

Information Provided by the Blackdown Practice to its Patients

Q1 What methods do you use to find out about services provided by, and the latest news about, the Practice?

- Displays in waiting rooms
- The patient pack
- Practice newsletters
- Practice website
- Staff and doctors
- The patient group
- NHS choices website
- Don't know
- Haven't tried
- Other – please detail below

Q2 How easy is it for you to find the information you need about the Practice?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know
- Haven't tried – please go to **Q4**

Q3 If you have tried to find out information about the Practice, is there anything you could not easily find? Please detail below.

Q4 Do you think the information displayed in the surgery is useful?

- Yes
- No
- Don't know

Q5 Do you think the information displayed in the surgery is up to date?

- Yes
- No

Q6 If you use the website, do you think the information on the website is useful?

- Yes
- No
- Don't use the website

Q7 If you use the website, do you think the information on the website is up to date?

- Yes
- No
- Don't use the website

Q8 What information do you think the surgery should provide that it doesn't currently either in the waiting room or on the website? Please detail below.

Q9 Finally... the test! What number do you telephone if you think you need to see a doctor when all three surgeries are closed?

Thank you for taking the time to complete this survey. Please return to your nearest branch by Monday 10 March