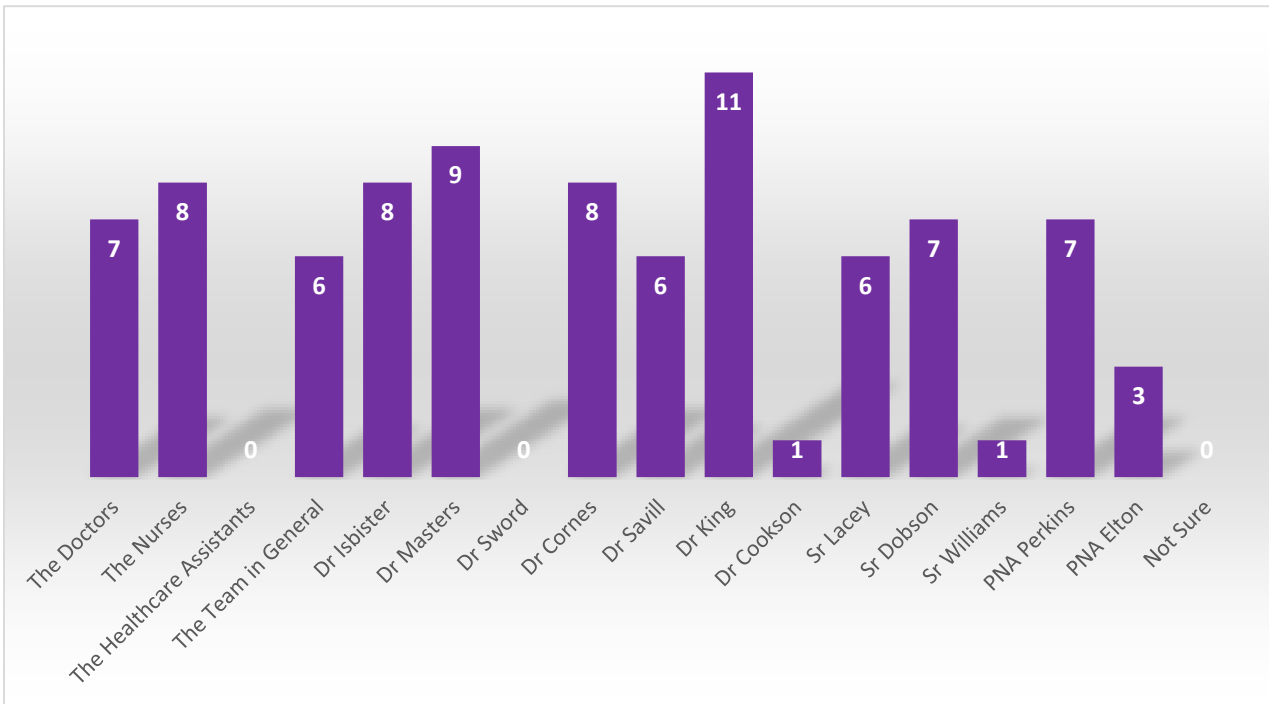


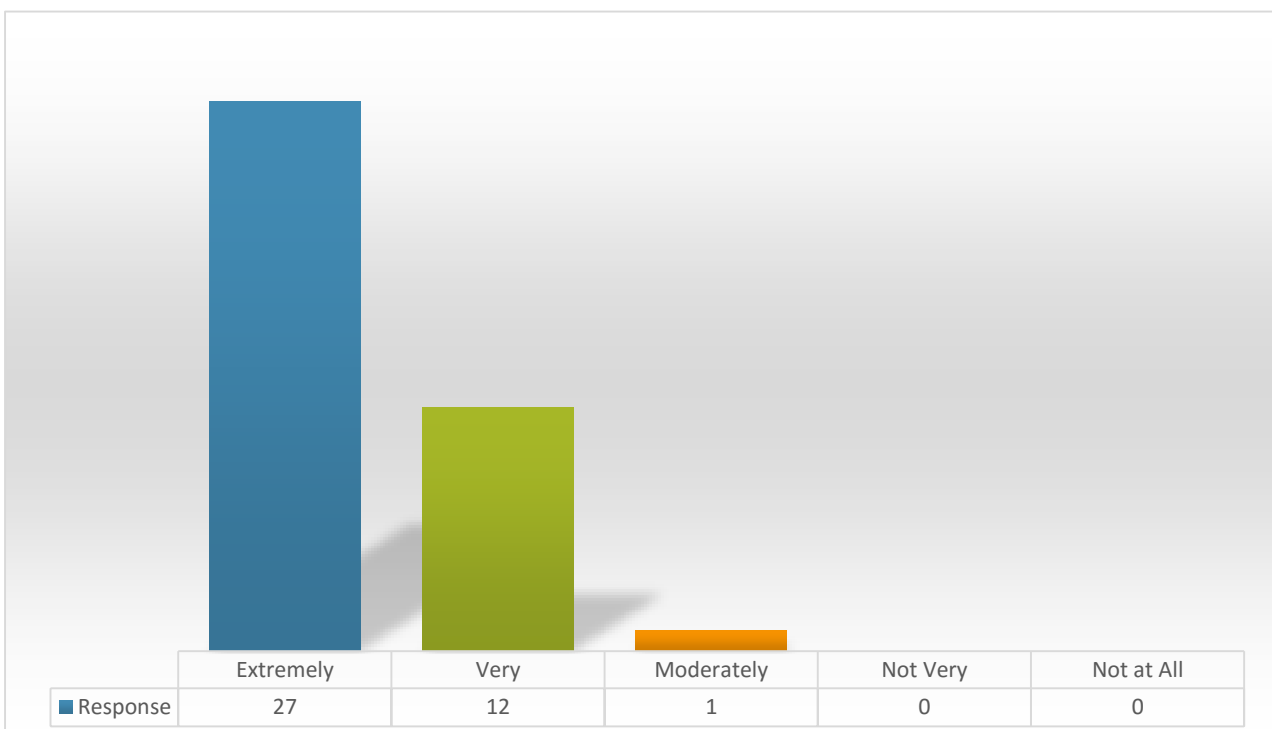
Mansfield Park Surgery - Patient Survey 2016

Quality of Care Provided by Doctors, Nurses and Healthcare Assistants

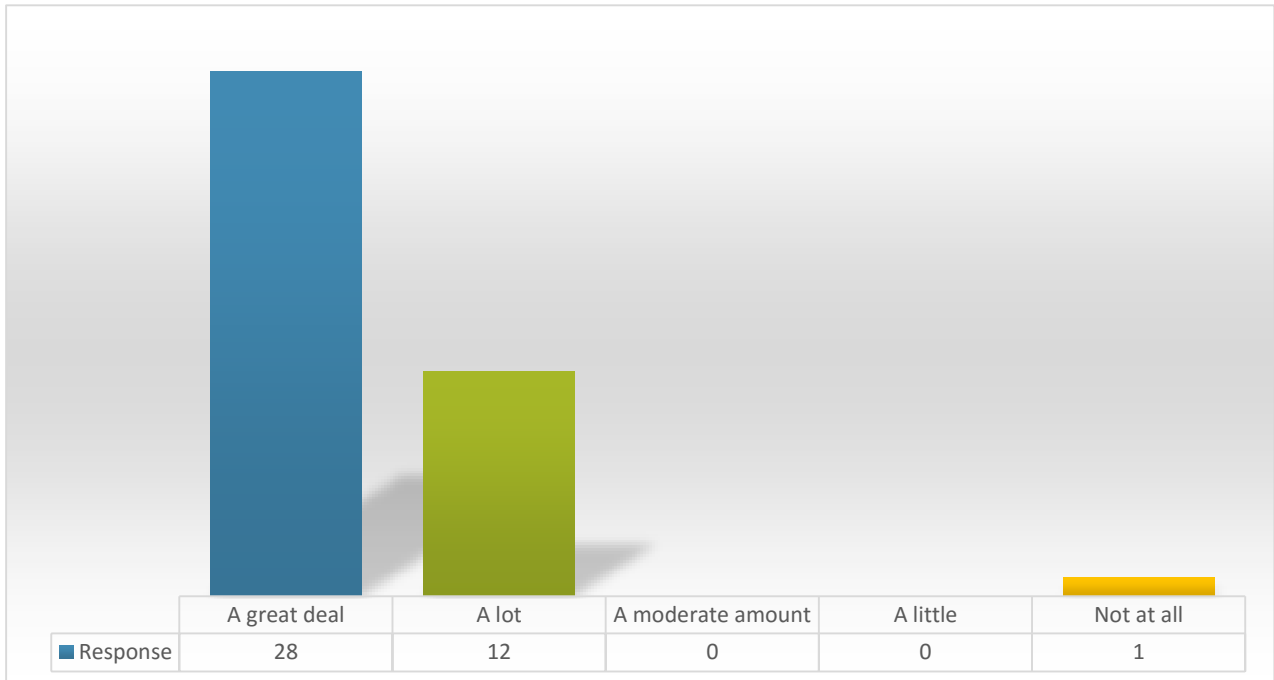
- We would like to know what you think of our team here at Mansfield Park Surgery. Please choose a member of the team you have had a recent experience with (please circle); alternatively, you can keep your comments general by choosing a group. Please try to base your answers on your **recent** experiences rather than past experiences.



