

Heathcote Medical Centre
Heathcote
Tadworth
Surrey
KT20 5TH

GPAQ-R Patient Survey

Friday 07 March 2014

Heathcote Medical Centre

PatientDynamics GPAQ

GPAQ Version R Report

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PatientDynamics GPAQ

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PatientDynamics GPAQ

PatientDynamics is an independent research company specialising in patient experience. PatientDynamics is an approved supplier of NHS Patient Surveys and a licensed provider of GPAQ.

The General Practice Assessment Questionnaire has been developed at the National Primary Care Research and Development Centre in Manchester for the 2005 GP contract. GPAQ helps practices find out what patients think about their care. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework – for example, access, inter-personal aspects of care and continuity of care. GPAQ is very similar to GPAS (the General Practice Assessment Survey), which has been extensively used and validated in general practice.

GPAQ Version 4 has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAQ was originally developed from the PCAS survey with permission of Dr Dana Gelb Safran.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients.

Report Structure

The results of the survey are summarized in the following sections:

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score.
2. Report Questions – patients were asked about specific experiences or were asked for specific information.
3. Demographic Questions

Sample and Methodology

A kit comprising of: the desired amount of questionnaires posted to the practice. The questionnaires were numbered and matched to the practice or individual doctor. The questionnaires were offered to each patient to be completed in the surgery. The practice then sent the completed questionnaires to PatientDynamics for analysis.

Analysis of Survey Results

For evaluation or 'rating' questions, an average score for the whole sample was calculated.

Q12

Rating	Score
Very helpful	100
Fairly helpful	67
Not very helpful	33
Not at all helpful	0

Qs 13, 14, 17

Rating	Score
Very easy	100
Fairly easy	67
Not very easy	33
Not at all easy	0

Qs 21, 23, 25, 40

Rating	Score
Excellent	100
Very Good	80
Good	60
Fair	40
Poor	20
Very Poor	0

Qs 1-8 and 30-35

Rating	Score
Very good	100
Good	75
Fair	50
Poor	25
Very poor	0

Qs 9 and 10

Rating	Score
Yes, definitely	100
Yes, to some extent	50
No, not at all	0

Qs 37, 38, 39

Rating	Score
Very well	100
Unsure	50
Not very well	0

Q41

Rating	Score
Yes, definitely	100
Yes, probably	67
No, probably not	33
No, definitely not	0

Qs 11 and 36

Rating	Score
Yes	100
No	0

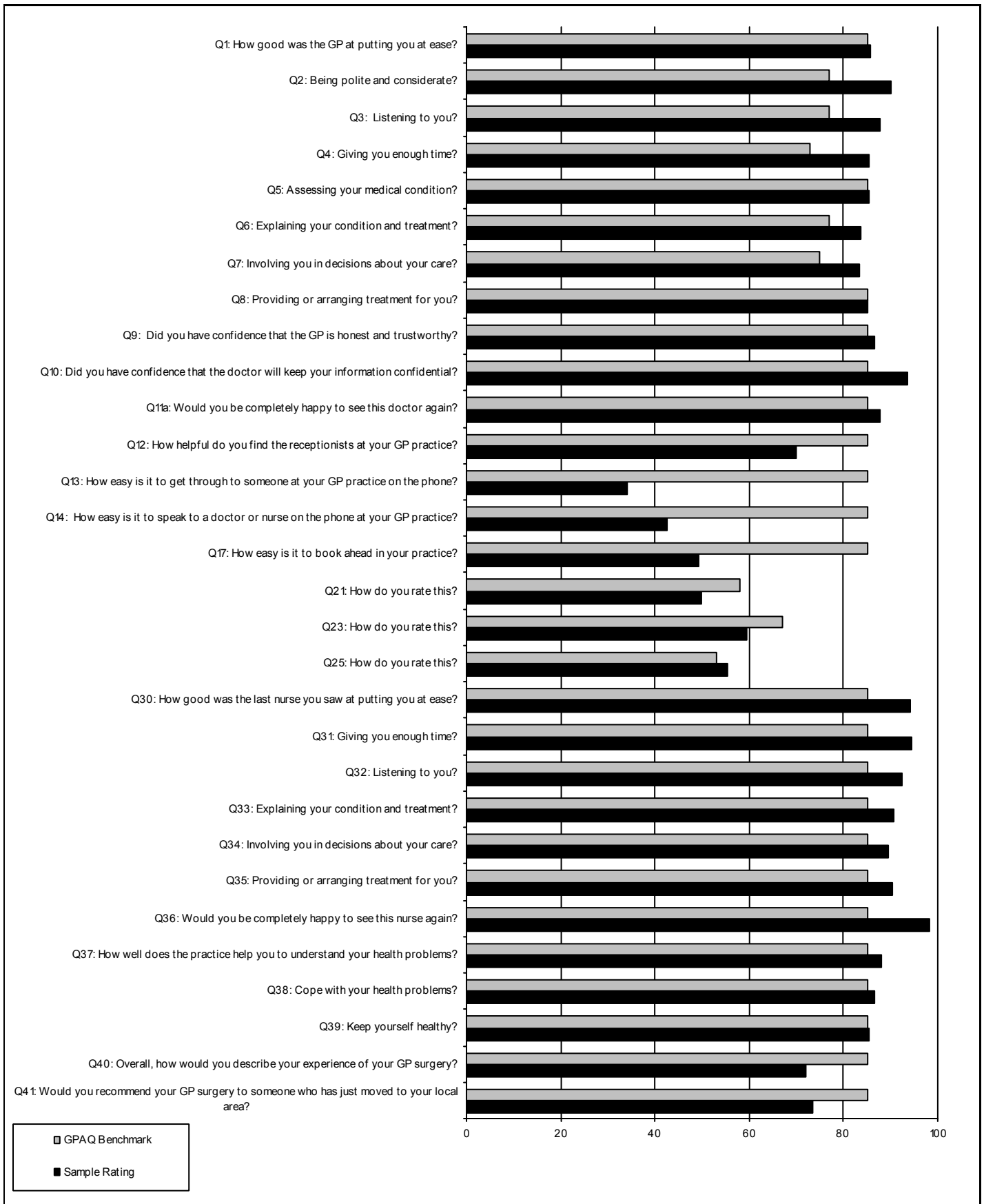
As GPAQ-R is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ V4 and the latest GPAQ-R from the evaluation trial. An estimate has been made using previous GPAQ data sets.

