

We need your help if we are to meet your needs in the future. This questionnaire has been prepared by the Patient Participation Group in conjunction with the Medical Centre to ask the questions that we believe are important to you. This is based on patient responses and comments from previous questionnaires. Please take the time to complete this form and return it to the medical centre. Please try to answer ALL questions. Circle the most appropriate answer or write in the box provided.

If you think some aspects of the service that are important to you have not been included, please let us know (Question 5.6) **Thank you.**

**If you are not willing or are unable to complete this questionnaire, please tell us why and ignore all the following questions.**

## Section 1: About you

We need this information to tell whether comments apply to all people or are related to different sectors of the practice population (age group, sex, whether you are working etc.)

1.1 Are you a patient of Cookham Medical Centre?  Yes  No      1.2 Are you  Male  Female

1.3 How old are you?       1.4 Are you able to walk to the medical centre?  Yes  No

1.5 How do you normally come to the medical centre?

|                        |         |                  |     |         |                      |
|------------------------|---------|------------------|-----|---------|----------------------|
| On foot                | Bicycle | Public transport | CVS | Own car | Another person's car |
| Other (Please specify) |         |                  |     |         |                      |

1.6 How many times have you seen a doctor at the medical centre in the last year?

1.7 How many times have you seen a nurse at the medical centre in the last year?

1.8 Do you request repeat prescriptions for yourself or another person?  Yes  No

1.9 Are you normally away from Cookham during the working day?  Yes  No

1.10 Do you prefer to see a particular doctor for a non-emergency appointment?  Yes  No

1.11 Do you have a long term condition that requires regular monitoring?  Yes  No  Not sure

1.12 Are you a carer for another person?  Yes  No  Not sure

1.13 Are you able to access the internet?  Yes-anytime  Yes-sometimes  No  Don't know

1.14 Do you speak and read English?  Yes, it is my first language  Yes, as a foreign language  With difficulty  No

## Section 2: Patient involvement in Cookham Medical Centre

2.1 Are you aware of the Patient Participation Group (PPG) at Cookham Surgery?  Yes  No

***(Please take a leaflet from the rack in the waiting room to learn about the group)***

2.2 How well do you feel that the PPG can represent your needs?  Well  Adequately  Not well  Don't know

2.3 The Patient Participation Group publishes a quarterly newsletter for of the Medical Centre. Do you see a copy?

|                             |                                          |                                 |
|-----------------------------|------------------------------------------|---------------------------------|
| In the waiting room         | By e-mail as a Friend of Cookham Surgery | via Cookham.com                 |
| Distributed by a PPG member | No, don't see it                         | I wouldn't have time to read it |

2.4 Have you joined the e-mail group "Friends of Cookham Surgery"?  Yes  No  Unaware of it

2.5 Do you know that the PPG organises Health Information Evenings on various subjects?  Yes  No

2.6 What subjects would you like to see covered at these evenings?

### Section 3: Tell us how easy it is for you to get the help you need

*Routine booked appointments are provided as outlined in the practice information leaflet. During the other times of the working day, the doctors and nurses are constantly working to meet the varied needs of every patient registered at the practice. Emergency appointments are provided by the team of doctors every morning and evening and patients are invited to attend these clinics following prior discussion of their needs with the doctor. The doctors and our district nurses will visit patients at home who have emergency problems and cannot attend the surgery in person. The doctors and practice nurses also spend a lot of time in telephone consultation with patients.*

3.1 If you are attending the Medical Centre now, why are you here?

|               |           |                           |                                |
|---------------|-----------|---------------------------|--------------------------------|
| Routine visit | Emergency | For a repeat prescription | I am not at the Medical Centre |
|---------------|-----------|---------------------------|--------------------------------|

3.2 A number of appointments with the doctors are reserved for release on Monday morning in order to meet the increased demand from our patients to address acute problems that have presented over the weekend. How do you find this arrangement?

|               |                                                 |                                    |                 |
|---------------|-------------------------------------------------|------------------------------------|-----------------|
| It works well | It is sometimes difficult to get an appointment | I often fail to get an appointment | I haven't tried |
|---------------|-------------------------------------------------|------------------------------------|-----------------|