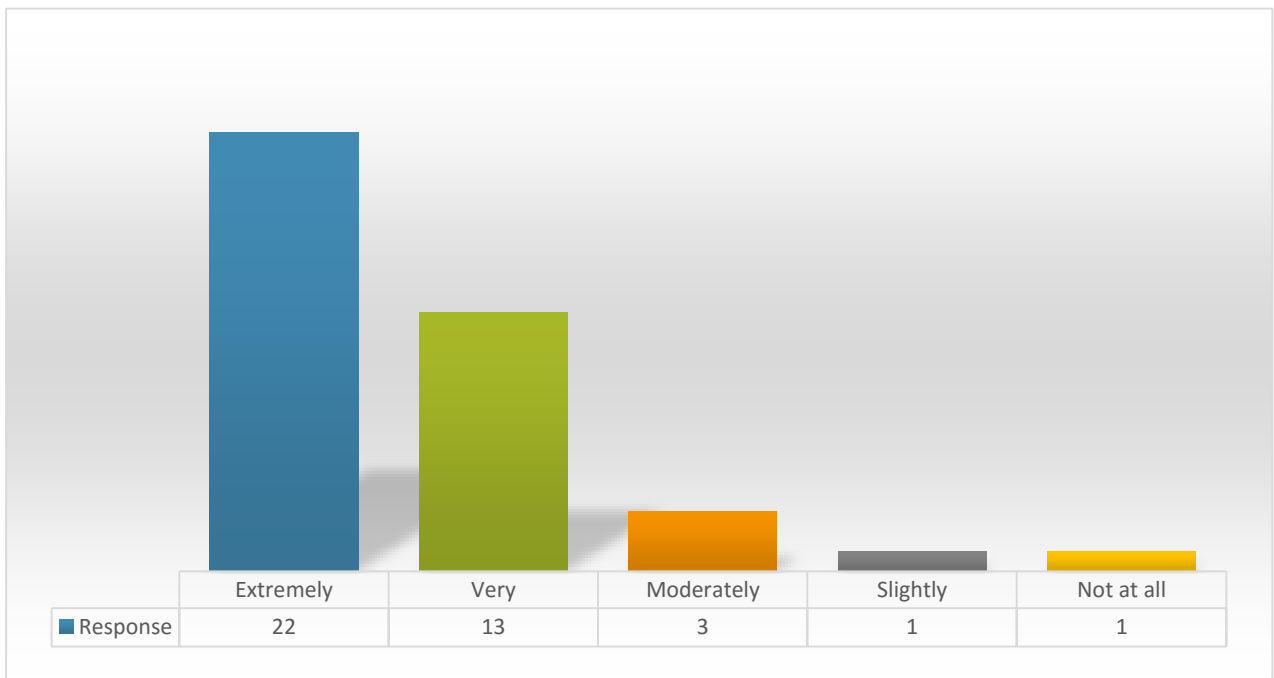
- How welcome and relaxed did they make you feel?



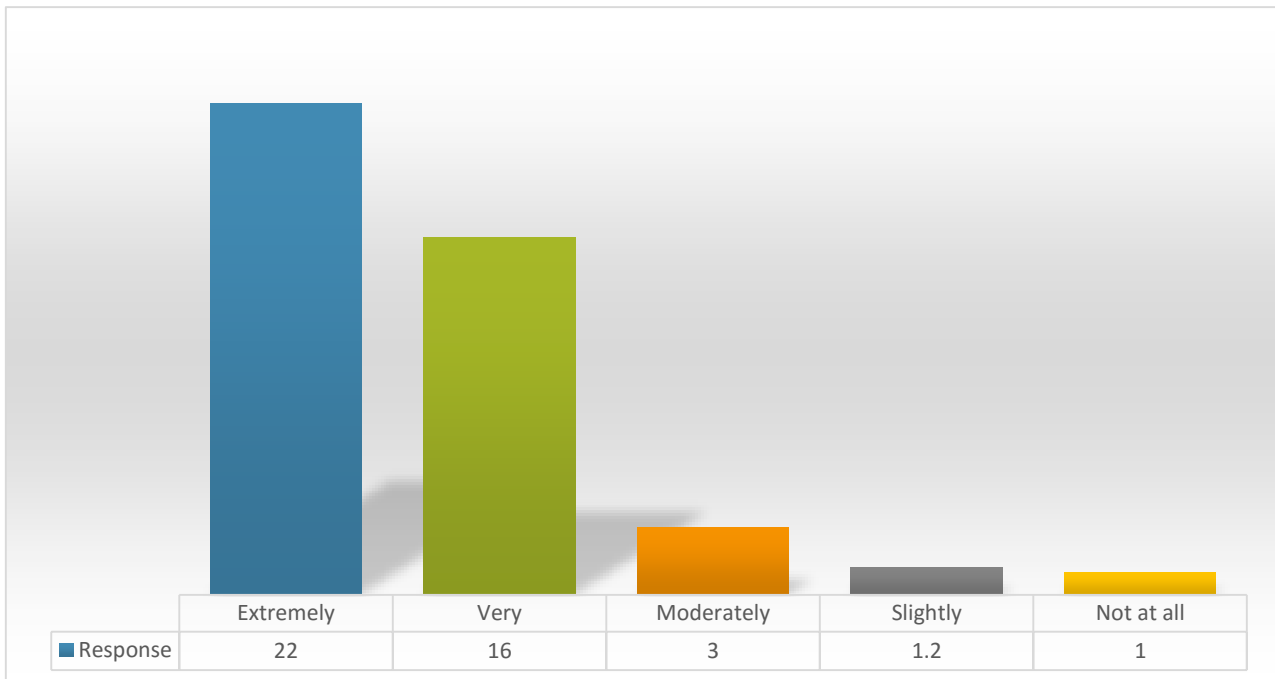
3. How much do you trust them to make medical decisions that are in your best interests?



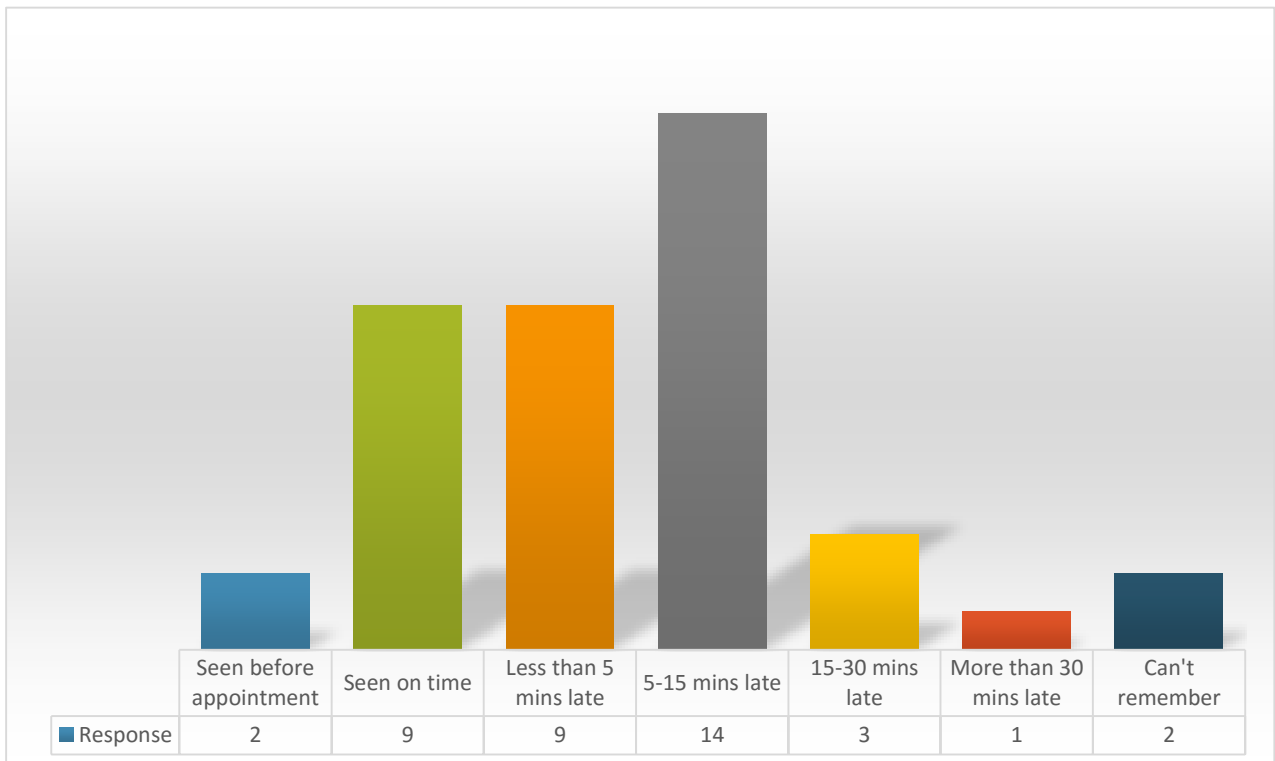
4. How helpful are they at explaining your medical conditions?



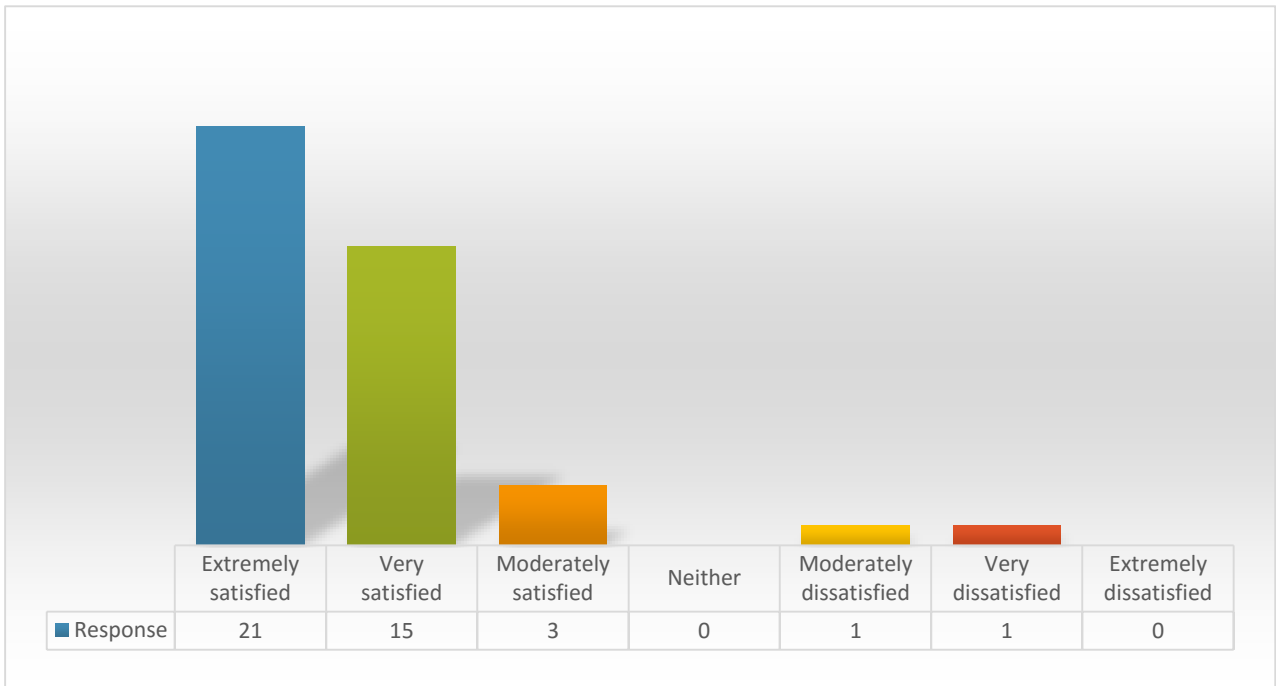
5. How well do they listen to you?



