

GP PATIENT SURVEY

Please answer the questions below by putting an **X** in **one box** for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential.

If you would prefer to **fill in the survey online**, please go to **www.gp-patient.co.uk/survey**



Access code:



Your GP practice services

01 Generally, how easy or difficult is it to contact your GP practice on the phone?

- ☐ I haven't tried
- ☐ Very easy
- ☐ Fairly easy
- ☐ Neither easy nor difficult
- ☐ Fairly difficult
- ☐ Very difficult

02 Generally, how easy or difficult is it to contact your GP practice using their website?

- ☐ I haven't tried
- ☐ Very easy
- ☐ Fairly easy
- ☐ Neither easy nor difficult
- ☐ Fairly difficult
- ☐ Very difficult

03 Generally, how easy or difficult is it to contact your GP practice using the NHS App?

- ☐ I haven't tried
- ☐ Very easy
- ☐ Fairly easy
- ☐ Neither easy nor difficult
- ☐ Fairly difficult
- ☐ Very difficult

04 Overall, how helpful do you find the reception and administrative team at your GP practice?

- ☐ Very helpful
- ☐ Fairly helpful
- ☐ Not very helpful
- ☐ Not at all helpful
- ☐ I don't know

05 Which of the following online GP services have you used in the last 12 months?

By 'online' we mean on a website or smartphone app.

Please put an **X** in **all** the boxes that apply.

- ☐ Booking appointments
- ☐ Filling in an online form to give information about a health issue (for example, to ask for an appointment or advice)
- ☐ Ordering repeat prescriptions
- ☐ Accessing medical records
- ☐ Registering with a practice
- ☐ Finding out test results
- ☐ Making an administrative request (for example, asking for a fit note or updating contact details)
- ☐ None of these

06 Is there a particular healthcare professional at your GP practice you usually prefer to see or speak to?

This could be a nurse, GP, or other health professional at your practice.

- ☐ Yes
- ☐ No → **Go to 08**

07 How often do you get to see or speak to your preferred healthcare professional when you ask to?

- ☐ Always or almost always
- ☐ A lot of the time
- ☐ Sometimes
- ☐ Never or almost never
- ☐ I haven't tried

Your last contact

Only think about the **last time** you tried to contact your GP practice for yourself or someone else.

08 When did you last try to contact your GP practice for yourself or someone else?

- ☐ In the last 3 months
- ☐ Between 3 and 6 months ago
- ☐ Between 6 and 12 months ago
- ☐ More than 12 months ago
- ☐ I haven't contacted my GP practice since being registered → **Go to 17**

09 On that occasion, what was your main reason for trying to contact your GP practice?

Please put an **X** next to the main **one** only.

The main reason was to:

- ☐ get advice or treatment from a healthcare professional for a **new** health issue
- ☐ get advice or treatment from a healthcare professional for an **existing** health issue
- ☐ get a prescription
- ☐ get test results
- ☐ make an administrative request (for example, updating contact details or personal information)
- ☐ get help with a fit note or any other medical evidence (for example, for benefit claims or background medical checks)
- ☐ discuss a referral for specialist care
- ☐ register with the practice as a new patient
- ☐ do something else

10 Still thinking about the last time you contacted your GP practice, how did you try to contact them?

- ☐ I phoned the practice → **Go to 11**
- ☐ I visited in person
- ☐ Online, using the practice website
- ☐ Online, using the NHS App
- ☐ Online, using a different website or app
- ☐ Another way

Go to 12

11 What happened when you phoned your GP practice on that occasion?

- ☐ My call was answered straight away
- ☐ My call was held in a queue and I waited until someone answered
- ☐ My call was held in a queue and I asked for a call-back through an automated system
- ☐ My call was held in a queue but I didn't wait for anybody to answer
- ☐ My call wasn't answered at all

Go to 15

12 Once you had contacted your GP practice, did you know what the next step in dealing with your request would be?

For example, the next step could have been someone contacting you, being asked for more information or having an appointment booked.

- ☐ Yes
- ☐ No
- ☐ I was told to contact my practice again another day, as they couldn't help that day
- ☐ I couldn't contact my practice

Go to 15

13 How soon after you contacted your GP practice did you know what the next step would be?

- ☐ There and then
- ☐ Later on the same day
- ☐ The next day
- ☐ After two or more days
- ☐ I can't remember

14 How did your GP practice deal with your request?

Please put an **X** in **all** the boxes that apply.

