

Fleet Medical Centre 2018 Patient Survey

Fleet Medical Centre aims to ensure the best possible care is provided to all of our patients.

We would like to ask our patients and visitors one question, to be considered in three areas of our organisation. When you have answered the question in each of these areas in your own words, we hope to identify some common themes which we can aim to improve and develop our services to better meet your needs.

We ask that you consider your expectations carefully to ensure we can deliver on realistic ideas.

How can we further improve our service to you in the following areas?:

Having enough appointments to offer at the right time is always a challenge for general practice. How do you think we can improve Clinical Services? i.e. the range of clinicians we have available and their availability including GPs, Nurses, Nurse Practitioners, Paramedic Practitioner, Physiotherapists, Healthcare Assistants and Phlebotomists.

(in no more than 100 words)

Resources always cause challenges for estates and facilities i.e. car parking, waiting room, toilets and services (such as baby change and services for those with disabilities), confidentiality and reception design. What would you like to see changed and how?

(in no more than 100 words)

Access to appointments and communications via telephone during opening hours is often still the most popular choice for many of our patients. However we also offer an e-consultations online form, electronic prescriptions, online appointment booking, text messaging, websites and opening times – a range of services available 24 hours a day. What further improvements do you think we could do?

(in no more than 100 words)

Date completed/received at the practice:

Thank you for completing this survey and the results and an action plan will be published in our next patient newsletter.

This is an anonymous survey and the responses will be collated for generalised feedback from the practice and our Patient Participation Group.