6. About their timekeeping. Do they run late? How long after your appointment time do you normally wait to be seen?



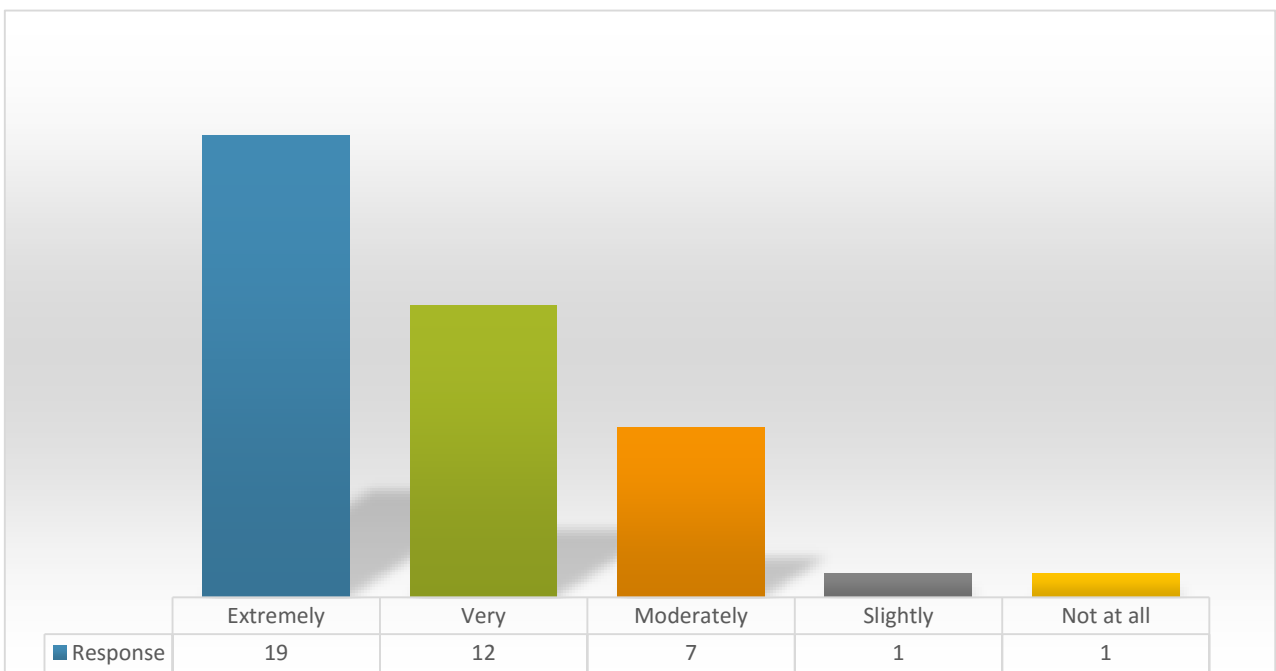
7. Overall, are you satisfied with them, neither satisfied nor dissatisfied with them, or dissatisfied with them?



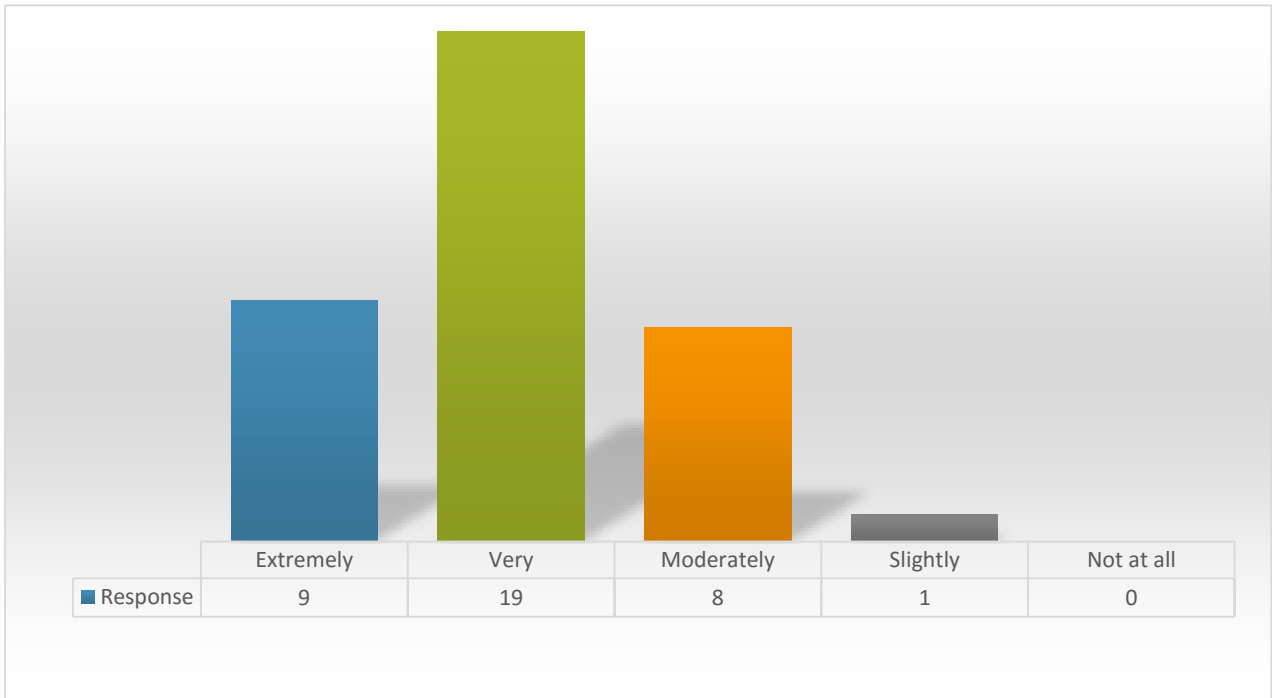
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**Satisfaction with the Reception and Admin Staff at Mansfield Park Surgery**  
 Quality of Care Provided by Reception and Admin Staff

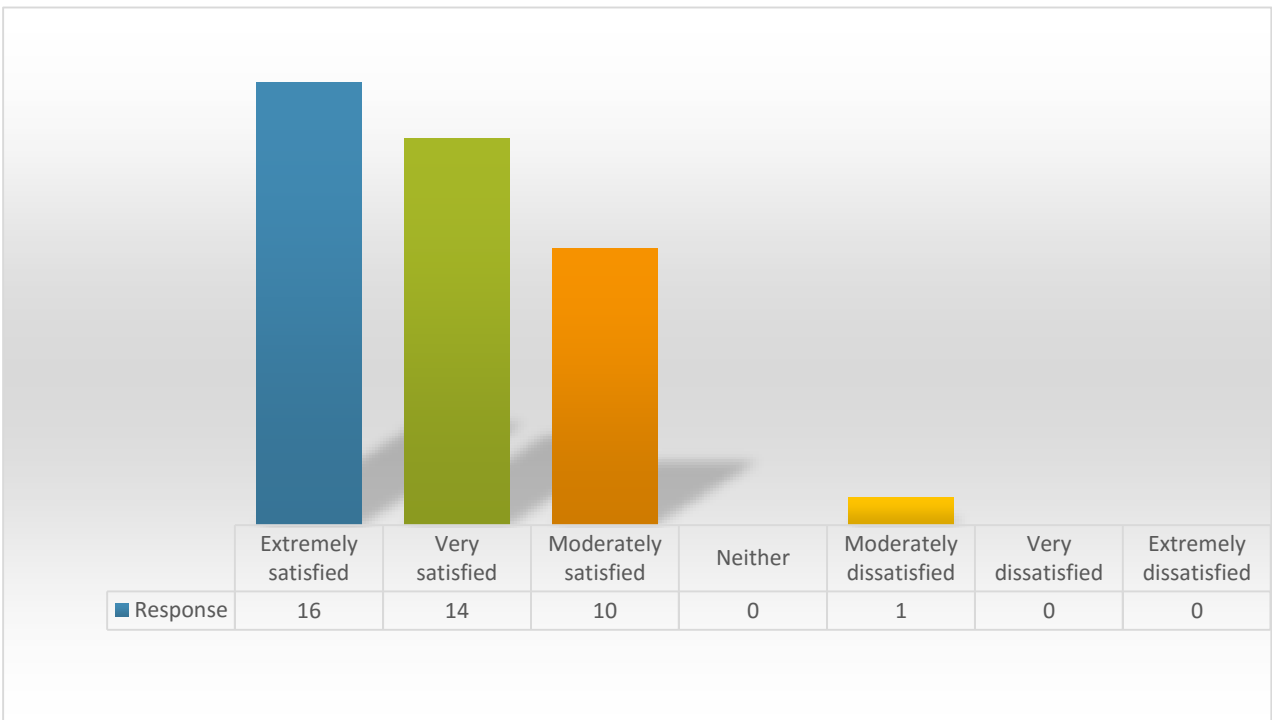
1. How friendly are Mansfield Park Surgery staff?



2. How knowledgeable are Mansfield Park Surgery staff?



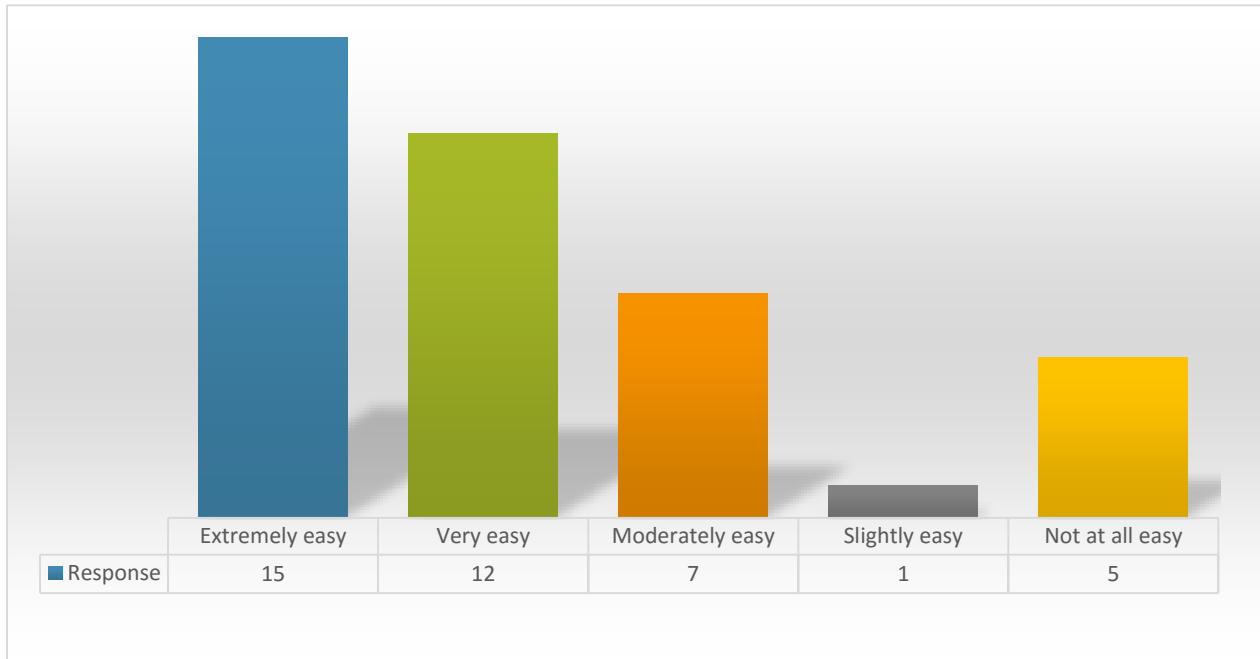
3. Overall, are you satisfied with Mansfield Park's Reception Staff?