I (or the person I was contacting the practice for) was:

- ☐ booked in for an appointment
- ☐ given information about how to manage the health issue
- ☐ prescribed medication
- ☐ told to go to a pharmacy
- ☐ told to contact NHS 111 or a different NHS service
- ☐ told to get urgent care
- ☐ given help or information in another way
- ☐ I don't know or I can't remember

Go to 16

15 What did you do when you couldn't contact your GP practice or didn't know what the next step would be?

Please put an **X** in **all** the boxes that apply.

- ☐ I tried to contact them again
- ☐ I tried to treat myself or the person I was contacting the practice for
- ☐ I asked a friend or family member for advice
- ☐ I went to a pharmacy
- ☐ I phoned NHS 111
- ☐ I used NHS 111 online
- ☐ I looked online for information
- ☐ I went to A&E
- ☐ I went to an urgent treatment centre
- ☐ I tried a different NHS service
- ☐ I tried to get information or advice from somewhere else
- ☐ I didn't do anything

16 Overall, how would you describe your experience of contacting your GP practice on this occasion?

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor

Your last appointment

The next few questions are about the last time you had an appointment for yourself.

17 When was your last GP practice appointment?

Include appointments with different healthcare professionals, at different locations, whether online, by text, over the phone or in person.

- ☐ In the last 3 months
- ☐ Between 3 and 6 months ago
- ☐ Between 6 and 12 months ago
- ☐ More than 12 months ago
- ☐ I haven't had an appointment since being registered with my current GP practice → **Go to 32**

**Go
to 18**

18 Did you do any of the following before trying to get an appointment with your GP practice?

Please put an **X** in **all** the boxes that apply.

- ☐ I tried to treat myself
- ☐ I asked a friend or family member for advice
- ☐ I went to a pharmacy
- ☐ I phoned NHS 111
- ☐ I used NHS 111 online
- ☐ I looked online for information
- ☐ I tried a different NHS service
- ☐ I tried to get information or advice from somewhere else
- ☐ I didn't do anything before trying to get an appointment with my GP practice

19 Were you offered the following choices?

Please put an **X** in **all** the boxes that apply.

- ☐ A choice of time or day
- ☐ A choice of location (to see a healthcare professional in person)
- ☐ I was not offered these choices
- ☐ I didn't need a choice
- ☐ I can't remember

20 How long after you first contacted your GP practice did the appointment take place?

- ☐ On the same day
- ☐ On the next day
- ☐ A few days later
- ☐ Between a week and two weeks later
- ☐ More than two weeks later
- ☐ I can't remember

21 How do you feel about how long you waited for your appointment?

- ☐ It was about right
- ☐ It took too long
- ☐ I don't know

22 How did the appointment take place?

Please choose **one** option only.

- ☐ Over the phone
- ☐ Face-to-face at my GP practice
- ☐ Face-to-face at a different general practice location
- ☐ Face-to-face at my home
- ☐ Over a video call
- ☐ By text message
- ☐ By online message

23 Who did you have the appointment with?

- ☐ A GP
- ☐ A nurse
- ☐ A pharmacist working in my GP practice
- ☐ A mental health professional
- ☐ Another healthcare professional
- ☐ I don't know

24 During your last appointment, how good was the healthcare professional at listening to you?

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor
- ☐ I don't know or it didn't apply

25 During your last appointment, how good was the healthcare professional at treating you with care and concern?

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor
- ☐ I don't know or it didn't apply

26 During your last appointment, how good was the healthcare professional at considering your mental wellbeing?

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor
- ☐ I don't know or it didn't apply

27 Did you feel that the healthcare professional had all the information they needed about you?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ I don't know or it didn't apply

28 Did you have confidence and trust in the healthcare professional you saw or spoke to?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ I don't know or it didn't apply

29 At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ I can't remember or it didn't apply

30 What was the outcome of the appointment on this occasion?

Please put an **X** in **all** the boxes that apply.

- ☐ I was given a prescription
- ☐ I was referred for specialist care
- ☐ I was given a future appointment at my GP practice
- ☐ I was given information or advice about how to manage my condition at home
- ☐ I was asked for more information
- ☐ I was advised to contact my practice again if the health issue got worse or didn't improve
- ☐ Something else
- ☐ No further action was needed
- ☐ I can't remember

31 Thinking about the reason for your last appointment, were your needs met?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ I don't know

Overall experience

32 Overall, how would you describe your experience of your GP practice?

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor

When your GP practice is closed

33 In the last 12 months, have you contacted or used an NHS service when you wanted care or advice from a healthcare professional at your GP practice but it was closed?

Please put an **X** in **all** the boxes that apply.

