

Dr John Thompson
21 church street
Atherton
M46 9DE

Dear Patient,

As you will have heard from 1st April 2013 General Practitioners will be responsible for commissioning services from hospitals and community health providers. The GP's with practices in Wigan Borough will work together to ensure that the services on offer meet the needs of the borough's residents.

In order to do this we need to better understand the choices our patients make and the reasons behind them. With this in mind we would be grateful if you could take five minutes to complete the following survey and return in the envelope provided.

Gender M/F (please circle) Place of birth

Age Group of patient requiring treatment (please circle) under 2 3-5 5-8

9-12 13-18 19-24 25-34 35-44 45-54 55-64 65-74 over 75

Do you regularly use any of the following (please tick appropriate box):

Advice from Pharmacist	Often <input type="checkbox"/>	Seldom <input type="checkbox"/>	Never <input type="checkbox"/>
NHS Direct	Often <input type="checkbox"/>	Seldom <input type="checkbox"/>	Never <input type="checkbox"/>
Local GP	Often <input type="checkbox"/>	Seldom <input type="checkbox"/>	Never <input type="checkbox"/>
Out of Hours GP Service	Often <input type="checkbox"/>	Seldom <input type="checkbox"/>	Never <input type="checkbox"/>
Walk in Centre	Often <input type="checkbox"/>	Seldom <input type="checkbox"/>	Never <input type="checkbox"/>
Accident & Emergency (A&E) Dept	Often <input type="checkbox"/>	Seldom <input type="checkbox"/>	Never <input type="checkbox"/>

Please circle any of the following services if you have used them over the past 3 months.

Out of Hours GP NHS Direct Walk in Centre Accident & Emergency Dept

When did you last utilise? Within the past 1 month 2 month 3 month

What was the time of day: AM PM Evening during the night ?

How long did you wait to be seen? _____

Were you satisfied with the treatment you received? Yes No Neither

Please give any further comments or details on the reverse side of this questionnaire. (Please include if and why more than one service was used e.g. NHS Direct advised attendance at A&E etc)

Your comments:-

OPTIONAL INFORMATION:-

NAME

ADDRESS

EMAIL

Thank you for the time taken to complete this survey. Your feedback will help us to gather information which can then be used to help us to improve NHS services.

If you would like to be involved in continuing to work with the Practice to improve patient care and experience please contact MRS T COOPER PRACTICE MANAGER for details on our Patient Participation Group

Yours Sincerely