

THE GP PATIENT SURVEY

Thank you for taking the time to answer these questions. Please answer the questions below by putting a ✓ in ONE BOX for each question. We will keep your answers completely confidential.

If you would prefer to complete the survey online, please go to www.gp-patient.co.uk and follow the instructions.

Reference/Username:

Online password:



A. ABOUT YOUR GP SURGERY OR HEALTH CENTRE

Q1 How easy do you find it to get into the building at your GP surgery or health centre?

Very easy
 Fairly easy
 Not very easy
 Not at all easy

Q3 In the reception area, can other patients overhear what you say to the receptionist?

Yes, but I don't mind
 Yes, and I am not happy about it
 No, other patients can't overhear
 Don't know

Q2 How clean is your GP surgery or health centre?

Very clean
 Fairly clean
 Not very clean
 Not at all clean
 Don't know

Q4 How helpful do you find the receptionists at your GP surgery or health centre?

Very helpful
 Fairly helpful
 Not very helpful
 Not at all helpful

B. GETTING THROUGH ON THE PHONE

Now please think about times you have phoned your GP surgery or health centre in the past 6 months.

Q5 In the past 6 months, how easy have you found the following? Please put a ✓ in one box for each row.

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to a doctor on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to a nurse on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting test results on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C. SEEING A DOCTOR

Q6 In the past 6 months, have you tried to see a doctor fairly quickly?
By 'fairly quickly' we mean on the same day or in the next 2 days the GP surgery or health centre was open.

- Yes..... Please go to Q7
- No Please go to Q9
- Can't remember.... Please go to Q9

Q7 Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next 2 days the GP surgery or health centre was open?

- Yes..... Please go to Q9
- No Please go to Q8
- Can't remember.... Please go to Q9

Q8 If you couldn't be seen within the next 2 days the GP surgery or health centre was open, why was that?

Please tick all the boxes that apply to you

- There weren't any appointments
- The times offered didn't suit me
- The appointment was with a doctor I didn't want to see
- I could have seen a nurse but I wanted to see a doctor
- Another reason
- Can't remember

Q9 In the past 6 months, have you tried to book ahead for an appointment with a doctor?
By 'booking ahead' we mean booking an appointment more than 2 full days in advance.

- Yes..... Please go to Q10
- No Please go to Q11
- Can't remember.... Please go to Q11

Q10 Last time you tried to, were you able to get an appointment with a doctor more than 2 full days in advance?

- Yes
- No
- Can't remember

Q11 When did you last see a doctor at your GP surgery or health centre?

- In the past 3 months Please go to Q13
- Between 3 and 6 months ago..... Please go to Q13
- More than 6 months ago..... Please go to Q12
- I have never been seen at my present GP surgery or health centre Please go to Q12

Q12 If you haven't seen a doctor in the past 6 months, why is that?

Please tick all the boxes that apply to you

- I haven't needed to see a doctor
- I couldn't be seen at a convenient time
- I couldn't get to the GP surgery or health centre easily
- I didn't like or trust the doctors
- Another reason

D. WAITING TIME IN THE GP SURGERY OR HEALTH CENTRE

Q13 How long after your appointment time do you normally wait to be seen?

- I don't normally have appointments at a particular time
- I am normally seen at my appointment time
- Less than 5 minutes
- 5 to 15 minutes
- 16 to 30 minutes
- More than 30 minutes
- Can't remember

Q14 How do you feel about how long you normally have to wait?

- I don't normally have to wait too long
- I have to wait a bit too long
- I have to wait far too long
- No opinion/doesn't apply

E. SEEING THE DOCTOR YOU PREFER

Q15 Is there a particular doctor you prefer to see at your GP surgery or health centre?

- Yes..... [Please go to Q16](#)
- No [Please go to Section F](#)
- There is usually only one doctor in my GP surgery or health centre [Please go to Section F](#)

Q16 How often do you see the doctor you prefer to see?

- Always or almost always
- A lot of the time
- Some of the time
- Never or almost never
- Not tried at this GP surgery or health centre

F. OPENING HOURS

In the next few questions, think about the times your GP surgery or health centre is open for you to see a doctor or a nurse.

Q17 How satisfied are you with the hours that your GP surgery or health centre is open?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I'm not sure when my GP surgery or health centre is open

Q18 Would you like your GP surgery or health centre to open at additional times?

- Yes..... Please go to Q19
- No Please go to Section G

Q19 Which one of the following additional times would you most like the GP surgery or health centre to be open? Please pick one answer showing the time you would most like it to be open.

- Before 8am
- At lunchtime
- After 6.30pm
- On a Saturday
- On a Sunday

G. SEEING A DOCTOR IN THE GP SURGERY OR HEALTH CENTRE

Please answer these next questions about the last time you saw a doctor at your GP surgery or health centre.

Q20 Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? Please put a ✓ in one box for each row.

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asking about your symptoms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listening to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explaining tests and treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving you in decisions about your care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treating you with care and concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking your problems seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21 Did you have confidence and trust in the doctor you saw?