- F**
- ☐ Yes, for myself
 - ☐ Yes, for someone else
 - ☐ No → **Go to 37**

Please think about the **last time** you contacted or used an NHS service (for yourself or someone else) because your GP practice was closed.

34 Which of the following services did you contact or use on that occasion?

Please put an **X** in **all** the boxes that apply.

- ☐ I phoned NHS 111
- ☐ I used NHS 111 online
- ☐ I used a different NHS website (including NHS.uk)
- ☐ I used my GP practice website to look for information about other services or ways to manage the condition
- ☐ I went to A&E
- ☐ I went to an urgent treatment centre
- ☐ I went to a pharmacy
- ☐ I used a different NHS service
- ☐ I can't remember

35 How do you feel about how long you waited to get care or advice on that occasion?

- ☐ It was about right
- ☐ It took too long
- ☐ I don't know or it doesn't apply

36 Overall, how would you describe your experience of NHS services on this occasion when your GP practice was closed?

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor

Your health

37 Have you experienced any of the following in the last 12 months?

Please put an **X** in **all** the boxes that apply.

- ☐ Problems with your physical mobility (for example, difficulty getting around your home)
- ☐ Two or more falls that have needed medical attention
- ☐ Feeling isolated from others
- ☐ None of these

38 Do you have any physical or mental health conditions or illnesses lasting, or expected to last, 12 months or more?

- F**
- ☐ Yes
 - ☐ No
 - ☐ I don't know
 - ☐ I would prefer not to say → **Go to 40**

39 Which of the following long-term conditions or illnesses do you have?

Please put an **X** in **all** the boxes that apply.

- ☐ Arthritis or problem with your back or joints
- ☐ Autism or autism spectrum condition
- ☐ Blindness or partial sight
- ☐ Cancer in the last five years
- ☐ Deafness or hearing loss
- ☐ Dementia or Alzheimer's disease
- ☐ Diabetes
- ☐ Heart or cardiovascular condition
- ☐ High blood pressure
- ☐ Kidney or liver disease
- ☐ Learning disability
- ☐ Lung or breathing condition
- ☐ Mental health condition
- ☐ Neurological condition
- ☐ Stroke or TIA (Transient Ischemic Attack)
- ☐ Another long-term condition or illness
- ☐ I don't have any long-term conditions

40 Would you describe yourself as having 'long COVID'? That is, you are still experiencing symptoms more than 12 weeks after you first had COVID-19 that are not explained by something else.

- ☐ Yes
- ☐ No
- ☐ I don't know
- ☐ I would prefer not to say

If you said you have a long-term condition at **39** or chose 'Yes' at **40**, please go to **41**.

If you don't have a long-term condition, or you did not choose 'Yes' at **40**, please go to **47**.

41 Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

- ☐ Yes, a lot
- ☐ Yes, a little
- ☐ No, not at all

42 How confident are you that you can manage any issues caused by your conditions or illnesses?

- ☐ Very confident
- ☐ Fairly confident
- ☐ Not very confident
- ☐ Not at all confident
- ☐ I don't know

43 In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?

Please think about all services and organisations, not just health services.

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No
- ☐ I haven't needed support
- ☐ I don't know

44 Have you had a conversation with a healthcare professional from your GP practice to discuss what is important to you when managing your conditions or illnesses?

- ☐ Yes → Go to 45
- ☐ No
- ☐ I don't know] Go to 47

A care plan is an agreement between you and healthcare professionals to help you manage your health day-to-day. It can include information about your medicine, an eating or exercise plan, or goals you want to achieve, such as returning to work.

45 Have you agreed a plan with a healthcare professional from your GP practice to manage your conditions or illnesses?

- ☐ Yes
- ☐ No
- ☐ I don't know] Go to 47

46 How helpful have you found this plan in managing your conditions or illnesses?

- ☐ Very helpful
- ☐ Fairly helpful
- ☐ Not very helpful
- ☐ Not at all helpful
- ☐ I don't know

Pharmacy

47 Thinking about the last 12 months, which of the following services have you used a pharmacy for?

Include high street pharmacy chains, chemists, and pharmacies in supermarkets.

Please put an X in all the boxes that apply.

