

Bramblehaies Surgery

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Dear Patient

As a valued patient of the surgery we would be grateful for your feedback on the development of our services. A number of suggestions have arisen from patients and the Friends of Bramblehaies Surgery group which we have formulated into the following questionnaire.

We would be grateful to receive your completed questionnaire to inform our future service planning. There is an open-ended question at the end should you have any suggestions of your own which we would be very happy to receive.

Communication

Q1. With regards to telephone contact at busy times would you prefer to hear a courtesy message informing you of the wait, or an engaged tone, enabling you to try again later?

Queue Engaged tone

Q2. Would you value greater email communication with regards to requests, results etc. saving phone usage?

Yes No

Administration

Q3. With regards to recalls for routine checks/reviews of medical conditions what would be your order of preference for us to contact you?

Letter Text Message Phone call

(1-3 with 1 most preferable, 3 least preferable)

Service Provision

Q4. If we were able to secure resources for a practice health adviser e.g. weight management and dietary advice, would this be a service you would find useful?

Very useful Possibly useful Not useful

Q5. If we were able to obtain resources to provide a blood pressure machine and weight scales in the reception area, would you find this useful?

Very useful Possibly useful Not useful

The Future

Q6. If you have any comments or suggestions for the future development of the practice, please note them below.

Thank you for taking the time to complete this questionnaire.

If you wish to be involved further please make contact with the Practice Manager via email (d-pc.bramblehaies@nhs.net), or via telephone 01884 33536.