normally seen on time	0
5 to 15 minutes	0
15-30 minutes	0
More than 30 minutes	0
Can't remember	0

4. Is there any improvements that could be made to the waiting area ?

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Appointments

5. How do you normally book your appointments to see a doctor or nurse at the Surgery ? *Please tick all the circles that apply*

In person	0
By phone	0
In writing	0

6. Are there any other methods you would prefer to book an appointment at the surgery ?

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7. If you were unable to be seen within 2 weekdays , why was that? Please tick all the circles that apply

There weren't any appointments	<input type="radio"/>
Times offered didn't suit	<input type="radio"/>
Appointment was with a doctor who I didn't want to see	<input type="radio"/>
A nurse was free but I wanted to see a doctor	<input type="radio"/>
Another reason	<input type="radio"/>
Can't remember	<input type="radio"/>

Opening Hours

8. Are you satisfied with the current opening hours ? YES / NO

9. Are you aware of the current opening hours ? YES / NO

Monday 8.30 am – 7.00 pm (Dr Rigby late surgery)
Tuesday 8.30 am - 6.30 pm
Wednesday 8.30 am – 7.00 pm (Dr Cox and Dr Pinto late surgery)
Thursday 8.30 am – 6.30 pm
Friday 8.30 am – 6.30 pm
No weekends

10. Your Comments On Overall Improvements That Could Be Made To The Surgery

Male / Female

Tick Age Group: 16-29 30-50 50-70 over 70

How would you describe your ethnicity ?

IF YOU ARE INTERESTED IN JOINING THE PATIENT GROUP PLEASE GIVE YOUR DETAILS TO THE RECEPTION – WE WOULD WELCOME MORE MEMBERS !!!

Many thanks for taking the time to complete this survey, we will be publishing the findings on the new Patient Panel Notice Board and new website for the surgery which will be coming soon.