

# EDENBRIDGE MEDICAL PRACTICE SURVEY June 2022

This Survey is your opportunity to comment on the services of the Edenbridge Medical Practice and to offer suggestions for improvement.

Constructive suggestions for change are welcome and will be considered very carefully. All survey responses will be treated in absolute confidence and you are welcome to reply anonymously.

Alternatively you can contact the PPG with your comments through their email address [ppg.edenbridge@hotmail.com](mailto:ppg.edenbridge@hotmail.com)

1. How easy was it to get your appointment very easy/ easy/time consuming/frustrating

Comment:

2. Were you seen on-time within 15/30/45/60 minutes

Comment:

3. How would you rate your time at the surgery excellent/good/disappointing/poor

Comment:

What other services or improvements would you like to be offered at the Practice (a new building combined with the local minor injuries hospital services is planned for the end of 2023)

Thank you for your time

Edenbridge Medical Practice

*This survey was compiled with the cooperation of your PPG, who will help us to analyse the results.*

*The Edenbridge Medical Centre PPG (Patient Participation Group) forum provides an opportunity for our registered patients to get involved in current health service issues and help the practice shape and improve its service. The PPG is a voluntary group representing you with your Practice and also with the CCG (Clinical Commissioning Group). They are fundamentally the team that are running your health service in Kent and Medway.*

*To join, all you would need to do is to let us know that you would like to be involved by contacting us using the form links below. You can either sign up by submitting your email address with this questionnaire or email [ppg.edenbridge@nhs.net](mailto:ppg.edenbridge@nhs.net)*

Please tell us whether you are aware of the following:

	Aware/Not aware	
Availability of physiotherapy and social prescribers services	<input type="checkbox"/>	<input type="checkbox"/>
That you can order repeat prescriptions on line	<input type="checkbox"/>	<input type="checkbox"/>
GP services available at Sevenoaks Hospital 365 days a year	<input type="checkbox"/>	<input type="checkbox"/>
GP Practice website	<input type="checkbox"/>	<input type="checkbox"/>
GP Practice opening hours	<input type="checkbox"/>	<input type="checkbox"/>

GP out of hours arrangements	ð	Ð
NHS111	ð	Ð
Are you aware of online consultation service (e-consult	ð	Ð

### Useful Information

A) Our Practice core hours are 8.00 – 6.30 Monday to Friday. We do however offer extended hours which are available on multiple days of the week. Reception will be able to advise times and days available.

B) Out of hours help – When the surgery is closed the lines are diverted directly to 111 who will direct you to the appropriate service. Sevenoaks Urgent Treatment Centre is open from 8.00am-6.30pm daily and has a GP on duty should you need to be seen.

D) For the latest news and progress about Edenbridge and the new Health Centre: <https://www.kentcht.nhs.uk/service/edenbridge-and-district-war-memorial-hospital/edenbridge-health-and-wellbeing-centre/>

For the West Kent CCG (which will change to the West Kent Health Integrated Care Partnership) : <https://www.kentandmedwayccg.nhs.uk/about-us/who-we-are/integrated-care-partnerships/west-kent-icp>

For the Sevenoaks PCN that includes all local GP services: <https://sevenoakspcn.gpweb.org.uk/>