

PATIENT QUESTIONNAIRE

The Practice is considering the most effective ways to commence patient education programmes and would welcome your views by completing this short questionnaire. Please tick the answer most appropriate and hand the form back to reception when complete.

1. When did you last see a doctor at the GP surgery? Tick one.

- In the past 3 months
- Between 3 and 6 months ago
- More than 6 months ago
- I have never been seen by my present GP

2. Have you ever taken one of the leaflets displayed in the waiting room? Tick appropriate.

- Yes more than once
- Yes but only one
- No never
- My GP has given me leaflets/other information during a consultation
- Do you find the electronic information screen helpful? Yes/No

3. From the following examples, would you be interested in attending a patient education session at the surgery? Tick one or more.

- Chronic disease e.g. Diabetes
- First Aid
- Childhood Illnesses e.g. Meningitis
- Other – please specify

4. What format would you prefer a patient education session to take? Tick one or more

- Question and answer session
- Small groups for discussion
- Listen to a presentation
- Combination of above

5. Your age in years

5. Please add any comments you may have to improve patient education.

ANALYSIS OF RESPONSE TO PATIENT QUESTIONNAIRE

1. When did you last see a doctor at the GP surgery?

In the past 3 months	*****
Between 3 and 6 months ago	*****
More than 6 months ago	****
Never seen by present GP	*

Mainly in last 3 months. Few in the "never" category. Possibly due to low response from the "well" in the postal survey group.

2. Have you ever taken one of the leaflets displayed in the waiting room?

Yes more than once	*****
Yes but only once	****
No never	*****
GP has given me leaflets	****
Electronic screen Yes	*****
Helpful? No	*****

Predominately never. Electronic screen of some help.

3. Would you be interested in attending a patient education session at the surgery?

Chronic disease e.g. Diabetes	*****
First Aid	*****
Childhood illnesses	*****
Other	General well-being Fitness and food Menopause

Positive response to all subjects plus additional items listed in section 5 below.

4. What format would you prefer a patient education session to take?

Question and answer session	*
Small groups for discussion	**
Listen to a presentation	*****
Combination of above	*****

Combination of all methods preferred.

5. Please add any comments you may have to improve patient education.

First Aid
Presentations
Parenting
Nutrition and diet
PC access to medical records in surgery
Counselling on long term illness
Support groups for similar conditions
General questionnaire

6. Age distribution of respondents

Under 20 years	***
20 to 40	*****
41 to 60	*****
Over 60	*****

Over 60 group possibly under represented.

CONCLUSIONS AND RECCOMEDATIONS

Low take up of leaflets on display suggests that interest will only be stimulated by the doctor making suggestions or recommendations to attend appropriate education sessions which should take the form of presentations with question and answer sessions. This may involve more time for the doctors but, if successful, should promote better health and fewer visits to the surgery in the long term.

Group discussions are likely to be unstructured and attendance likely to fall off with time.