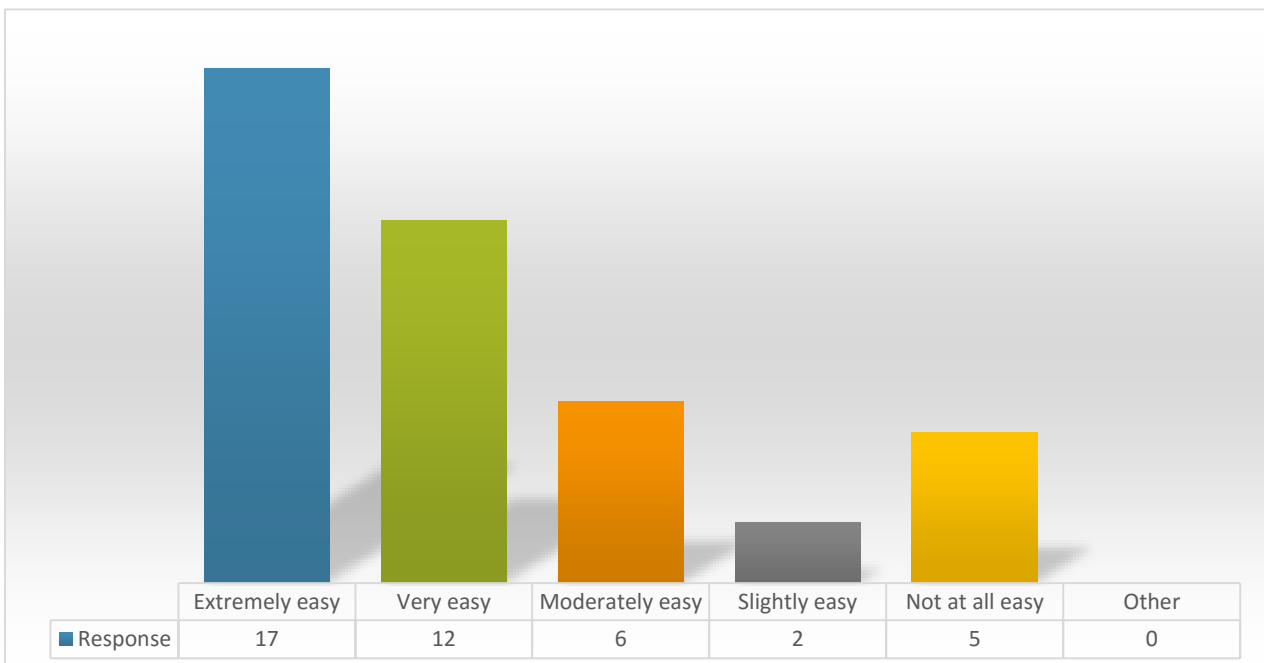
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Access to appointments and advice

1. How easy is it to organise an urgent appointment with a doctor or nurse if you feel that your problem is urgent and cannot wait for a routine appointment?

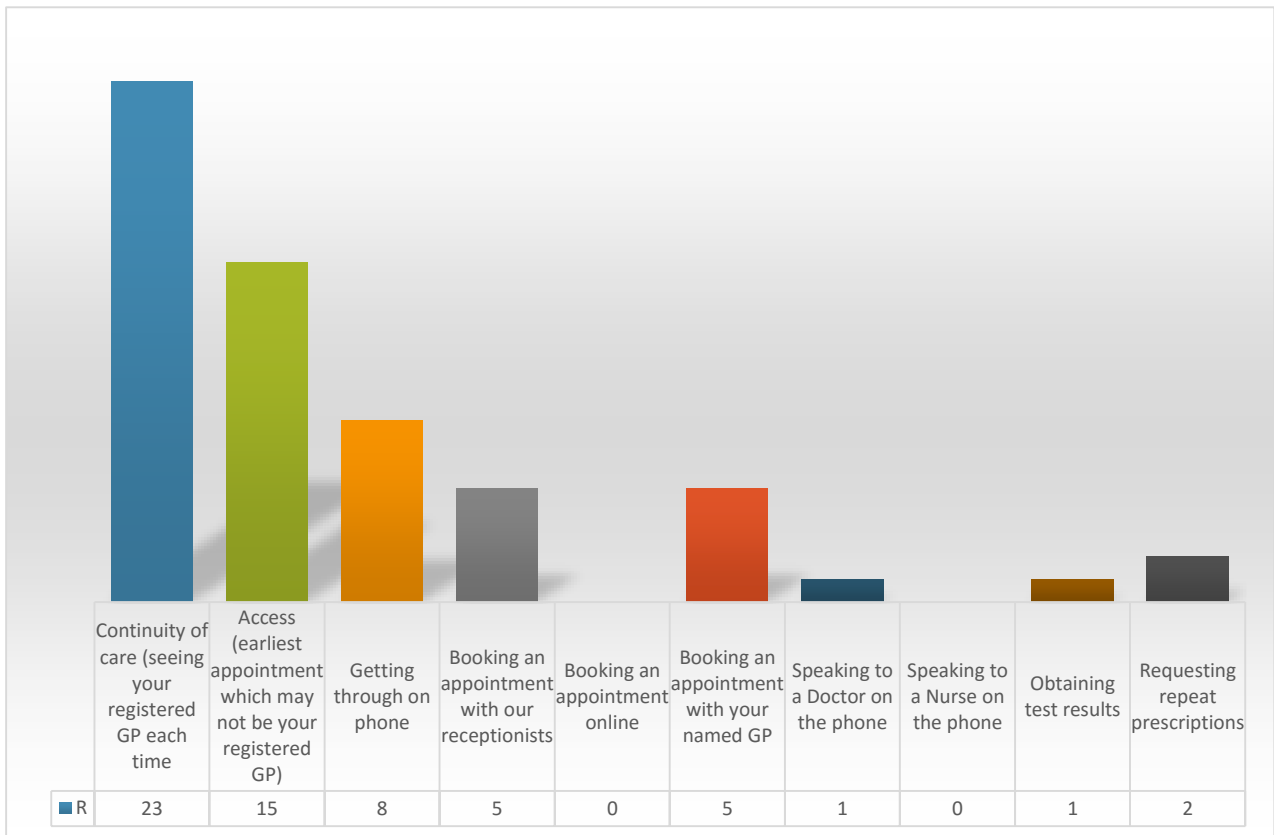


2. How easy is it to book routine or follow up appointments with a doctor or nurse several weeks ahead?

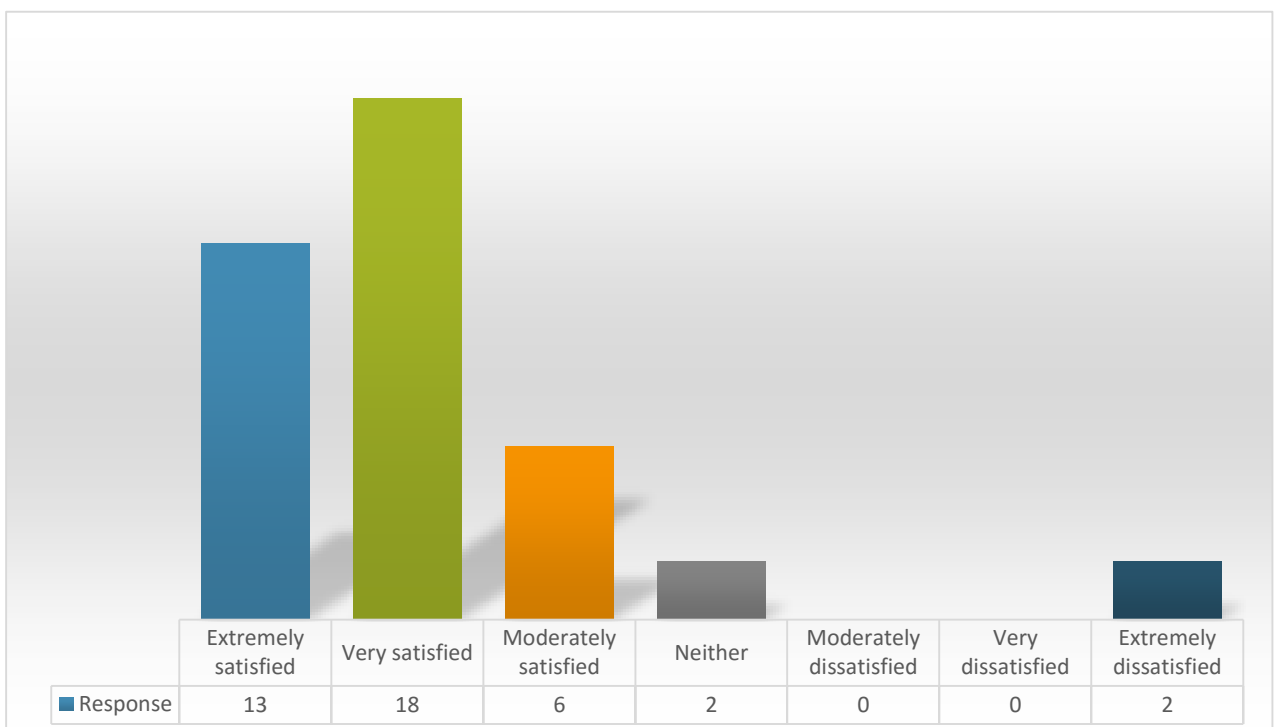


Other (please specify)

