

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 **complete the survey online**, please go to **www.gp-patient.co.uk/survey**



Survey number:

1234567890



Online password:

ABCDE



ACCESSING YOUR GP SERVICES

Q1 When did you last see or speak to a GP from your GP surgery?

- In the past 3 months
- Between 3 and 6 months ago
- Between 6 and 12 months ago
- More than 12 months ago
- I have never seen a GP from my GP surgery

Q2 When did you last see or speak to a nurse from your GP surgery?

- In the past 3 months
- Between 3 and 6 months ago
- Between 6 and 12 months ago
- More than 12 months ago
- I have never seen a nurse from my GP surgery

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

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

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

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know

Q5 How do you normally book appointments to see a GP or nurse at your GP surgery?

Please **x** all the boxes that apply to you

- In person
- By phone
- By fax machine
- Online
- Doesn't apply

Q6 As far as you know, which of the following online services does your GP surgery offer?

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

Please **x** all the boxes that apply to you

- Booking appointments online
- Ordering repeat prescriptions online
- Accessing my medical records online
- None of these
- Don't know

Q7 And in the past 6 months, which of the following online services have you used at your GP surgery?

Please **x** all the boxes that apply to you

- Booking appointments online
- Ordering repeat prescriptions online
- Accessing my medical records online
- None of these

Q8 Is there a particular GP you usually prefer to see or speak to?

- Yes
- NoGo to Q10
- There is usually only one GP in my GP surgeryGo to Q10

Q9 How often do you see or speak to the GP you prefer?

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

MAKING AN APPOINTMENT

Q10 Last time you wanted to see or speak to a GP or nurse from your GP surgery:

What did you want to do?

- See a GP at my surgery
- See a nurse at my surgery
- Speak to a GP on the phone
- Speak to a nurse on the phone
- Have someone visit me at my home
- I didn't mind / wasn't sure what I wanted

Q11 And when did you want to see or speak to them?

- On the same day
- On the next working day
- A few days later
- A week or more later
- I didn't have a specific day in mind
- Can't remember

Q12 Were you able to get an appointment to see or speak to someone?

- Yes
- Yes, but I had to call back closer to or on the day I wanted the appointment
- NoGo to Q16
- Can't rememberGo to Q18

Q13 What type of appointment did you get?
I got an appointment...

- ...to see a GP at my surgery
- ...to see a nurse at my surgery
- ...to speak to a GP on the phone
- ...to speak to a nurse on the phone
- ...to see a GP or nurse at another surgery
- ...to speak to a GP or nurse online, for example using Skype
- ...for someone to visit me at my home

Q14 How long after initially contacting the surgery did you actually see or speak to them?

- On the same day
- On the next working day
- A few days later
- A week or more later
- Can't remember

Q15 How convenient was the appointment you were able to get?

- Very convenientGo to Q18
- Fairly convenientGo to Q18
- Not very convenient
- Not at all convenient

Q16 If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?

- There weren't any appointments for the day I wanted
- There weren't any appointments for the time I wanted
- I couldn't see my preferred GP
- I couldn't book ahead at my GP surgery
- Another reason

Q17 What did you do on that occasion?

- Went to the appointment I was offered
- Got an appointment for a different day
- Had a consultation over the phone
- Went to A&E
- Saw a pharmacist
- Used another NHS service
- Decided to contact my surgery another time
- Didn't see or speak to anyone

Q18 Overall, how would you describe your experience of making an appointment?

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

WAITING TIMES

Q19 How long after your appointment time do you normally wait to be seen?

- I don't normally have appointments at a particular time
- Less than 5 minutes
- 5 to 15 minutes
- More than 15 minutes
- Can't remember

Q20 How do you feel about how long you normally have to wait to be seen?

- 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

LAST GP APPOINTMENT

Q21 Last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following?

Giving you enough time

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Listening to you

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Explaining tests and treatments

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Involving you in decisions about your care

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Treating you with care and concern

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Q22 Did you have confidence and trust in the GP you saw or spoke to?

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

LAST NURSE APPOINTMENT

Q23 Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at each of the following?

Giving you enough time

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Listening to you

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Explaining tests and treatments

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Involving you in decisions about your care

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Treating you with care and concern

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Q24 Did you have confidence and trust in the nurse you saw or spoke to?

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

OPENING HOURS

Q25 How satisfied are you with the hours that your GP surgery is open?

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

Q26 Is your GP surgery currently open at times that are convenient for you?

- YesGo to Q28
- No
- Don't know

Q27 Which of the following additional opening times would make it easier for you to see or speak to someone?

Please **X** all the boxes that apply to you

- Before 8am
- At lunchtime
- After 6.30pm
- On a Saturday
- On a Sunday
- None of these

OVERALL EXPERIENCE

Q28 Overall, how would you describe your experience of your GP surgery?

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

Q29 Would you recommend your GP surgery to someone who has just moved to your local area?

- Yes, would definitely recommend
- Yes, would probably recommend
- Not sure
- No, would probably not recommend
- No, would definitely not recommend
- Don't know

MANAGING YOUR HEALTH

Q30 Do you have a long-standing health condition?

- Yes
- No
- Don't know / can't say

Q31 Which, if any, of the following medical conditions do you have?

Please **X** all the boxes that apply to you

- Alzheimer's disease or dementia
- Angina or long-term heart problem
- Arthritis or long-term joint problem
- Asthma or long-term chest problem
- Blindness or severe visual impairment
- Cancer in the last 5 years
- Deafness or severe hearing impairment
- Diabetes
- Epilepsy
- High blood pressure
- Kidney or liver disease
- Long-term back problem
- Long-term mental health problem
- Long-term neurological problem
- Another long-term condition
- None of these conditionsGo to Q33
- I would prefer not to sayGo to Q33

Q32 In the last 6 months, have you had enough support from local services or organisations to help you to manage your long-term health condition(s)?