3.3 How easy is it to make an appointment by phone?

|           |             |           |                 |                |                 |
|-----------|-------------|-----------|-----------------|----------------|-----------------|
| Very easy | Fairly easy | It varies | Quite difficult | Very difficult | I haven't tried |
|-----------|-------------|-----------|-----------------|----------------|-----------------|

3.4 How easy is it to make an appointment in person?

|           |             |           |                 |                |                 |
|-----------|-------------|-----------|-----------------|----------------|-----------------|
| Very easy | Fairly easy | It varies | Quite difficult | Very difficult | I haven't tried |
|-----------|-------------|-----------|-----------------|----------------|-----------------|

3.5 If you need to see a doctor (but not as an emergency), how long do you normally have to wait for an appointment?

 Days

3.6 What do you consider an acceptable number of days to wait?

 Days

3.7 If you want to see a particular doctor, how long do you normally have to wait for an appointment?

 Days

3.8 What do you consider an acceptable number of days to wait?

 Days

3.9 If you have seen a GP in an emergency, was this dealt with effectively?

|     |    |
|-----|----|
| Yes | No |
|-----|----|

3.10 Prior to reading this questionnaire, were you aware that you can ask for a GP to telephone you to give advice?

|     |    |
|-----|----|
| Yes | No |
|-----|----|

3.11 How long do you normally have to wait for an appointment with a nurse?

 Days

3.12 What do you consider an acceptable number of days to wait?

 Days

3.13 Thinking of your last appointment to see a doctor or nurse, how convenient was the time for you?

|       |                   |                    |           |                                              |                  |
|-------|-------------------|--------------------|-----------|----------------------------------------------|------------------|
| Ideal | Fairly convenient | A bit inconvenient | Difficult | I haven't had an appointment for a long time | I don't remember |
|-------|-------------------|--------------------|-----------|----------------------------------------------|------------------|

3.14 Do you have any other comments or suggestions about access to services?

## Section 4: Are your needs met?

Tell us how satisfied you are with the service provided

4.1 Overall how do you rate the service from Cookham Medical Centre?

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4.2 What do you consider the best aspects of the care you receive?

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4.3 Are there any aspects that you feel could be improved?  Yes  No If Yes, please see Question 4.12

4.4 Considering a recent consultation with a doctor, please rate the following?

How thorough the doctor was 

|          |   |   |   |   |   |   |   |   |           |
|----------|---|---|---|---|---|---|---|---|-----------|
| 1 (Poor) | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 (Good) |
|----------|---|---|---|---|---|---|---|---|-----------|

How well the doctor listened 

|          |   |   |   |   |   |   |   |   |           |
|----------|---|---|---|---|---|---|---|---|-----------|
| 1 (Poor) | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 (Good) |
|----------|---|---|---|---|---|---|---|---|-----------|

How much you were involved in any decisions about your care 

|          |   |   |   |   |   |   |   |   |           |
|----------|---|---|---|---|---|---|---|---|-----------|
| 1 (Poor) | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 (Good) |
|----------|---|---|---|---|---|---|---|---|-----------|

How well you were informed about your condition and treatment? 

|          |   |   |   |   |   |   |   |   |           |
|----------|---|---|---|---|---|---|---|---|-----------|
| 1 (Poor) | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 (Good) |
|----------|---|---|---|---|---|---|---|---|-----------|

Did the doctor allow you enough time?  Yes  Almost  No

4.5 Are you aware that you can request a 20 minute appointment?  Yes  No

4.6 How long do you typically have to wait to be seen after your appointment time?  Minutes

4.7 How do you feel about this?  Pleased  It is not a problem  It is inconvenient  It is unacceptable

4.8 Do you have any comments regarding confidentiality? If so, please comment.

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4.9 The Out of Hours service is managed independently of the Cookham practice. If you have had occasion to use the service, do you have any comments about it?

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4.10 Once a referral to a specialist (consultant or service such as physiotherapy) has been made by your doctor the administrative process is managed independently of the Cookham practice (appointment booking with the specialist is done by the hospital concerned) If you have had occasion to use the service, do you have any comments about it?