3. What's more important to you when booking a routine appointment?

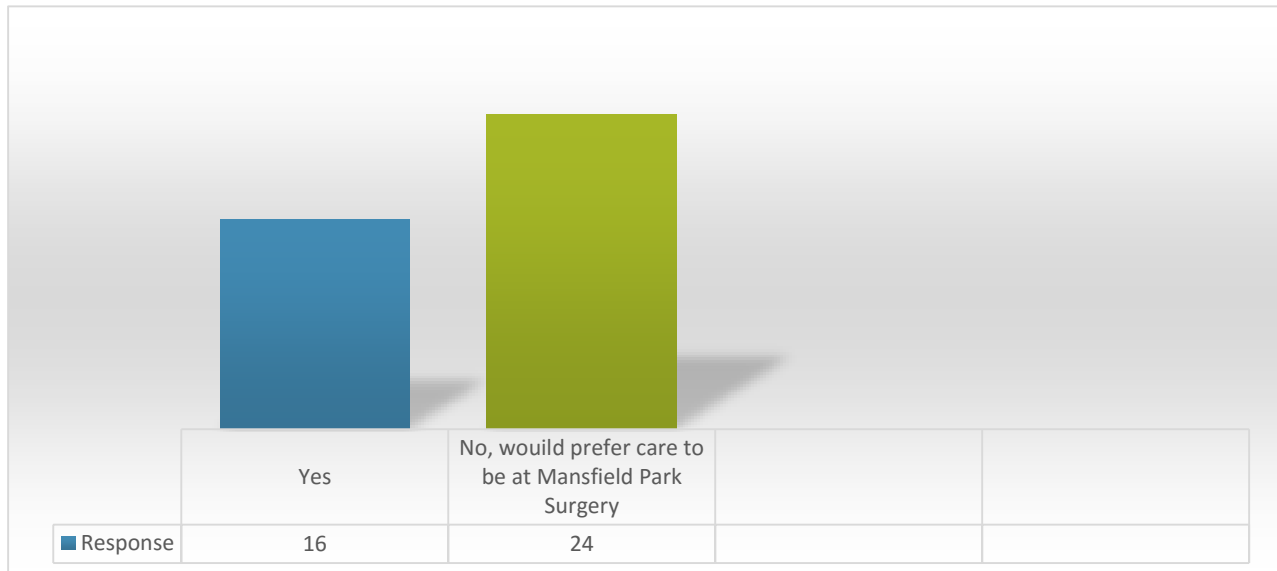


4. How satisfied are you with the surgeries consulting opening hours (Mon 08:00 - 18:30, Tue to Fri 07:00 -18:30)?

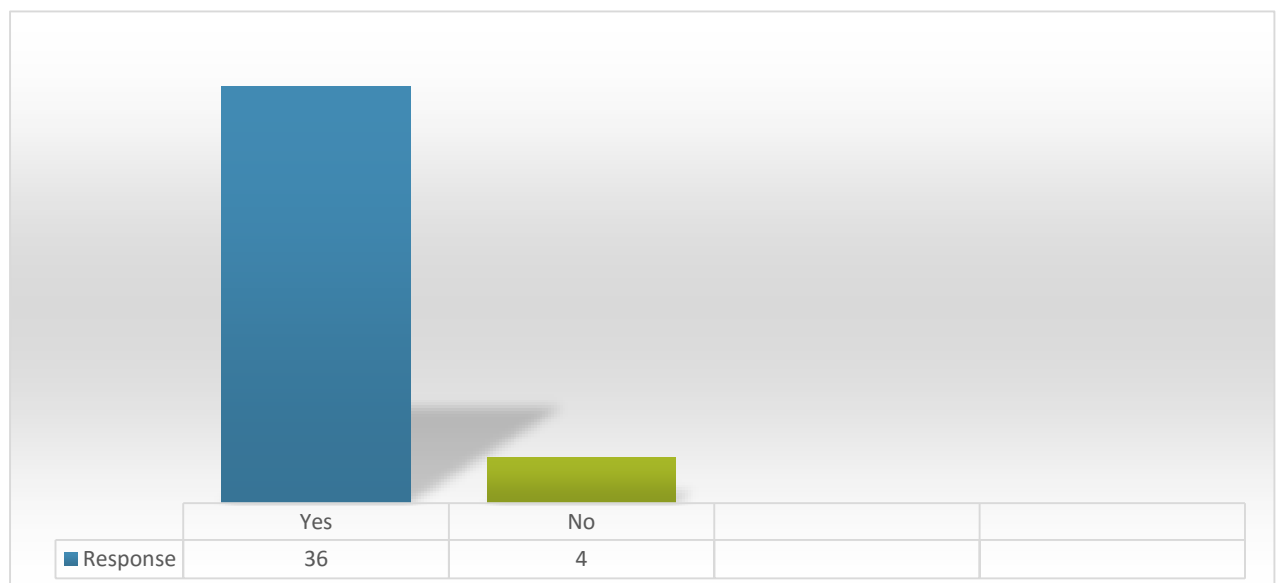


As you may be aware, the government are keen for GPs to adopt new ways of working which may include working collaboratively with other surgeries and increasing routine opening hours to 8am to 8pm 7 days per week. The following questions relate specifically to your thoughts on these possible scenarios.

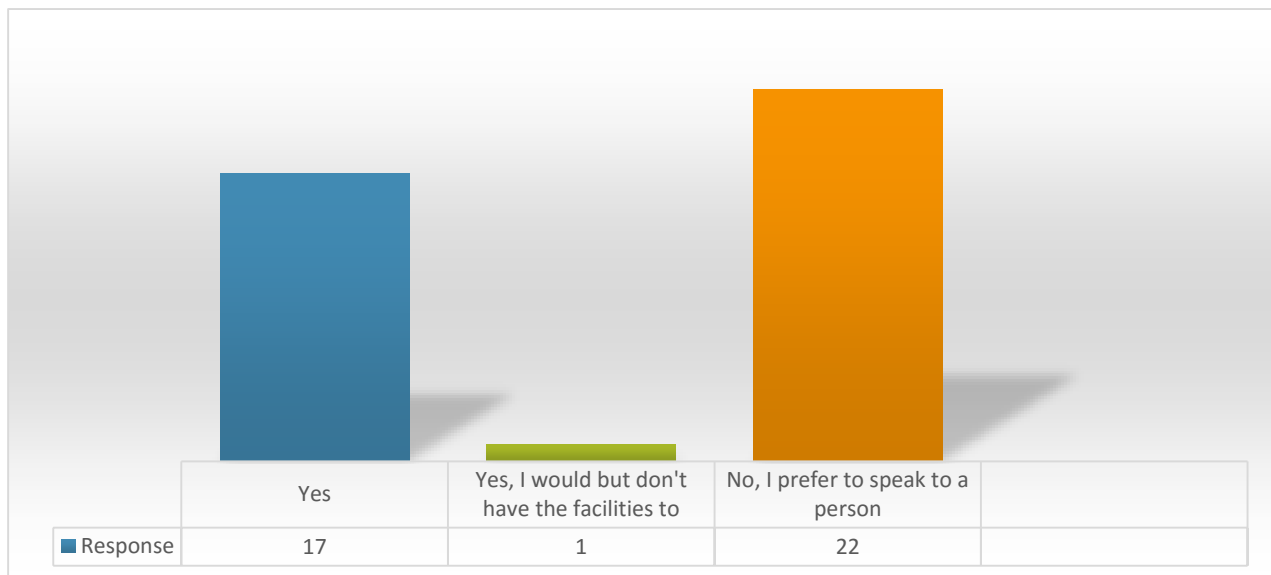
5. Would you be willing to attend a central "Hub" (i.e. another surgery at a different location) if you wish for a same day appointment?



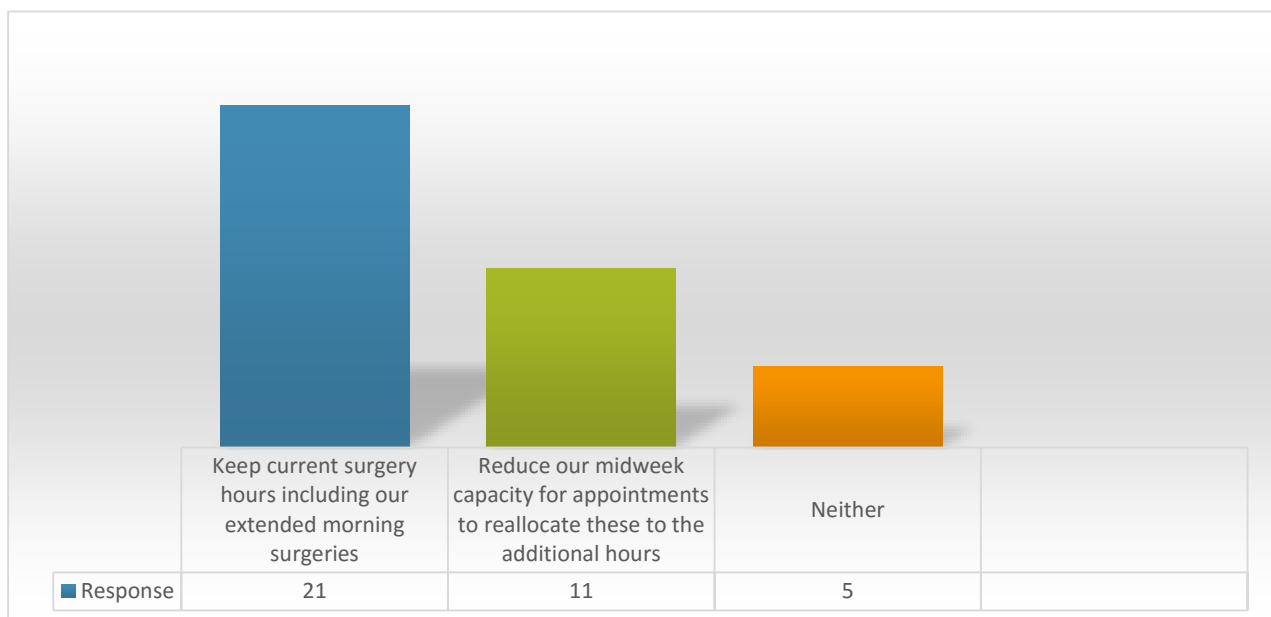
6. If a central hub is used, you may be seen by a clinician from a different surgery if urgent appointments are centralised. Would you be willing to share your medical record to allow this (only with the appropriate clinical staff)?



7. Would you be willing to complete an online questionnaire giving more details before booking an appointment so that we may best direct your query to the right appointments?