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1: How good was the GP at putting you at ease?	86	85
Q2: Being polite and considerate?	90	77
Q3: Listening to you?	88	77
Q4: Giving you enough time?	85	73
Q5: Assessing your medical condition?	86	85
Q6: Explaining your condition and treatment?	84	77
Q7: Involving you in decisions about your care?	83	75
Q8: Providing or arranging treatment for you?	85	85
Q9: Did you have confidence that the GP is honest and trustworthy?	86	85
Q10: Did you have confidence that the doctor will keep your information confidential?	93	85
Q11a: Would you be completely happy to see this doctor again?	88	85
Q12: How helpful do you find the receptionists at your GP practice?	70	85
Q13: How easy is it to get through to someone at your GP practice on the phone?	34	85
Q14: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	43	85
Q17: How easy is it to book ahead in your practice?	49	85
Q21: How do you rate this?	50	58
Q23: How do you rate this?	59	67
Q25: How do you rate this?	55	53
Q30: How good was the last nurse you saw at putting you at ease?	94	85
Q31: Giving you enough time?	94	85
Q32: Listening to you?	92	85
Q33: Explaining your condition and treatment?	91	85
Q34: Involving you in decisions about your care?	90	85
Q35: Providing or arranging treatment for you?	91	85
Q36: Would you be completely happy to see this nurse again?	98	85

Q37: How well does the practice help you to understand your health problems?	88	85
Q38: Cope with your health problems?	87	85
Q39: Keep yourself healthy?	85	85
Q40: Overall, how would you describe your experience of your GP surgery?	72	85
Q41: Would you recommend your GP surgery to someone who has just moved to your local area?	73	85

Chart showing report ratings against benchmark



2. Report Questions

Q1: How good was the GP at putting you at ease?

		Number of Responses	% of Responses
1	Very good	50	57
2	Good	21	24
3	Satisfactory	12	14
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	3	3
Question Total:		87	100

Q2: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	58	67
2	Good	20	23
3	Satisfactory	7	8
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	2	2
Question Total:		87	100

Q3: Listening to you?

		Number of Responses	% of Responses
1	Very good	54	62
2	Good	21	24
3	Satisfactory	9	10
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	2	2
Question Total:		87	100

Q4: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	52	60
2	Good	19	22
3	Satisfactory	11	13
4	Poor	3	3
5	Very poor	0	0
6	Does not apply	2	2
Question Total:		87	100

Q5: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	52	60
2	Good	18	21
3	Satisfactory	10	11
4	Poor	2	2
5	Very poor	1	1
6	Does not apply	4	5
Question Total:		87	100

Q6: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	47	54
2	Good	22	25
3	Satisfactory	11	13
4	Poor	2	2
5	Very poor	1	1
6	Does not apply	4	5
Question Total:		87	100

Q7: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	48	56
2	Good	18	21
3	Satisfactory	10	12
4	Poor	4	5
5	Very poor	1	1
6	Does not apply	5	6
Question Total:		86	100

Q8: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	45	53
2	Good	17	20
3	Satisfactory	11	13
4	Poor	2	2
5	Very poor	0	0
6	Does not apply	10	12
Question Total:		85	100

Q9: Did you have confidence that the GP is honest and trustworthy?

