

How well does this GP surgery meet your needs?

Easy Read version



This questionnaire is available free for use with the written permission of the University of Leicester. Please contact Carolyn Tarrant: ccp3@le.ac.uk

Filling in this questionnaire



This is the Easy Read version of our questionnaire.

It uses easy words and pictures to make it easier to understand.

It is okay if someone helps you fill in this questionnaire.



If you are a family carer or support worker you may need to fill in this questionnaire on behalf of the person you support.

Please tell us on the back page of the questionnaire what help you had to fill it in.

For each question please tick the answer that best says how you feel about the doctor's surgery.



There are no right or wrong answers.

It is okay say something is hard or not good. The surgery want to know how to make things better.

There is a space at the end where you can write anything else you want to say.

Getting an appointment



GP Surgery

You can phone your doctor's surgery to make an appointment.

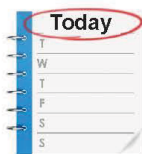
1

Is it easy or hard to get in touch with your doctor's surgery?

✓ Easy

X Hard

? Don't know



If you are feeling very ill you might need to see a doctor straight away.

2

Is it easy or hard to get an urgent appointment for the same day?

✓ Easy

X Hard

? Don't know



You might want to book an appointment for another day.

3

Is it easy or hard to get an appointment for the time you want?

Easy

Hard

Don't know

Hello again
Jill



You might want to see a doctor who knows you well.

4

Is it easy or hard to get an appointment with the doctor you want to see?

Easy

Hard

Don't know



If you are a woman, you might want to see a female doctor or nurse.



If you are a man, you might want to see a male doctor or nurse.

5

Is it easy or hard to get to see a doctor or nurse the same sex as you?

✓ Easy

X Hard

? Don't know



If you don't speak English as your first language your doctor's surgery can find someone who speaks your language.

If English is your first language go to Question 7.

6

Is your doctor's surgery good at finding someone who speaks your language?

✓ Yes

X No

? Don't know



A doctor can visit you at home if you are too ill to go to the doctor's surgery.

7

Is it easy or hard to get a doctor to visit you at home when you are very ill?



Easy



Hard



Don't know



A doctor can help by talking to you on the phone.

8

Is it easy or hard to get to talk to a doctor on the phone?



Easy



Hard



Don't know

Reception staff

The reception staff help you when you get to the doctor's surgery.

They can help if you have any questions.



9

Are the reception staff friendly?

✓ Yes

X No

? Don't know

10

Do the reception staff try their best to help you?

✓ Yes

X No

? Don't know

11

Is it easy or hard to talk to the reception staff without other people hearing?

✓ Easy

X Hard

? Don't know

Visiting your doctor's surgery



You might use a wheelchair or need someone to help you find your way around the surgery.

12

Is it easy or hard to get around your doctor's surgery?

Easy

Hard

Don't know



13

Is it easy or hard to use places like the waiting room, toilets and baby changing room in your doctor's surgery?

Easy

Hard

Don't know

Alice Jones



When it's your turn to be seen your name is called out or comes up on the screen.

14

Is it easy or hard to know when it's your turn to be seen by the doctor or nurse?



Easy



Hard



Don't know



Your doctor's surgery may have things like magazines and a TV in the waiting room.

15

Is your doctor's surgery good at helping you relax while you wait?



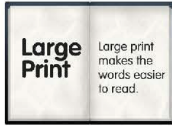
Yes



No



Don't know



You may need information in another language, large print or Easy Read.

16

Is your doctor's surgery good at giving you information that is easy to understand?



Yes



No



Don't know

Looking after your health



Your doctor's surgery can send you reminders about appointments and tell you what you need to do next.

17

Is your doctor's surgery good at keeping you up to date?

Yes

No

Don't know



You get a repeat prescription when you need the same medicine again but do not need to see the doctor.



18

Is it easy or hard to get a repeat prescription from your doctor's surgery?

Easy

Hard

Don't know

Your doctor's surgery can help you with your hospital care.



Hospital



They can let you know your test results and chase up hospital letters.

19

Is your doctor's surgery good at helping you with your hospital care?



Yes



No



Don't know

Your doctor's surgery can help to get the care you need at home.



They can also help you get other care you need, like physiotherapy.

20

Is your doctor's surgery good at helping you get the care you need?



Yes



No



Don't know

Getting things right for you



Think about whether your doctor's surgery gets things right for you.

21

Does your doctor's surgery give you a good or a bad service?



Good



Bad



Don't know

Please tell us what is good about your doctor's surgery.



Please tell us what is bad about your doctor's surgery.



Listening to you



Your doctor's surgery might use a suggestion box or questionnaires.

They can ask for your ideas about how to make things better.

22

Does your doctor's surgery ask you how they can make things better?



Yes



No



Don't know

Complaint



Your doctor's surgery should listen to your ideas.

If you are not happy about how you have been treated you can make a complaint.

23

Is your doctor's surgery good at listening to your complaints and ideas?



Yes



No



Don't know

Please tell us anything else
you want to say here.



Tell us about yourself

We ask these questions because they help us check we have included everyone in our research.

It is okay if there is a question you would rather not answer.



Are you male or female?



Male



Female

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

Which one of these groups do you belong to?

A

White



English / Welsh / Scottish / Northern Irish / British

Irish

Gypsy or Irish Traveller

Any other White background

If other, please write in box below

B

Mixed / multiple ethnic groups



White and Black Caribbean

White and Black African

White and Asian

Any other mixed / multiple ethnic background

If other, please write in box below

C

Asian / Asian British



- Indian
- Bangladeshi
- Pakistani
- Chinese
- Any other Asian background

If other, please write in box below

D

Black / African / Caribbean / Black British



- African
- Caribbean
- Any other Black / African / Caribbean background

If other, please write in box below

E

Other ethnic group - please write in box below

Do you have any of the following conditions?

Please tick any that you have. ✓



I am deaf or have a hearing impairment.



I am blind or have a visual impairment.



It is hard for me to do things like walking, using stairs, lifting and carrying.



I have a learning disability.

I have autism or Asperger's Syndrome.



I have a mental health problem like depression or bipolar.



I have a serious illness like diabetes, epilepsy or cancer.

Are you a deaf person who uses sign language?



Yes

No

Are you a carer?

Carers look after a disabled person or someone with health problems.



Yes

No

Is English your first language?



Yes

No

I speak more than one language

If English is not your first language please tell us your first language in the box below.

Are you:



Heterosexual / straight

Gay / Lesbian

Bisexual

Other

I don't want to say

Tell us about what you do:

You can tick more than one box. ✓

There are more choices on the next page.



I work full time
(30 hours or more each week)



I work part time
(under 30 hours each week)

Your work can be paid or voluntary work.





I am at school, college or university



I am unemployed



I do not work because of sickness or disability



I am retired



I look after the home



Other, such as use a day service



You can tick more than one box. ✓

Please tell us about the help you had with this questionnaire:

- I didn't need any help
- Someone helped me to understand the questions
- Someone helped me write the answers
- Someone filled it in on my behalf.