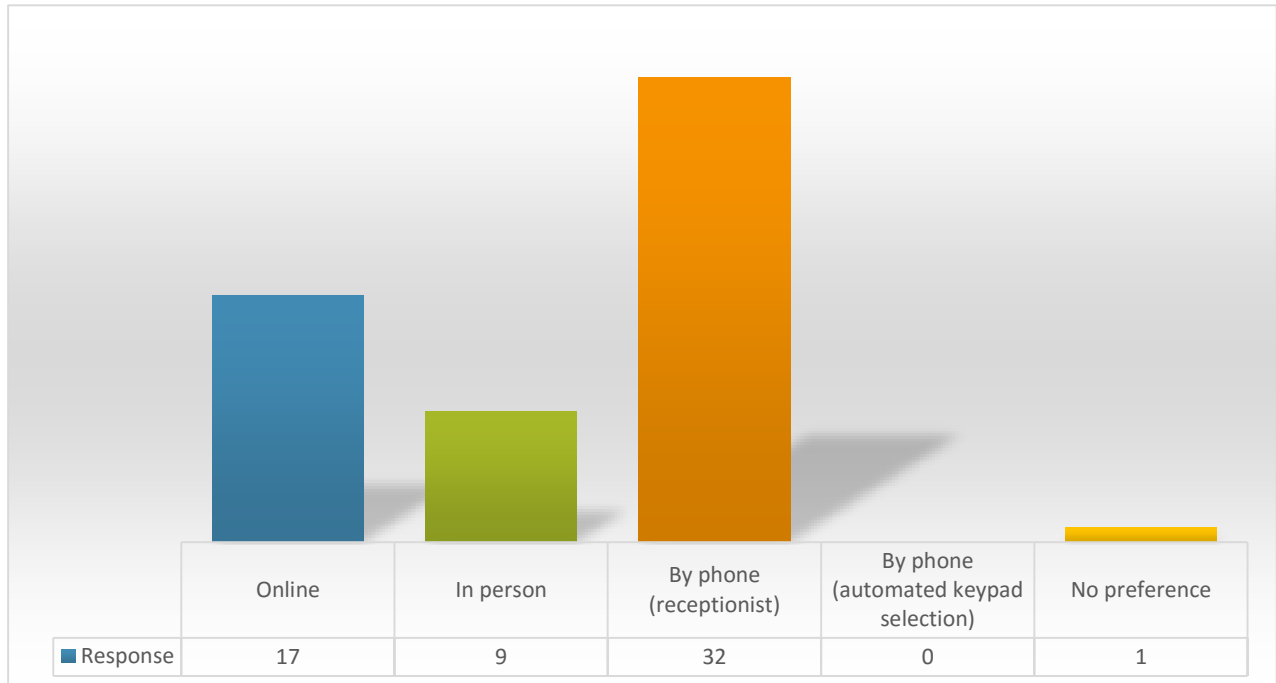
8. In order to fulfil the proposed 8 - 8, 7days per week working, we would have to reallocate 29% of our weekday appointments into these additional hours, would you prefer we:



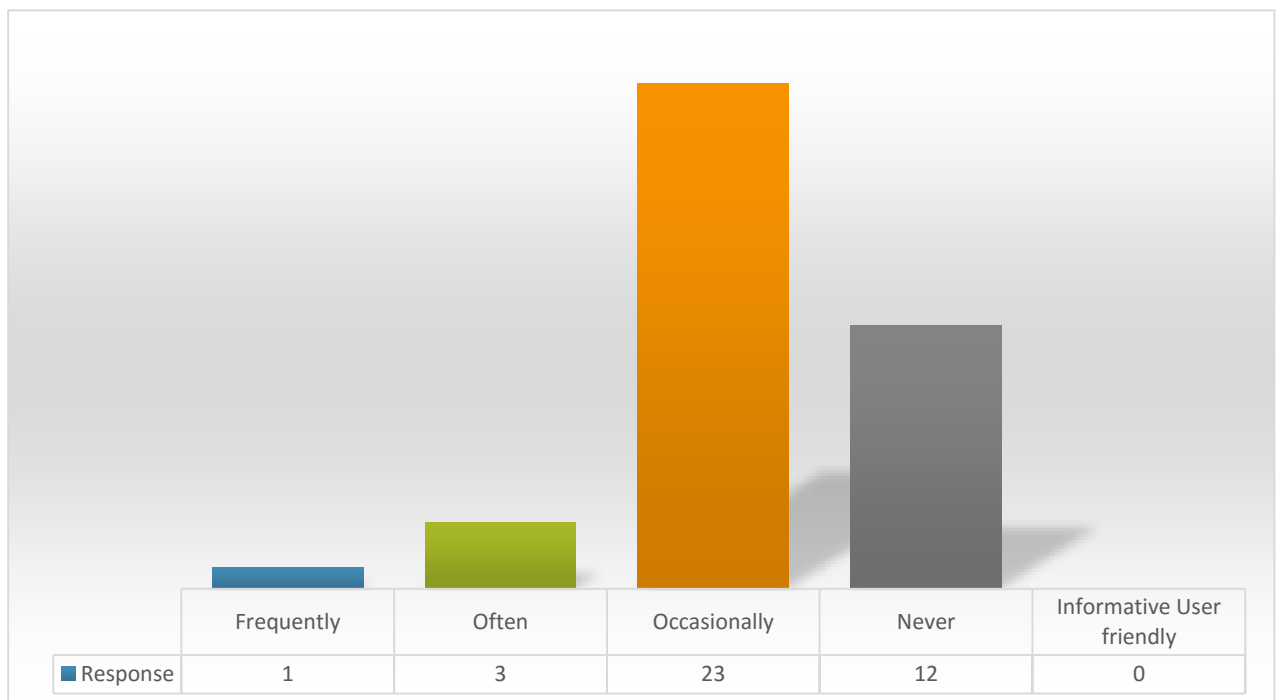
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## Online services

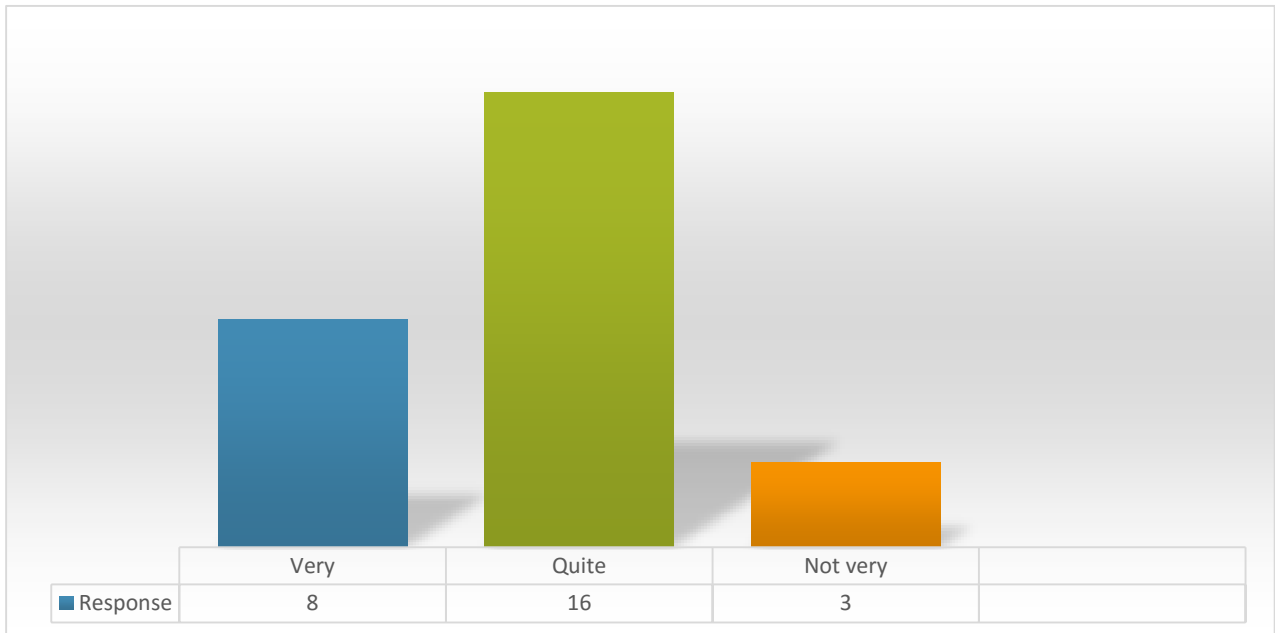
1. Which of the following methods would you prefer to use to book an appointment at the Surgery?  
(you can choose more than one)



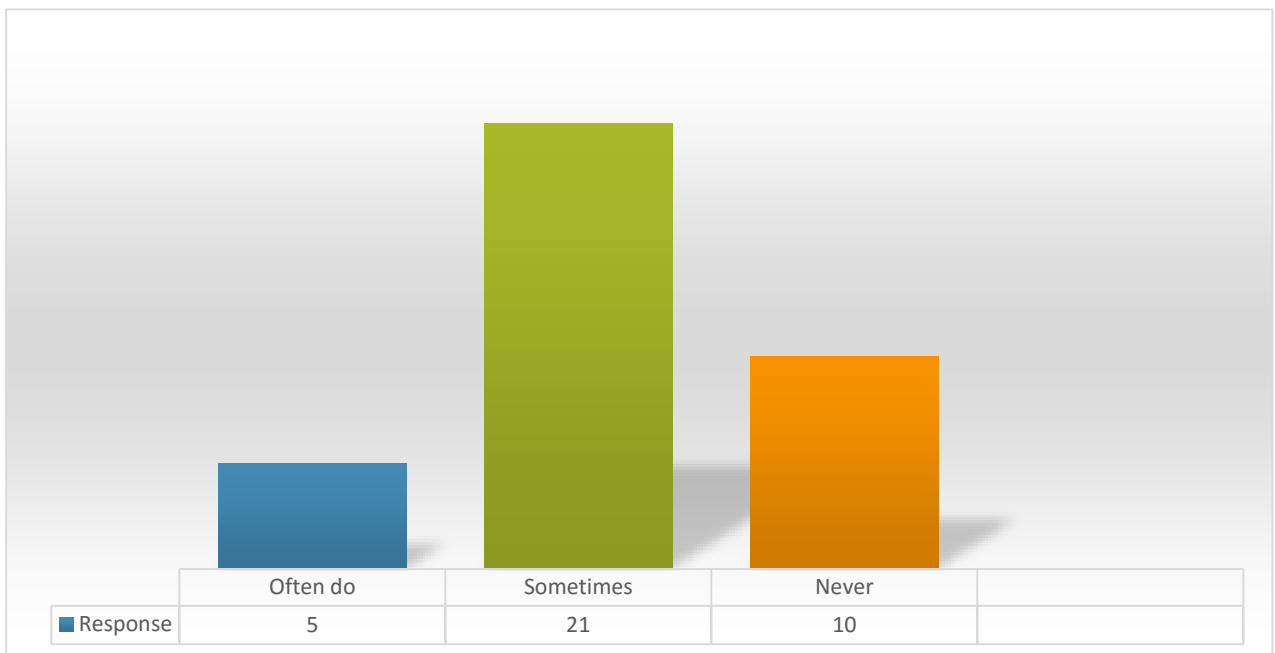
2. How often do you visit our website for information?