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4.11 If you were referred, how do you rate the service received?

|          |   |   |   |   |   |   |   |   |           |                          |
|----------|---|---|---|---|---|---|---|---|-----------|--------------------------|
| 1 (Poor) | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 (Good) | I have not been referred |
|----------|---|---|---|---|---|---|---|---|-----------|--------------------------|

4.12 Do you have any other comments or suggestions about quality of services?

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### Section 5: Possible changes (please refer to the information provided)

5.1 How do you feel about possible changes. Do you have any suggestions?

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5.2 Would you use an on-line booking system for GP and nurse appointments?

|     |    |          |
|-----|----|----------|
| Yes | No | Not sure |
|-----|----|----------|

5.3 Would you use on on-line repeat prescription service if there was one?

|        |          |       |                                   |
|--------|----------|-------|-----------------------------------|
| Always | Sometime | Never | I don't have repeat prescriptions |
|--------|----------|-------|-----------------------------------|

5.4 When arriving for an appointment, would you be prepared to register your arrival on a terminal?

|     |    |                                    |            |
|-----|----|------------------------------------|------------|
| Yes | No | I'd rather speak to a receptionist | Don't know |
|-----|----|------------------------------------|------------|

5.5 If it was possible to book consultant appointments at a time and place convenient to you, would you choose to do so on line?

|     |    |                            |
|-----|----|----------------------------|
| Yes | No | Need to know more about it |
|-----|----|----------------------------|

5.6 Are there any questions that we have not asked, that you feel we should have done? If so, what?

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5.7 Do you have any other comments or suggestions about changes that could be made?

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# Cookham Medical Centre: Patient Questionnaire 2012

## **Possible changes**

*This year, as well as asking your opinion on the service provided, the patient questionnaire seeks your views on changes that are being considered in the future. The following notes relate to Questions 5.1 to 5.4 in the questionnaire.*

### **5.1 On-line booking for GP and Practice Nurse appointments.**

This is an enhancement to the current computer system used in the Medical Centre (EMIS).

This booking system has been in use in some surgeries for several years, so it is well tested. The system would be available 24 hours a day and seven days a week.

As not everyone will be able to use the system, the current system will remain in place. Not all appointments would be available for booking on line as this would disadvantage those without computers.

The on-line booking system can be accessed from any internet-connected computer and some inter-active TV services. To use the system you would request a "registration letter" from reception, which explains how to create an account that enables you to book and change appointments. The same account would allow you access to other services such as on-line repeat prescriptions.

### **5.2 On-line repeat prescription service**

This service is another enhancement to the current computer system and would require you to create an on-line account as described above.

On-line repeat prescriptions would be subject to the same checks to ensure that your medication was safe and appropriate. The system would run alongside the paper system, but would mean that the number of people having to visit the medical centre (and probably take a parking space) would be reduced.

The system would be available 24 hours a day and seven days a week.

### **5.3 Registering your arrival for an appointment.**

This system is already in use in several surgeries in the Maidenhead area and has not caused any known problems. Receptionists would still be available for those who have questions or prefer not to use a keyboard.

The advantage to patients is that they do not have to queue just to say they have arrived. The system will confirm the name of the doctor or nurse and the time of the appointment. It will immediately notify the doctor or nurse that the patient is present.

### **5.4 Choose and Book**

Choose and Book is part of the major NHS computer project started by the previous government. For Choose and Book to work, hospitals must have conforming computer systems with which to make available the bookable appointments. Heatherwood and Wexham Foundation Trust does not currently have a conforming system, although some other local hospitals do. An interim solution had to be implemented locally. This means that all specialist appointments are routed through a "hub", which negotiates appointments with the hospitals. The patient is then advised (by letter) of the appointment place and time, allowing little or no choice. This falls short of the intended system, where the GP would initiate the referral, which generates a Unique Booking Reference Number (UBRN). By entering this number in the Choose and Book system, available appointments would be displayed, enabling the patient to choose where and when to be seen. Information about the different options would be available to help make a decision. The booking could take place either in the practice or on any internet connected computer. While it was envisaged that booking could be accomplished while the patient was with the GP, the time needed to search the options makes this impracticable in a short consultation. The ability for the patient to make and change the booking at home means that the family or others can be consulted before the decision is made. For those without computer access, a central telephone number would be available to help make the booking.

We seek to discover how many people would exercise choice in this way if it were available to them, so that their views can be represented.