

# 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
- No .....Go to Q10
- There is usually only one GP in my GP surgery .....Go 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
- No .....Go to Q16
- Can't remember .....Go 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 convenient .....Go to Q18
- Fairly convenient .....Go 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?

- Yes .....Go 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 conditions .....Go to Q33
- I would prefer not to say .....Go 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 ago .....Go 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).