3. How informative and user friendly is our website?



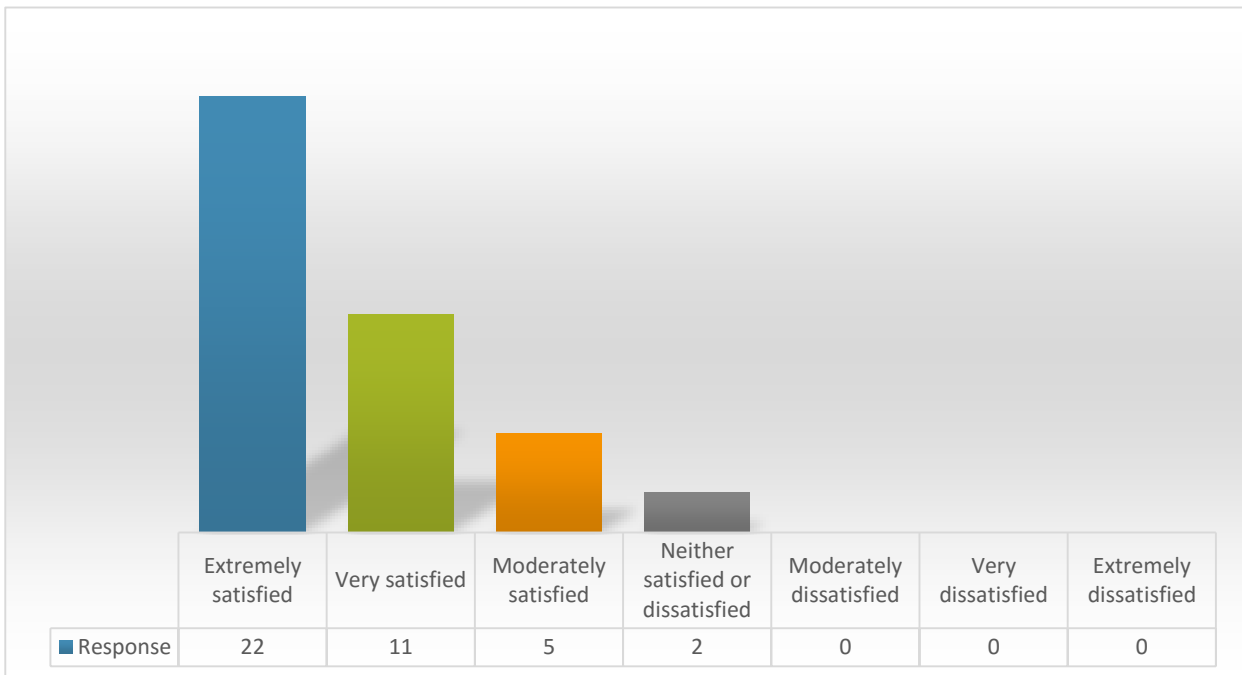
4. Do you use self-help websites and tools before contacting the surgery?



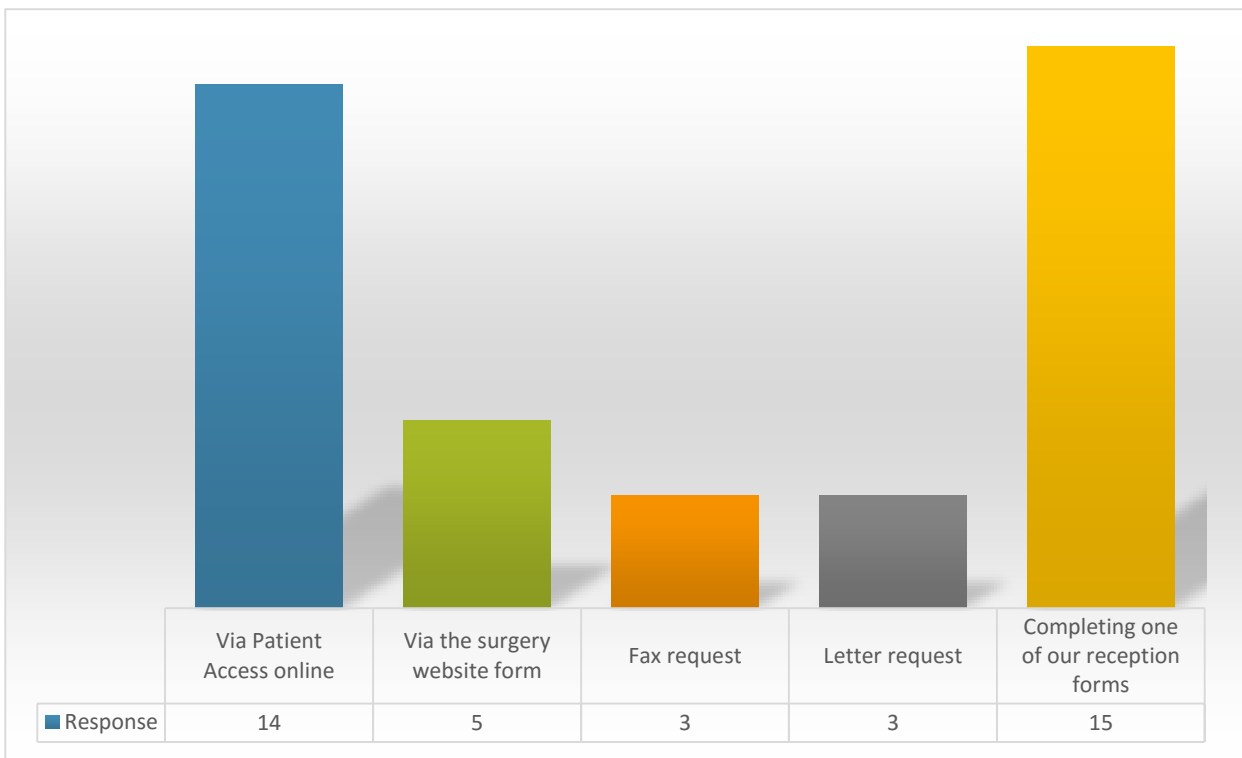
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Repeat Prescriptions and results

