



## Patient Survey 2013

This is the Printed version: You may also fill Online at [www.alexandrasurgery.com](http://www.alexandrasurgery.com)

*Since the last survey in February 2012, we have acted upon your request to change our systems. We have taken some positive actions to serve you better.*

*We would like you to answer the following questions, to find out how these are working, and to know about your new suggestion to improve the service.*

We do not collect your name or identity in this survey. However, if you wish to sign up for the SMS service, you may identify yourself using the form at the end.


The tick-box questions should take no more than a few minutes. Of course, you are most welcome to add detailed comments, if you can spare the time.

Please complete the survey, and return to us by hand or by post. Alternatively you may print out and send by fax to 020 8888 3815, or email to [alexandrasurgery@nhs.net](mailto:alexandrasurgery@nhs.net).

### Let us begin...


#### Service 1

We have introduced a booking system for Telephone Consultations. You may call the reception in the morning, and leave a message together with how we may contact you (including mobile numbers). The doctor will call back as soon as possible after surgery to answer your query. You may discuss concerns such as symptoms, medication, abnormal test results, or hospital referral.

Are you aware that this service is available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you feel this service is useful?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you used this service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you have used this service, were you happy with it?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any comments: 		

#### Service 2


When the surgery is closed, our patients can access medical advice from the Out of Hours service. You may contact the Out of Hours service on a dedicated telephone number. This number is displayed throughout the surgery, in our leaflet, and on our website. The Out of Hours service will assess your problem over the telephone, and offer advice, arrange for a consultation at a primary care centre, conduct a home visit or refer you to hospital, depending on the condition.

Are you aware that this service is available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you feel this service is useful?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you used this service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you have used this service, were you happy with it?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any comments: 		

### Service 3

Your blood and urine tests, x-ray and scan reports are filed in your clinical records. The doctors leave instructions on all the results. We telephone patients to inform them of urgent and serious problems. Patients may telephone the reception to find out if their results are normal, or if they need to follow up with the doctor.


From this year, we have the facility to send an SMS text message to your mobile phone, to give you this information. You must first sign a consent form, then your computer file will be changed to allow SMS text messages.

Are you aware that this service is available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you feel this service is useful?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you used this service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you have used this service, were you happy with it?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any comments: 		

**(Please use the consent form at the end of this survey)**

### Service 4


The surgery uses the Choose and Book referral system whenever possible. This means that when we refer you to the hospital, we actually secure the appointment date and time for you. You will know immediately when your appointment will be. How soon you can see the consultant depends on availability at the hospital. You will also receive a password to change the date and time if it does not suit you.

Are you aware that this service is available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you feel this service is useful?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you used this service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you have used this service, were you happy with it?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any comments: 		

### Service 5

We review your repeat prescriptions regularly and sometimes we make changes. This is in line with the latest scientific research and official guidelines. We may do this review in the background, or with you face to face or over the telephone.

For the same reason, we now follow an approved list of medicines. This means that we may decide not to prescribe certain medication if they are not the most effective or safest for you.

Are you aware that this service is available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you feel this service is useful?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you used this service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you have used this service, were you happy with it?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any comments: 		




**Now, about our Online services...**

### Service 6

In early 2013, we have upgraded our computer system. You will be able to request your repeat prescriptions online. To do this you need to register on a website, then you can select from your list of repeat medication.


You may continue with the older method, using the printed list attached to the right side of prescriptions, either at the reception or via your pharmacist. You may also send requests by email. The surgery email address is [alexandrasurgery@nhs.net](mailto:alexandrasurgery@nhs.net)

Are you aware that this service is available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you feel this service is useful?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you used this service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you have used this service, were you happy with it?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any comments: 		

### Service 7


We have added frequently used application forms to our website. The surgery website address is [www.alexandrasurgery.com](http://www.alexandrasurgery.com). Following the links, you may download the following forms:

- Self-certification for illness up to one week – you may give this to your workplace directly.
- Request for medical letters from the surgery – you may return these to the surgery by hand, by post, fax or email.
- Referrals for hospital ante-natal care (for pregnant women) – you may send these to the hospital without going through the surgery.

Are you aware that this service is available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you feel this service is useful?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you used this service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you have used this service, were you happy with it?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any comments: 		

### Service 8

We have prepared a number of leaflets to explain common problems and their treatment, for example low Vitamin D, high Cholesterol and healthy diet. The doctor may offer you a printed leaflet during consultation, both face to face or over the telephone. You can now download these leaflets from our website [www.alexandrasurgery.com](http://www.alexandrasurgery.com). Some leaflets are being translated into other languages.

Are you aware that this service is available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Do you feel this service is useful?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Have you used this service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
If you have used this service, were you happy with it?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Any comments: 		



### Nearly there!

Thank you for your valuable input.


To ensure we have heard from a representative sample of our population, please tell us something about yourself:

Are you a currently registered patient?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Gender	<input type="checkbox"/> Male	<input type="checkbox"/> Female
Age group	<input type="checkbox"/> 0-15	<input type="checkbox"/> 16-24
	<input type="checkbox"/> 25-35	<input type="checkbox"/> 36-50
	<input type="checkbox"/> 51-65	<input type="checkbox"/> Over 65
Ethnicity	<input type="checkbox"/> White <input type="checkbox"/> Black or Black British <input type="checkbox"/> Asian or Asian British <input type="checkbox"/> Mixed <input type="checkbox"/> Chinese <input type="checkbox"/> Other	
Are you:	<input type="checkbox"/> Employed (full-time part-time, self-employed) <input type="checkbox"/> Unemployed and looking for work <input type="checkbox"/> At school or in full-time education <input type="checkbox"/> Unable to work due to long term illness <input type="checkbox"/> Looking after your home/family <input type="checkbox"/> Retired <input type="checkbox"/> Other	
Have you used any service from the surgery during the past 12 months?	<input type="checkbox"/> None	<input type="checkbox"/> 1-2 times
	<input type="checkbox"/> 3-4 times	<input type="checkbox"/> 5-6 times
	<input type="checkbox"/> 7 times or more	

**Thank you!**

If you wish to register for the SMS service, please complete the separate section at the end.

**ALEXANDRA SURGERY – SMS SERVICE**  
**Registration form**

I consent to receiving my personal clinical information by short text message to my mobile phone.	
Your name	
Date of birth (dd/mm/yyyy)	<input type="checkbox"/> I am aged over 16
Address	
Post code	
Please update our records with your mobile number	
Signature 	
Date	

**Please return the signed form by post or by hand to the surgery.**

125 Alexandra Park Road,  
 London N22 7UN

