

**New Cross Health Centre**  
**Patient Questionnaire 2014**

**1. Appointments**

How easy do you find it to get...

a.) *an on the day appointment?*

- Easy
- Sometimes easy
- Sometimes difficult
- Very difficult
- Never used service
- Didn't know this was possible

b.) *advance appointments?*

- Easy
- Sometimes easy
- Sometimes difficult
- Very difficult
- Never used service
- Didn't know this was possible

**2. EMIS**

a.) *Are you aware of the Emis Access online system used at the surgery?*

- Yes
- No

**If Yes;**

**i) Have you ever booked an appointment on Emis Access?**

Yes

No

**ii) Have you ever looked at your medical history on Emis Access?**

Yes

No

**iii) Have you ever requested a repeat prescription on Emis Access?**

Yes

No

### **3. Text messaging system**

**a.) Do you receive text messages from the practice?**

Yes

No

Do not have a mobile telephone

**b.) Do you find text appointment reminders helpful?**

Yes

No

No opinion

Never had text

**c.) Do you like receiving general practice information by text?**

Yes

No

No opinion

Never had text

**4. How do you find information about the practice / services on offer? (tick all that apply)**

- Practice website
- In practice / notice boards
- By phone
- Other

**5. How do you find the practice staff? (tick all that apply)**

**a.) Reception staff?**

- Friendly
- Professional
- Helpful
- Distant
- Other

**c.) Practice nurse?**

- Friendly
- Professional
- Helpful
- Distant
- Other

**b.) Doctors?**

- Friendly
- Professional
- Helpful
- Distant
- Other

**d.) Health care assistant?**

- Friendly
- Professional
- Helpful
- Distant
- Other

**6. Do you feel that you are listened to and given sufficient time by the medical staff?**

- Yes
- No

**7. What is your overall feeling about the practice building (including waiting areas / consulting rooms)?**

- Clinical / impersonal
- Relaxed / welcoming
- Modern / functional
- Untidy / tired
- Other

**8. How often do you use the surgery?**

- 1 visit a month
- 1 visit 2-3 months
- 2 - 4 visit per year;
- 1 visit per year
- less than 1 visit per year once a year

**9. Do you have any further comments?**

*Comments...*

**10. The following questions provide us only with general information about the range of people who have responded to this survey. It will not be used to identify you and will remain confidential.**

**How old are you?**

- 16-24
- 25-40
- 41-64
- 65 & over

**Are you male or female?**

- Male
- Female

**Ethnic Origin?**

- White British
- White Irish
- Other white ethnic group
- Black Caribbean and white
- Black African and white
- Other ethnic Asian/white origin
- Other ethnic/other mixed origin
- Indian
- Pakistani
- Bangladeshi
- Other Asian ethnic group
- Black Caribbean
- Black African
- Black other non mixed origin
- Chinese
- Other ethnic
- Unknown