1. How satisfied are you with the repeat prescription service?

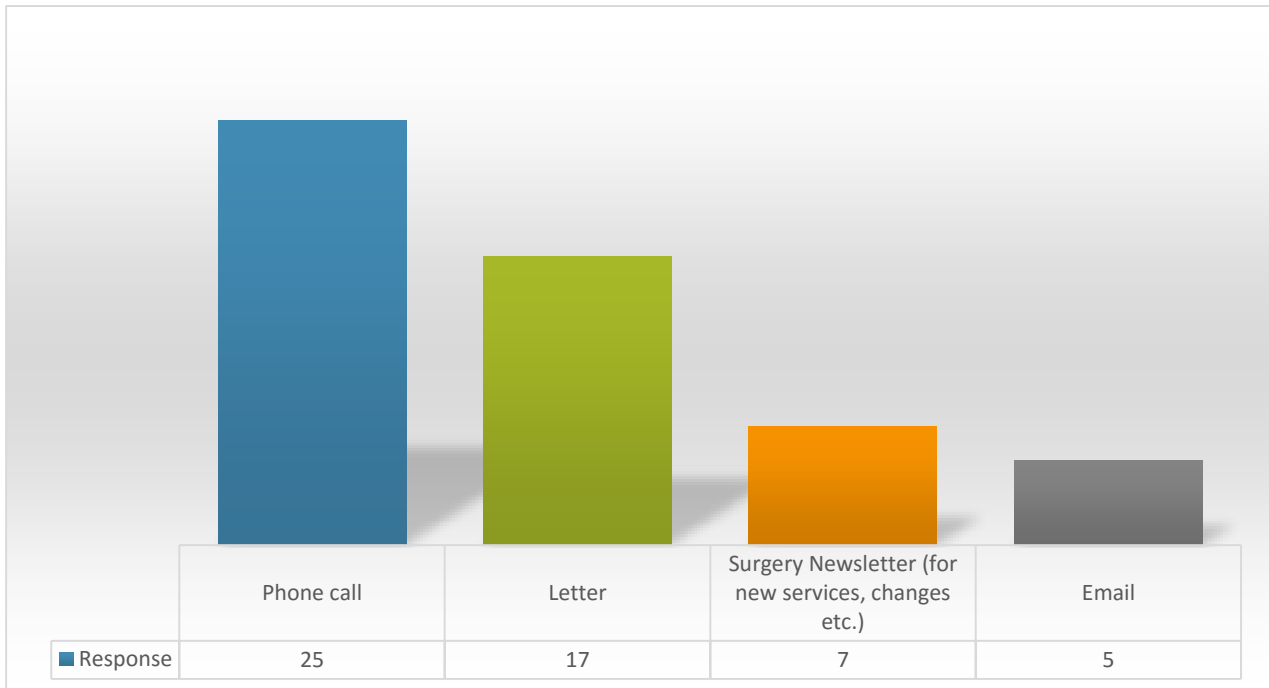


2. How do you normally order your repeat prescriptions?



Communication

1. How would you like to be informed of test results, practice news, new services, recalls, etc?



2. Are there any further comments or suggestions you would like to make regarding Mansfield Park Surgery?:

- “I feel uncomfortable about having to book an urgent appointment because I don’t want to wait 4-6 weeks for a routine appointment when it is pain related and more urgent than that. More doctors and more available appointments.”
- “It is too difficult to get appointments within a few days unless you are definitely in need of an emergency appointment. No wonder people misuse Accident Emergency Depts!”
- “I thought that making greater use of receptionists to ‘redirect’ patients was positive and must save GP time; ditto greater use of dispensary expertise.”
- “It is impossible to get an appointment within a week i.e. not desperate today but cannot wait a month.”
- “The delay in booking routine appointments seems to have increased a lot over the last few years. The availability and service from the dispensary has been cut back considerably.”
- “Do simple procedures like ear syringing and treatment of MINOR cuts and stings.”
- “Fortunate to have an excellent practice within a short distance.”
- “All the staff do a wonderful job for us patients. In the midst of continuing pressure, I would thank them for his, but remind those who have the responsibility not to let training needs for all disciplines to go under.”
- “Access-Pathways are dangerous.”
- “Pleased with all the services. Reception have to improve their PR which is fundamental to the Centre. Otherwise the rest of the services are great and explicit.”
- “Excellent services we are lucky to have Mansfield Park Surgery. Everybody is so helpful.”
- “My husband and I have been with this surgery and at Ropley, we have always had amazing care and attention from all departments, we relate it first class. The only problem – red tape from the Government!”
- “Overall a very efficient, well run surgery with able industrious and helpful staff. Opening on Saturday mornings in a limited way could benefit those who work full time, and should be tried.”
- “An excellent surgery and excellent pharmacy. Under resourced? Difficulty in recruiting admin staff? There used to be Saturday appointments for people who work (i.e. in London). These people can never see a GP unless they take the day off work. 8 to 8 pm, 7 days a week is long overdue.”
- “I think the surgery is excellent compared with Alresford which I transferred from some time ago. What I would appreciate is if the surgery could take on more routine jobs like ear syringing for example. I am having to make a 50 mile round trip to get this done!”
- “Missed appointments – I missed one and came in the next day having misheard the date. Do you ever analyse the age groups of the people who miss appointments? When we book an appointment etc. 2-3 weeks ahead it can be easy to forget at my age (88) even though it is written on the calendar!”
- “‘Out of hours’ needs to be met by the doctors at the surgery by being ‘on call’.”
- “The Mansfield Park team provide very good care and service and I feel fortunate to be a patient there. Rather than have the surgery open 7 days a week, I would prefer to have an extra ‘phone in’ or ‘walk in’ clinic on Saturday mornings.”
- “I have always been very happy with this surgery but have found in very recent times that I have had a much longer wait to see a doctor. As I am now retired and obviously older, I do fear more for my health and that of my family. I would like to see weekend cover here as we are in a rural area and it is not so easy to get assistance. As I age I will no doubt require more medical assistance and hope the facilities are open when required.”
- “Overall, the service I’ve received here has been excellent (compared to other surgeries in other areas of the country). I recently had a problem with the online patient access service as it was saying my email address wasn’t valid, yet it was the correct email address!”
- A fantastic surgery and I’ve been with it since 1975!
- It’s the friendliest I have ever encountered.
- Personal contact is very important to me. I get this at the moment, so if it isn’t broken don’t let MPs ‘fix it’.

- Its not fair you are under attack from GOV. This family very happy with you as you are and stand behind any decision you have to make.

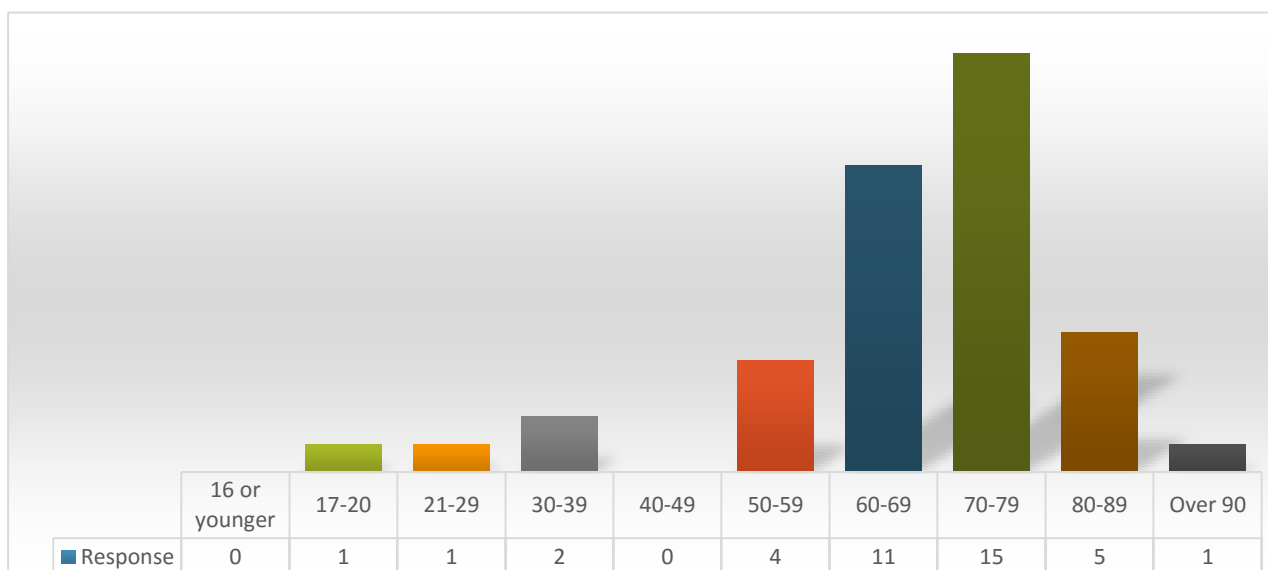
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**We need to be able to prove that this survey represents the views of all our patients. Rest assured none of this information is linked to individual patients and it doesn't get used in any other way.**

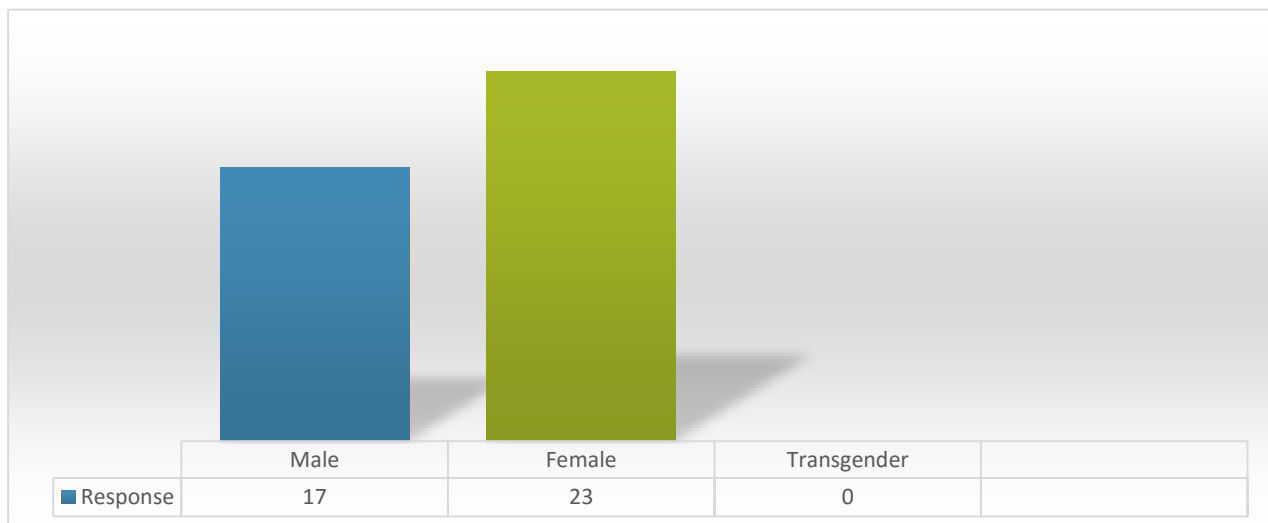
**Thank you for telling us about yourself. The survey is nearly complete.**

### About You

1. Which category below includes your age?



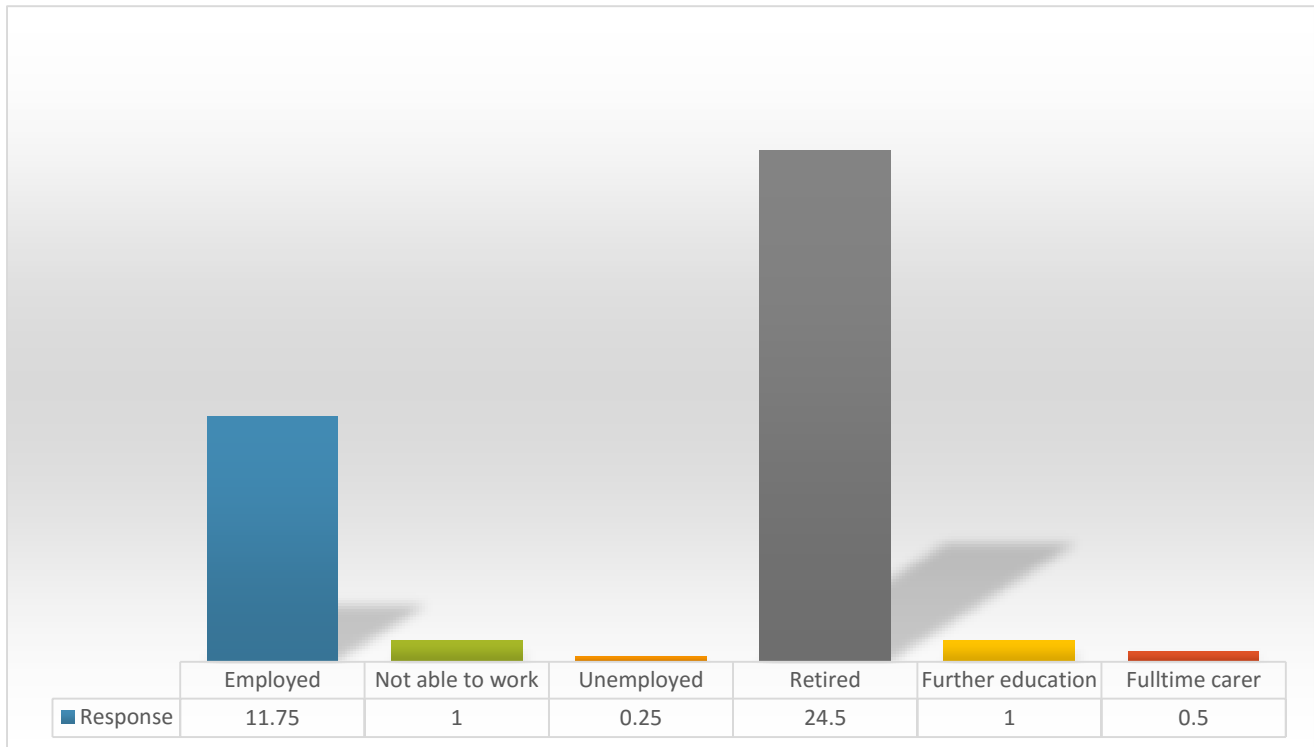
2. Are you male or female?







5. Which of the following categories best describes your employment status.



Name: (optional, but essential if you would like us to reply to any comments made):

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**Many thanks for completing this survey, we appreciate the time taken, and will use the results to evaluate our services and make changes where appropriate.**

**Please return completed survey to:**

**Louise Webb  
Mansfield Park Surgery  
Lymington Bottom Road  
Medstead  
ALTON  
Hampshire GU34 5DU**