- ☐ To address an issue which my GP practice, NHS 111 or A&E referred me to a pharmacy for
- ☐ To pick up a prescription
- ☐ To buy medication (such as paracetamol or eye drops)
- ☐ To get advice (for example, about prescription medicines, a health issue or other health services)
- ☐ To have my blood pressure checked
- ☐ To get a vaccine (for example, flu or COVID)
- ☐ To get contraception without a GP prescription
- ☐ To monitor my medication or get other support for a long-term health condition
- ☐ None of these → Go to 49

Go to 48

48 How would you describe your experience of using these pharmacy services?

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor

Dentistry

49 When did you last try to get an NHS dental appointment for yourself?

- ☐ In the last 3 months
- ☐ Between 3 and 6 months ago
- ☐ Between 6 months and a year ago
- ☐ Between 1 and 2 years ago
- ☐ More than 2 years ago
- ☐ I have never tried to get an NHS dental appointment

Go
to 53

50 Last time you tried to get an NHS dental appointment, was it with a dental practice you had been to before for NHS dental care?

- ☐ Yes
- ☐ No
- ☐ I can't remember

51 Were you able to get an NHS dental appointment?

Please put an **X** in **all** the boxes that apply.

- ☐ Yes
- ☐ No, no appointments were available
- ☐ No, the dentist was not taking new patients
- ☐ No, for another reason
- ☐ I can't remember

52 Overall, how would you describe your experience of NHS dental services?

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor

Go
to 54

53 Why haven't you tried to get an NHS dental appointment in the last two years?

Please put an **X** next to the **main option** only.

- ☐ I haven't needed to visit a dentist
- ☐ I don't like going to the dentist
- ☐ I didn't think I could get an NHS dental appointment
- ☐ I'm on a waiting list for an NHS dentist
- ☐ I prefer to go to a private dentist
- ☐ NHS dental care is too expensive
- ☐ Another reason

Some questions about you

The following questions will help us see how experiences vary between different groups of the population. We will keep your answers completely confidential, and they will not be linked to your medical records.

54 How old are you?

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 55 to 64 |
| <input type="checkbox"/> 16 to 17 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 75 to 84 |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 85 or over |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> I would prefer not to say |
| <input type="checkbox"/> 45 to 54 | |

55 Which of the following best describes you?

- ☐ Female
- ☐ Male
- ☐ Non-binary
- ☐ Prefer to self-describe:

☐ I would prefer not to say

56 Is your gender identity the same as the sex you were registered at birth?

- ☐ Yes
- ☐ No
- ☐ I would prefer not to say

57 Which of the following options best describes how you think of yourself?

- ☐ Heterosexual or straight
- ☐ Gay or lesbian
- ☐ Bisexual
- ☐ Other
- ☐ I would prefer not to say

58 What is your ethnic group?

A. White

- ☐ English, Welsh, Scottish, Northern Irish or British
- ☐ Irish
- ☐ Gypsy or Irish Traveller
- ☐ Roma
- ☐ Any other White background

B. Mixed or Multiple ethnic groups

- ☐ White and Black Caribbean
- ☐ White and Black African
- ☐ White and Asian
- ☐ Any other Mixed or Multiple ethnic background

C. Asian or Asian British

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

D. Black, Black British, Caribbean or African

- ☐ Caribbean
- ☐ African
- ☐ Any other Black, Black British, Caribbean or African background

E. Other ethnic group

- ☐ Arab
- ☐ Any other ethnic group
- ☐ I would prefer not to say

59 What is your religion?

- ☐ No religion
- ☐ Buddhist
- ☐ Christian (including Church of England, Catholic, Protestant, and other Christian denominations)
- ☐ Hindu
- ☐ Jewish
- ☐ Muslim
- ☐ Sikh
- ☐ Any other religion
- ☐ I would prefer not to say

60 Which of the following best describe what you are doing at present?

Please put an **X** in **all** the boxes that apply.

- ☐ In full-time paid work (30 hours or more each week) including self-employment
- ☐ In part-time paid work (under 30 hours each week) including self-employment
- ☐ In full-time education at school, college or university
- ☐ Unemployed
- ☐ Unable to work due to long-term sickness or disability
- ☐ Fully retired from work
- ☐ Looking after the family or home
- ☐ Other

61 Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?

Don't include anything you do as part of your paid employment.

- ☐ No
- ☐ Yes, 9 hours a week or less
- ☐ Yes, 10 to 19 hours a week
- ☐ Yes, 20 to 34 hours a week
- ☐ Yes, 35 to 49 hours a week
- ☐ Yes, 50 or more hours a week

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

- ☐ Yes
- ☐ No

63 Which of the following best describes your smoking habits?

- ☐ Never smoked
- ☐ Former smoker
- ☐ Occasional smoker
- ☐ Regular smoker

Thank you for your time.

Please return this questionnaire in the prepaid envelope provided or send it in an envelope marked **FREEPOST GP PATIENT SURVEY** (you do not need a stamp).

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Medical School



UNIVERSITY OF
CAMBRIDGE