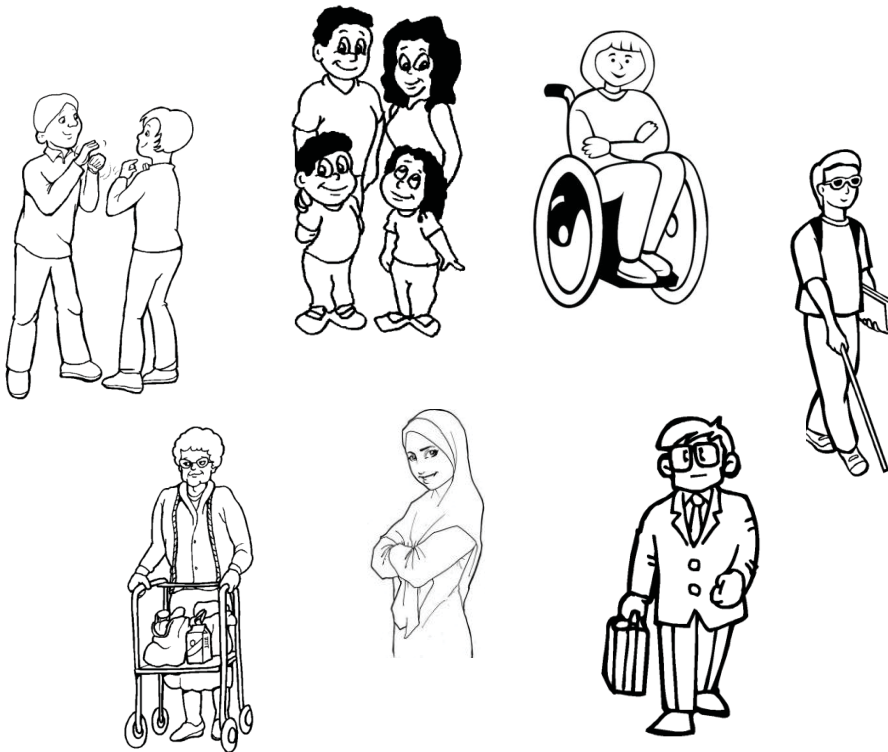


## Questionnaire about how well this GP surgery meets the needs of its patients

Your views about this GP surgery are really important. It is vital that the GP surgery hears about your experiences so they can improve their service for everyone, including people like you. If you don't respond, the GP surgery can't make these improvements. This questionnaire is not being sent to everybody, so your response is extremely valuable.

When you answer the questions, please think about how well the GP surgery meets your needs, taking into account **your own circumstances**.

The questionnaire should take no longer than 10 minutes to complete.



If you would like to complete the questionnaire online, please go to:

[web address]

## About arranging an appointment...

---

**Q1** The last time you used the GP surgery, how easy was it for you to get in touch with them to make the appointment?

Very easy  Quite easy  Not very easy  Not at all easy  No opinion

---

**Q2a** The last time you used the GP surgery, what type of appointment did you want? (please tick one only)

An appointment at the surgery.....   
To speak to a doctor or nurse on the phone.....   
A home visit.....   
I didn't mind / wasn't sure what I wanted.....   
Something not listed above (please specify).....  .....

**Q2b** Were you able to get the type of appointment you wanted?

Yes  No  No opinion

---

**Q3a** The last time you used the GP surgery, did you have any preferences about when the appointment was?

Yes, I wanted it as soon as possible.....   
Yes, I wanted to make an appointment for a particular day / time.....   
No, I didn't mind when it was.....

**Q3b** Were you able to get an appointment at a time that was right for you?

Yes  No  No opinion

---

**Q4a** The last time you used the GP surgery, did you have any preferences about who the appointment was with?

Yes, I wanted a particular doctor.....   
Yes, I wanted a particular nurse.....   
Yes, there was a particular doctor / nurse I wanted to avoid.....   
Yes, I wanted someone of my own sex.....   
No, I didn't mind who I saw.....

**Q4b** Were you able to get an appointment with the person you wanted?

Yes  No  No opinion

---

---

**Q5** Overall, did the GP surgery make it easy for you to arrange an appointment that suited you?

Very easy  Quite easy  Not very easy  Not at all easy  No opinion

---

**Q6** Did you have any of the following problems in arranging an appointment? (please tick any that apply)

It was difficult to get through on the phone.....

I had to keep phoning back to get an appointment.....

There were no appointments available on the day / at the time I wanted.....

The wait for a non-urgent appointment was too long.....

The wait for an appointment with my preferred GP or nurse was too long.....

I wasn't able to book in advance for the time I wanted.....

Please tell us about any other problems you have had in arranging an appointment, and how the GP surgery could make it easier for you to get an appointment that suits you:

---

### About how well reception staff treated you...

---

**Q7** The last time you used the GP surgery, did you feel that the reception staff...

Were friendly towards you?

Yes  Yes, to some extent  No  No opinion

Treated you with respect?

