

Dear patient,

The Patient Participation Group (PPG) is seeking your views about how effectively the Woodgrange Medical Practice (WMP) communicates with its patients. This questionnaire is one way in which we can measure how effectively WMP communicates with you and is an opportunity for you to tell us what you think and how we can help WMP improve. Please answer the following questions as honestly as you can.

1) Do you have internet access? (Tick one)

Yes	<input type="checkbox"/>	Go to Question 2
No	<input type="checkbox"/>	Go to Question 10

2) Are you aware that the Woodgrange Medical Practice has a website? (Tick one)

Yes	<input type="checkbox"/>	Go to Question 3
No	<input type="checkbox"/>	Go to Question 10

3) If yes, how frequently do you use the website? (Tick one)

Regularly for information	<input type="checkbox"/>
Occasionally as needed	<input type="checkbox"/>
Never	<input type="checkbox"/>

4) Do you find the website helpful? (Tick one)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

5) What do you find the website most helpful for?
(Please number in order of preference i.e. 1=most helpful)

Telephone numbers	<input type="checkbox"/>	Ordering repeat prescriptions	<input type="checkbox"/>
Booking appointments online	<input type="checkbox"/>	Finding out about the services available	<input type="checkbox"/>
Other (Please list them here)			

6) What else would you like to be included in the website? (List as many suggestions as you like)

7) Would you like to read a regular newsletter from the practice on the practice website? (Tick one)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

8) If so, how frequently would you like to receive this? (Tick one)

Once a quarter	<input type="checkbox"/>
Twice a year	<input type="checkbox"/>

9) What would you like to be included in the newsletter? (Tick any that apply)

Seasonal reminders (e.g. flu jab)	<input type="checkbox"/>	Anything else? (Please list your suggestions here)
General issues affecting your GP	<input type="checkbox"/>	
Who's who e.g. any changes in staff	<input type="checkbox"/>	
How to look after yourself - top tips	<input type="checkbox"/>	
Did you know? (e.g. latest drugs/research)	<input type="checkbox"/>	

From Question 1 or Question 2

10) The website gives seasonal information, general information & information regarding the practice. Would you like a printed news sheet to be available from reception giving you the same information?

Yes	
No	

11) Have you ever made a comment or suggestion via the Suggestion Box in the waiting room?

Yes	
No	

12) If yes, what did you think of the response to your comment? (Tick one)

Good - my comment was acted upon	
Considered response - but my comment wasn't acted upon	
Poor response	
I didn't receive a response	

13) Do you think that a television in the reception area would be useful in order to show health related messages? (Tick one)

Yes	
No	

14) Do you have any other comments to make?

Many thanks for taking the time to answer the questions. Please post your completed questionnaire in the box in reception before you leave.

The consultation period will close on 30 April 2012. We will publish the combined results on the Patient Participation Group notice board in reception and on the WMP website in May.

Gender (Circle one)	Male	Female
What's your age?		

White:

- British
- Irish
- Any other White background

Asian or Asian British:

- Asian Bangladeshi
- Asian Indian
- Asian Pakistani
- Any other Asian background

Chinese or Chinese British:

- Chinese

Black:

- Black - African
- Black - Caribbean
- Any other Black background

Dual Heritage:

- Asian and White
- Black African and White
- Black Caribbean and White
- Chinese and White
- Any other background from more than one ethnic group

- Any other ethnic group (please give details):
- I prefer not to say