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know/can't say

H. SEEING A PRACTICE NURSE IN THE GP SURGERY OR HEALTH CENTRE

Q22 Have you seen a practice nurse at your GP surgery or health centre in the past 6 months?

- Yes..... Please go to Q23
- No Please go to Q25

Q23 How easy is it for you to get an appointment with a practice nurse at your GP surgery or health centre?

- Haven't tried
- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know

Q24 Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? Please put a ✓ in one box for each row.

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asking about your symptoms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listening to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explaining tests and treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving you in decisions about your care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treating you with care and concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking your problems seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I. YOUR OVERALL SATISFACTION

Q25 In general, how satisfied are you with the care you get at your GP surgery or health centre?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

J. PLANNING YOUR CARE

The next few questions are about a discussion you may have had with any doctor or nurse.

Q26 Do you have any long-standing health problem, disability or infirmity? Please include anything that has troubled you over a period of time or that is likely to affect you over a period of time.

- Yes..... Please go to Q27
- No Please go to Section K
- Don't know/can't say..... Please go to Section K

Q27 In the past 6 months, have you had a discussion with a doctor or nurse about managing your long-standing health problem?

- Yes..... Please go to Q28
- No, I didn't want a discussion..... Please go to Section K
- No, I would have liked a discussion..... Please go to Section K
- Can't remember.... Please go to Section K

Q28 Following this discussion, did a doctor or nurse agree a plan about how you wanted to manage your long-standing health problem?

- Yes
- No
- Can't remember

Q29 Do you think that having a discussion or plan has helped improve the care you receive?

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know

K. OUT OF HOURS CARE

The next few questions are about contacting an out-of-hours GP service when your GP surgery or health centre is closed (for example, in the evening, at night or at the weekend).

These questions are not about NHS Direct, NHS walk-in centres or Accident and Emergency (A&E) or Casualty services.

Q30 If you wanted to, would you know how to contact an out-of-hours GP service when the surgery or health centre is closed?

- Yes
- No

Q31 In the past 6 months, have you tried to call an out-of-hours GP service when the surgery or health centre was closed?

- Yes, for myself Please go to Q32
- Yes, for someone else Please go to Q32
- No Please go to Section L

Q32 How easy was it to contact the out-of-hours GP service by telephone?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know/didn't make contact

Q33 Were you prescribed or recommended any medicines by the out-of-hours GP service you contacted?

- Yes Please go to Q34
- No Please go to Q35
- Don't know/doesn't apply Please go to Q35

Q34 How easy was it to get these medicines?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy

Q35 How do you feel about how quickly you received care from the out-of-hours GP service?

- It was about right
- It took too long
- Don't know/doesn't apply

Q36 Overall, how do you feel about the care you received from the out-of-hours GP service?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know/doesn't apply

L. SOME QUESTIONS ABOUT YOURSELF

The following questions will help us to see how experiences vary between different groups of the population.

Q37 Are you male or female?

- Male
 Female

Q38 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

Q39 What is your ethnic group?

Choose **one** section from **A** to **E** below, then select the appropriate option to indicate your ethnic group

A. White

- British
 Irish
 Any other White background

→ Please write in

B. Mixed

- White and Black Caribbean
 White and Black African
 White and Asian
 Any other Mixed background

→ Please write in

C. Asian or Asian British

- Indian
 Pakistani
 Bangladeshi
 Any other Asian background

→ Please write in

D. Black or Black British

- Caribbean
 African
 Any other Black background

→ Please write in

E. Chinese or other ethnic group

- Chinese
 Any other ethnic group

→ Please write in

Q40 Which of these best describes what you are doing at present?

If more than one of these applies to you, please tick the main **ONE** only

- Full-time paid work (30 hours or more each week) Please go to Q41
 Part-time paid work (under 30 hours each week) Please go to Q41
 Full-time education at school, college or university
 Unemployed
 Permanently sick or disabled
 Fully retired from work
 Looking after the home
 Doing something else

Please go to Q43

Q41 In general, how long does your journey take from home to work (door to door)?

- Up to 30 minutes
 31 minutes to 1 hour
 More than 1 hour
 I live on site

Q42 If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this?

- Yes
 No

Q43 In general, would you say your health is...?

- Excellent
 Very good
 Good
 Fair
 Poor

+

Q44

Do you have any of the following long-standing conditions? Please include problems which are due to old age.

Please tick all the boxes that apply to you

- Deafness or severe hearing impairment
- Blindness or severe visual impairment
- A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying
- A learning difficulty
- A long-standing psychological or emotional condition
- Other, including any long-standing illness
- No, I do not have a long-standing condition

Q45

Are you a deaf person who uses sign language?

- Yes
- No

Q46

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

- Yes
- No

Q47

Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

- Yes
- No

Thank you for your time.

Please return this questionnaire in the reply paid envelope provided or send it in an envelope marked only **FREEPOST GP PATIENT SURVEY** (no stamp is needed).

This questionnaire has been developed in conjunction with the Peninsula Medical School and the National Primary Care Research and Development Centre at the University of Manchester.



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