

Dear Patient

## Our Survey

This practice has a Patient Participation Group – a small group of patients whom we hope can give us the “patient’s-eye view” of how we do things at Wellspring. Each year, the group organize a survey to ask what you think about relevant topics. Last year we looked at information – what is produced, how helpful it is and what you think is missing.

As a result of this the practice was encouraged to:

- Find more good quality information for patients to read about a range of medical conditions **Done**
- Display the information in easy-to-find sections **Done**
- Display the information in a more private area near the consulting rooms **Done**
- Experiment with using text reminders to help patients remember to attend appointments **Done**
- Ensure that patients are always told the name of the doctor or nurse who will be seeing the patient for their appointment **Done**
- Improve the content and profile of the practice website so that patients have an alternative source of reliable information **Done**

## **Tasks Outstanding**

- Look at installing an additional telephone line
- Use the Killingworth Centre to publicise practice information
- Publish the practice web address on the name board outside

This year, the Group members are concerned about the government’s move to replacing Primary Care Trusts with Clinical Commissioning Groups. This will be the body that “buys” health services on behalf of general practices and their patients.

We would be very grateful if you would take the time to answer the following questions; if you do not have the time to answer now, please ask the receptionist for a stamped addressed envelope and send this questionnaire back to us within the next 7 days.

1. Do you feel you know as much as you NEED to know about the move to Clinical Commissioning Groups?

1    2    3    4    5

Not enough    Quite enough    I know plenty

2. Do you have any worries about this move, or are you quite comfortable with it?

1    2    3    4    5

Very worried    Quite worried    I am happy with it

3. If you have any worries about it, can you tell us what they are?

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4. Would you be keen for the practice to try to tell patients more about what is happening?

1    2    3    4    5

No thanks    Don't mind    Yes please

If yes, what kind of format (Newsletter, website, posters, meetings) would be most helpful to you. Are there any questions in particular you want us to answer?

6. Clinical Commissioning Groups are supposed to listen to what patients say. Would you be interested in the possibility of getting involved?

Yes  No

If yes, please leave your contact details – name and phone or email

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7. Self help and patient education is a great way for the NHS to save money. Last year the practice invested in more leaflets and booklets. We think the next step might be some self-help workshops. Would you be interested in a mini-series of workshops on looking after common health problems?

Examples:

- Childhood illness
- Recovering from stroke
- Living with cancers
- Asthma in children
- Breathing problems in adults

If yes: when would be a good time for you and how much time would you be willing to commit? (eg half an hour or an hour a week; how many weeks?)

Are there other conditions you might be interested in learning about?

Thank you for helping us with this survey!