

St Andrews Medical Centre PPG Patient Questionnaire

Have you registered with the practice in the last year?

- Yes
- No

Have you visited our website?

- Yes
- No

Your age range:

- <20
- 20-40
- 41-60
- 61-80
- >80

How do you rate our website?

- Poor
- Average
- Good
- Excellent
- No answer

Have you used our website to order online prescriptions?

- Yes
- No

Have you registered with a pharmacy to use electronic prescriptions?

- Yes
- No

How do you rate this service?

- Poor
- Average
- Good
- Excellent
- No answer

How many times have you seen the Dr in the past year?

- 1-2 times
- 3-4 times
- 5-6 times
- >7 times

When booking an 'on the day appointment' how often are you unsuccessful on your first attempt?

- Never
- On at least one occasion
- On more than one occasion
- More than 3 occasions

If you have been unsuccessful in making an appointment and have highlighted it was an emergency, were you offered a telephone call?

- No
- yes
- not applicable

Were you aware you can book appointments in advance?

- Yes
- No

Are you aware that you can book appointments online?

- Yes
- No

Do you try to see your allocated Dr?

- Yes
- No

Are you aware of our extended surgeries early on Tuesday mornings, and one Saturday a month?

- Yes
- No

Any comments, suggestions how we could improve our service?