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

- Yes, definitely
- Yes, to some extent
- No
- I haven't needed such support
- Don't know / can't say

Q33 How confident are you that you can manage your own health?

- Very confident
- Fairly confident
- Not very confident
- Not at all confident

YOUR STATE OF HEALTH TODAY

Q34 By placing an **X** in one box in each group below, please indicate which statements best describe your own health state **today**.

Mobility

- I have no problems in walking about
- I have slight problems in walking about
- I have moderate problems in walking about
- I have severe problems in walking about
- I am unable to walk about

Self-Care

- I have no problems washing or dressing myself
- I have slight problems washing or dressing myself
- I have moderate problems washing or dressing myself
- I have severe problems washing or dressing myself
- I am unable to wash or dress myself

Usual Activities (e.g. work, study, housework, family or leisure activities)

- I have no problems doing my usual activities
- I have slight problems doing my usual activities
- I have moderate problems doing my usual activities
- I have severe problems doing my usual activities
- I am unable to do my usual activities

Pain / Discomfort

- I have no pain or discomfort
- I have slight pain or discomfort
- I have moderate pain or discomfort
- I have severe pain or discomfort
- I have extreme pain or discomfort

Anxiety / Depression

- I am not anxious or depressed
- I am slightly anxious or depressed
- I am moderately anxious or depressed
- I am severely anxious or depressed
- I am extremely anxious or depressed

Q35 Have your activities been limited **today** because you have recently become unwell or been injured?

By 'unwell or injured' we mean anything that only lasts for a few days or weeks, e.g. a bad cold or broken leg

- Yes, limited a lot
- Yes, limited a little
- No

PLANNING YOUR CARE

The next few questions are about care plans.

A care plan is an agreement between you and your health professional(s) to help you manage your health day-to-day.

It is usually a written document you carry with you to appointments and use at home. It can include information about your medicine, an eating or exercise plan, or goals you want to work toward, like returning to work.

Q36 Do you have a written care plan?

- Yes
 No Go to Q40
 Don't know Go to Q40

Q37 Did you help put your written care plan together?

By 'help' we mean setting goals for yourself or choosing how you want to manage your health

- Yes
 No

Q38 Do you use your written care plan to help you manage your health day-to-day?

- Yes
 No

Q39 Does your GP, nurse or other health professional review your written care plan with you regularly?

- Yes
 No
 Don't know

OUT OF HOURS

Q40 In the past 6 months, have you contacted an NHS service when you wanted to see a GP but your GP surgery was closed?

- Yes, for myself
 Yes, for someone else
 No Go to Q45

Please think about the last time you contacted an NHS service (for yourself or for someone else) when you wanted to see a GP but your GP surgery was closed.

Q41 Considering all of the services you contacted, which of the following happened on that occasion?

Please **x** all the boxes that apply to you

- I contacted an NHS service by telephone
 A health professional called me back
 A health professional visited me at home
 I went to A&E
 I saw a pharmacist
 I went to another NHS service
 Can't remember

Q42 How do you feel about how quickly you received care or advice on that occasion?

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

Q43 Considering all of the people that you saw or spoke to on that occasion, did you have confidence and trust in them?

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

Q44 Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP surgery was closed?

- Very good
 Fairly good
 Neither good nor poor
 Fairly poor
 Very poor
 Don't know / can't say

NHS DENTISTRY

Q45 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 agoGo to Q49
- I have never tried to get an NHS dental appointment.....Go to Q49

Q46 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
- Can't remember

Q47 Were you successful in getting an NHS dental appointment?

- Yes
- No
- Can't remember

Q48 Overall, how would you describe your experience of NHS dental services?

- Very good
 - Fairly good
 - Neither good nor poor
 - Fairly poor
 - Very poor
- } Please go to Q50

Q49 Why haven't you tried to get an NHS dental appointment in the last two years?

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

- I haven't needed to visit a dentist
- I no longer have any natural teeth
- I haven't had time to visit a dentist
- I don't like going to the dentist
- I didn't think I could get an NHS dentist
- I'm on a waiting list for an NHS dentist
- I stayed with my dentist when they changed from NHS to private
- 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 to see how experiences vary between different groups of the population. We will keep your answers completely confidential.

Q50 Are you male or female?

- Male
- Female

Q51 How old are you?

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

Q52 What is your ethnic group?

A. White

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White background

→ Please write in

B. Mixed / multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed / multiple ethnic background

→ Please write in

C. Asian / Asian British

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

→ Please write in

D. Black / African / Caribbean / Black British

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

→ Please write in

E. Other ethnic group

- Arab
- Any other ethnic group

→ Please write in

Q53

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

If more than one of these applies to you, please **x** the main **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
- Unemployed
- Permanently sick or disabled
- Fully retired from work
- Looking after the home
- Doing something else

Please go to Q56

Q54

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

Q55

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

- Yes
- No

Q56

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

- Yes
- No

Q57

Are you a deaf person who uses sign language?

- Yes
- No

Q58

Do you have a learning disability?

- Yes
- No

Q59

Which of the following best describes your smoking habits?

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

Q60

Do you look after, or give any help or support to family members, friends, neighbours or others because of either:

- long-term physical or mental ill health / disability, or
- problems related to old age?

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

- No
- Yes, 1-9 hours a week
- Yes, 10-19 hours a week
- Yes, 20-34 hours a week
- Yes, 35-49 hours a week
- Yes, 50+ hours a week

Q61

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

- Heterosexual or Straight
- Gay or Lesbian
- Bisexual
- Other
- Prefer not to say

Q62

Which, if any, of the following best describes your religion?

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

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).