Yes  Yes, to some extent  No  No opinion

Tried their best to help you?

Yes  Yes, to some extent  No  No opinion

**Q8** Overall, did you feel that the reception staff treated you well?

Very well  Quite well  Not very well  Not at all well  No opinion

Please tell us about any problems you have had with the way reception staff treat you, and what would make this better for you:

## About how easy it was for you to visit the GP surgery...

---

**Q9** How easy was it for you to...

Get around the building?

Very easy  Quite easy  Quite difficult  Very difficult  No opinion

Use the facilities at the surgery (e.g. toilets)?

Very easy  Quite easy  Quite difficult  Very difficult  No opinion

Book in when you arrived?

Very easy  Quite easy  Quite difficult  Very difficult  No opinion

Talk to receptionists without being overheard?

Very easy  Quite easy  Quite difficult  Very difficult  No opinion

Know when it was your turn to be seen?

Very easy  Quite easy  Quite difficult  Very difficult  No opinion

---

**Q10** Could you wait in comfort?

Yes  Yes, to some extent  No  No opinion

---

**Q11** Overall, how easy was it for you to use the GP surgery building and its facilities?

Very easy  Quite easy  Quite difficult  Very difficult  No opinion

Please tell us about any problems you have had in using the GP surgery building and its facilities, and what would make this easier for you:

## About how good this GP surgery is at helping to co-ordinate your care ...

---

**Q12** Is this GP surgery good at...

Helping you keep up to date with your health care (e.g. sending you reminders about upcoming appointments, making it easy to get repeat prescriptions)?

Very good     Quite good     Not very good     Not at all good     Not applicable

Organising your health care with hospitals (e.g. letting you know hospital test results, chasing the hospital when letters go missing)?

Very good     Quite good     Not very good     Not at all good     Not applicable

Helping you to get other health and community services you need (e.g. family planning, counselling, social services)?

Very good     Quite good     Not very good     Not at all good     Not applicable

---

**Q13** Overall, how good is this GP surgery at helping to co-ordinate your care?

Very good     Quite good     Not very good     Not at all good     No opinion

Please tell us about any problems you have had in the co-ordination of your care, and what would make this better for you:

## About how good this GP surgery is at listening and communicating with patients...

---

**Q14** Is this GP surgery good at...

Keeping you informed about their services?

Very good     Quite good     Not very good     Not at all good     No opinion

Listening to patients' complaints and suggestions?

Very good     Quite good     Not very good     Not at all good     No opinion

Please tell us how the GP surgery could be better at listening and communicating with patients:

---

### Overall, how do you feel about this GP practice?

---

**Q15** Thinking about your own lifestyle and personal circumstances, does this GP surgery provide a good service for people like you?

Yes, completely     Yes, to some extent     No, not really     No, not at all     No opinion

---

**Q16** Do you feel comfortable using this GP surgery?

Very comfortable     Quite comfortable     Not very comfortable     Not at all comfortable     No opinion

Please tell us about anything this GP surgery does particularly well to meet your needs:

Please tell us how the GP surgery could be better at meeting your needs:

## About you...

The following questions are important for finding out how well the GP surgery meets the needs of different groups of people. However, **if there are any questions you would strongly prefer not to answer**, please leave them blank.

### What is your gender?

male       female       transgender

### How old are you?

under 18            55 to 64        
18 to 24            65 to 74        
25 to 34            75 to 84        
35 to 44            85 or over        
45 to 54     

### What is your ethnic group?

White British        
Black or Black British        
Asian or Asian British        
Mixed British        
Chinese        
Gypsy or traveller        
Other ethnic group            (please state.....)

### Do you have any of the following conditions? *(please tick any that apply)*

deafness or severe hearing impairment        
blindness or severe visual impairment        
a condition that substantially limits your ability to  
carry out basic activities, e.g. walking, climbing stairs,  
lifting or carrying        
a learning disability        
a long-standing mental health problem        
any other long-standing illness (e.g. asthma, diabetes)

**Which of these describes what you are doing at present?** *(please tick one only)*

- full-time paid work (30 hours or more each week)
- part-time paid work (under 30 hours each week)
- full-time education at school, college or university
- not in paid work / retired

**Is it easy for you to take time away from your work to see a doctor?**

- yes  no  not applicable

**Are you registered at this GP surgery?**

- yes  no

*If no:* please explain why you are visiting today .....

(e.g. you are away from home, you are a traveller, you have no fixed address)

**Are you a parent or a legal guardian for any children aged under 16 living in your home?**

- yes  no

*If yes:* please give the ages of the children.....

**Are you a carer for anyone with an ongoing health problem or disability?**

- yes  no

**Which of the following best describes how you think of yourself?**

- heterosexual / straight
- gay / lesbian
- bisexual
- other

**Would you say that English is your first language?**

- yes  no  bilingual / multi-lingual

If English is not your first language, what is your first language?.....