



Mansfield and Ashfield  
Clinical Commissioning Group

## Jacksdale Medical Centre Patient Experience Survey November 2018

It is five months since the closure of Underwood Surgery. NHS Mansfield and Ashfield Clinical Commissioning Group (responsible for planning and paying for healthcare locally) would like to understand your experience of services at Jacksdale Medical Centre following the closure, particularly regarding access to appointments. The information gathered will be shared with the practice to inform service improvement in the future.

It would be most helpful if you could take a few minutes to answer the questions below. The closing date for receipt of responses is 5 December 2018. You may complete this form and leave it at reception or return it to:

Freepost RTGE-CRAT-BABH  
NHS Mansfield & Ashfield CCG  
Birch House  
Mansfield  
NG21 0HJ

**Please note no stamp is required.**

In addition, the survey can be completed online at;  
<https://www.surveymonkey.co.uk/r/Jacksdale2018>

=====

**1 Before the closure of Underwood Surgery, which location would you usually visit to access health care?**

- Underwood Surgery
- Jacksdale Medical Centre

**2 Generally, how easy is it to get through to someone at your GP practice on the phone?**

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Haven't tried

**3 In the past 5 months, have you booked general practice appointments in any of the following ways? (Please select all the boxes that apply to you)**

- In person
- By phone
- Online
- Doesn't apply / none of these

Please include any comments below:

**4 As far as you are aware, what general practice appointment times are available to you? (Please select all the boxes that apply to you)**

- Weekdays between 8am and 6.30pm
- After 6.30pm on a weekday
- On a Saturday
- On a Sunday
- Don't know

**5 When would you have liked this appointment to be? (Please choose one option only)**

- On the same day
- On the next day
- A few days later
- A week or more later
- I didn't have a specific day in mind
- Can't remember

**6 How long after initially trying to book the appointment did the appointment take place?**

- On the same day
- On the next day
- A few days later
- A week or more later
- Can't remember

**7 Overall, how would you describe your experience of making an appointment?**

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

**8 Overall, how would you describe your experience of your GP practice?**

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

**9 How do you rate the usefulness of the information displayed in the waiting room?**

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor

**10 Please include any further comments you may wish to make about your experience as a patient of Jacksdale Medical Centre?**

**Thank you for your help.**