

The Clarkson Surgery - Local Practice Survey January 2013

We would be grateful if you could take a few minutes to complete our survey. We are always working towards improving our services and your views are appreciated.

This survey is confidential.

1. Flu Clinics

The Clarkson Surgery is considering changing the format of the flu clinics. It is proposed that smaller clinics would occur throughout October and November.

Previously the surgery has designated just one Thursday in October to try and administer the majority of the injections.

I would prefer the surgery to put aside one Thursday for flu clinics

- Yes
- No

I would prefer the option of booking a flu clinic anytime in October and November

- Yes
- No

2. On-line Booking

The Clarkson Surgery is exploring the possibility of on-line booking.

I think the surgery should provide on-line booking

- Yes
- No

I would use on-line booking to make an appointment

- Yes
- No

3. Parking

Comments have been made that the provision of disabled parking spaces is insufficient.

Do you think the surgery should provide more disabled parking spaces

- Yes
- No

4. Telephone Triage

The Clarkson Surgery is exploring the possibility of providing enhanced telephone triage. This would mean that a Doctor or Nurse Practitioner would discuss your problem on the telephone and advise on an appropriate course of action. This might be in the form of an appointment, a prescription left at reception or clinical advice.

I would welcome the opportunity to use a telephone triage system

- Yes
- No

5. Phoning for Results

On requesting an investigation for a patient, the Doctor usually advises the patient to phone in for the result after a few days.

I am happy with the current arrangements for receiving results

- Yes
- No

6. Emergency Appointments

The Clarkson Surgery offers extra emergency appointments at the end of each afternoon surgery. These appointments are intended for urgent medical problems that cannot wait until the next day and are not intended for routine matters.

Are you aware that emergency appointments are available for urgent medical problems

- Yes
- No

Are you aware that these appointments are not intended for routine medical problems

- Yes
- No

7. Nurse Practitioner

The Clarkson Surgery has a Nurse Practitioner who has special training to deal with most medical conditions. It is possible to pre-book her clinics.

I am aware that it is possible to pre-book an appointment with the Nurse Practitioner

- Yes
- No

8. M.I.U

Are you aware that the minor injury unit at the North Cambs Hospital is available every weekday for the diagnosis and management of acute injuries?

I am aware of the M.I.U and of how to use this facility

- Yes
- No

9. Out of Hours Service

The out of hours service has now recently been relocated to the North Brink Surgery.

Do you know how to access the out of hours service

- Yes
- No

Do you know where the out of hours service is situated

- Yes
- No