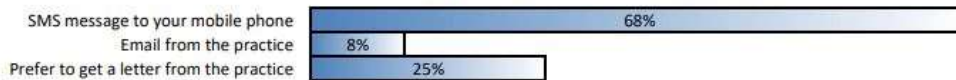


Patient Questionnaire 2018

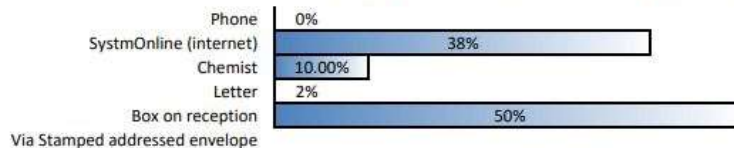
Question 1

The practice is looking for ways to communicate with patients that will also help reduce the cost of postage; how would you prefer the practice remind you of appointments and send information?



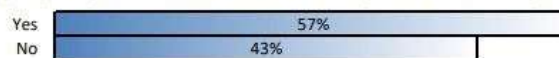
Question 2

What methods do you currently use to order your repeat prescription?



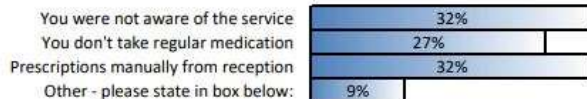
Question 3

The practice is able to communicate with the pharmacy of your choice to offer an Electronic Prescription Service - this reduces the need to come into surgery to collect your prescription as this will be sent automatically to the chemist. Are you already signed up for this service?



Question 4

If you answered no to Question 3, please could you help us understand why?



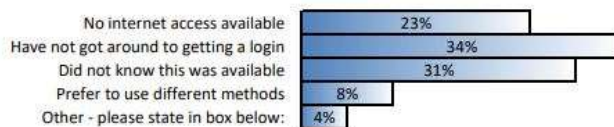
Question 5

Through the practice website patients are able to log into SystmOnline and access their personal account to book appointments and other repeat prescriptions. Are you signed up for this service?



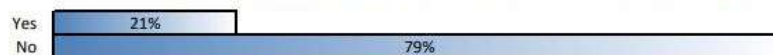
Question 6

If you answered no to Question 5, would you mind telling us why?



Question 7

The practice has a Patient Participation Group (PPG). This group of patients helps and guides the practice to ensure we make the right decisions and changes to meet the needs of our patients. The group meet four time throughout the year. The notes following each meeting are available on the practice website for all to view. Are you aware of how you can contact this group in order to pass on your ideas and suggestions?



Question 8

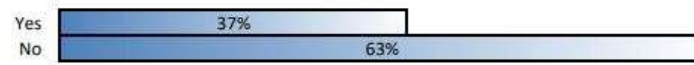
The practice is committed to provide high quality care to all of our patients and find both complaints and constructive criticism very helpful in order to make positive changes and improvements. Our patients are able to write reviews on NHS choices website and Health Watch Sheffield website.

Have you made any comments on any of the websites mentioned above?



Question 9

If you answered no to question 8 would you be happy for our PPG to help and support you with sharing your views? Would you access our PPG for this support?



Question 10

We would like you to think about your recent experience of our service. How likely are you to recommend us to friends and family if they needed similar care or treatment?

