

## About You

Are you

- Male
- Female

How old are you?

- Under 16
- 16-44
- 45-64
- 65-74
- 75 or over

Do you have any longstanding illness, disability or infirmity?

- Yes
- No

Which ethnic group do you belong to?

- White
- Black or Black British
- Asian or Asian British
- Mixed
- Chinese
- Other ethnic group

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# Castleton Health Centre

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## Patient Survey 2014

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CHC Patient Participation Group



Dear Patient,

We would be grateful if you would complete this survey about your dealings with Castleton Health Centre. It has been designed by our Patient Participation Group to help us identify areas that may need improvement and we value your opinions.

Please answer ALL the questions that apply to you. If you find it difficult to complete, you may wish to ask a carer or friend to help. There are no right or wrong answers and we shall not be able to identify your individual responses.

The findings of this survey and actions proposed will be displayed in the surgery and published on our website ([www.castletonhealthcentre.co.uk](http://www.castletonhealthcentre.co.uk)) by the end of March. With many thanks for your help.

CHC Patient Participation Group

PS the Patient Participation Group welcomes new members – please ask at reception if you would like to join.

**Thank you for your participation. Please place the completed survey in the box at reception.**

<b>SURVEY: QUESTIONS and COMMENTS</b>	
<p>Q1a what is a <i>reasonable length of time to wait</i> for a <b>ROUTINE</b> GP or Practice Nurse appointment?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Within three days?</li> <li><input type="checkbox"/> Within four days?</li> <li><input type="checkbox"/> Within a week?</li> <li><input type="checkbox"/> Within 10 days?</li> <li><input type="checkbox"/> Within a fortnight?</li> </ul>	<p>Q1b Were you able to book your most recent appointment within this time?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> I don't know</li> </ul>
<p>Q2 How <i>easy is it to get an appointment for an URGENT medical problem</i> at Castleton Health Centre?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Easy</li> <li><input type="checkbox"/> Difficult</li> <li><input type="checkbox"/> I don't know</li> </ul>	<p>Q3 Have you found the automated appointment booking system useful?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> I didn't know about it</li> </ul>
<p>Q4a Have you used the <i>automated blood pressure machine</i> in the waiting room?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes</li> <li><input type="checkbox"/> No</li> <li><input type="checkbox"/> Didn't know about it.</li> </ul>	<p>Q4b What do you think about it?</p>
<p>Q5a We are considering sending text reminders for routine services such as flu jabs or BP clinics. Would you find this helpful?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Yes, it would be useful</li> <li><input type="checkbox"/> No, I would not want it</li> <li><input type="checkbox"/> Unsure</li> </ul>	<p>Q5b Which would be the best way to remind you about routine services (such as flu jab clinics)?</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Posters in the practice</li> <li><input type="checkbox"/> Message on practice phone line.</li> <li><input type="checkbox"/> Written information on prescription slips</li> <li><input type="checkbox"/> Posters in local businesses</li> </ul>
<p>Q6a <i>What do you like most</i> about Castleton Health Centre?</p>	<p>Q6b <i>What do you most dislike</i> about Castleton Health Centre?</p>

**Thank you for your participation. Please place the completed survey in the box at reception.**