		Number of Responses	% of Responses
1	Yes, definitely	65	76
2	Yes, to some extent	17	20
3	No, not at all	3	3
4	Don't know / can't say	1	1
Question Total:		86	100

Q10: Did you have confidence that the doctor will keep your information confidential?

		Number of Responses	% of Responses
1	Yes, definitely	75	86
2	Yes, to some extent	7	8
3	No, not at all	2	2
4	Don't know / can't say	3	3
Question Total:		87	100

Q11a: Would you be completely happy to see this doctor again?

		Number of Responses	% of Responses
1	Yes	72	88
2	No	10	12
Question Total:		82	100

Q12: How helpful do you find the receptionists at your GP practice?

		Number of Responses	% of Responses
1	Very helpful	27	32
2	Fairly helpful	40	48
3	Not very helpful	9	11
4	Not at all helpful	5	6
5	Don't know	3	4
Question Total:		84	100

Q13: How easy is it to get through to someone at your GP practice on the phone?

		Number of Responses	% of Responses
1	Very easy	3	4
2	Fairly easy	24	28
3	Not very easy	30	35
4	Not at all easy	28	33
5	Don't know	0	0
6	Haven't tried	0	0
Question Total:		85	100

Q14: How easy is it to speak to a doctor or nurse on the phone at your GP practice?

		Number of Responses	% of Responses
1	Very easy	6	7
2	Fairly easy	27	32
3	Not very easy	24	29
4	Not at all easy	18	21
5	Don't know	0	0
6	Haven't tried	9	11
Question Total:		84	100

Q15: If you need to see a GP urgently, can you normally get seen on the same day?

		Number of Responses	% of Responses
1	Yes	35	43
2	No	27	33
3	Don't know / never needed to	19	23
Question Total:		81	100

Q16: How important is it to you to be able to book appointments ahead of time at your practice?

		Number of Responses	% of Responses
1	Important	76	90
2	Not important	8	10
Question Total:		84	100

Q17: How easy is it to book ahead in your practice?

		Number of Responses	% of Responses
1	Very easy	10	12
2	Fairly easy	31	36
3	Not very easy	29	34
4	Not at all easy	12	14
5	Don't know	0	0
6	Haven't tried	3	4
Question Total:		85	100

Q18: How do you normally book your appointments at your practice?

		Number of Responses	% of Responses
1	In person	41	35
2	By phone	67	58
3	Online	7	6
4	Doesn't apply	1	1
Question Total:		116	100

Q19: Which of the following methods would you prefer to use to book appointments at your practice?

		Number of Responses	% of Responses
1	In person	27	23
2	By phone	67	58
3	Online	22	19
4	Doesn't apply	0	0

Question Total:

116	100
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Q20: Thinking of times when you want to see a particular doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	12	14
2	2-4 days	26	31
3	5 days or more	34	40
4	I don't usually need to be seen quickly	7	8
5	Don't know, never tried	6	7

Question Total:

85	100
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Q21: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	6	7
2	Very good	17	21
3	Good	16	20
4	Fair	14	17
5	Poor	15	18
6	Very poor	8	10
7	Does not apply	6	7

Question Total:

82	100
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Q22: Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	32	39
2	2-4 days	27	33
3	5 days or more	18	22
4	I don't usually need to be seen quickly	3	4
5	Don't know, never tried	3	4

Question Total:

83	100
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Q23: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	11	13
2	Very good	22	27
3	Good	19	23
4	Fair	12	15
5	Poor	11	13
6	Very poor	4	5
7	Does not apply	3	4

Question Total: 82 100

Q24: Thinking of your most recent consultation with a doctor or nurse, how long did you wait for your consultation to start?

		Number of Responses	% of Responses
1	Less than 5 minutes	9	11
2	5-10 minutes	29	35
3	11-20 minutes	26	31
4	21-30 minutes	15	18
5	More than 30 minutes	2	2
6	There was no set time for my consultation	2	2

Question Total: 83 100

Q25: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	8	10
2	Very good	18	21
3	Good	21	25
4	Fair	20	24
5	Poor	15	18
6	Very poor	1	1
7	Does not apply	1	1

Question Total: 84 100

Q26: Is your GP practice currently open at times that are convenient to you?

		Number of Responses	% of Responses
1	Yes	54	68
2	No	20	25
3	Don't know	6	8

Question Total: 80 100

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

		Number of Responses	% of Responses
1	Before 8am	11	24
2	At lunchtime	3	7
3	After 6.30pm	12	27
4	On a Saturday	16	36
5	On a Sunday	3	7
6	None of these	0	0
Question Total:		45	100

Q28: Is there a particular GP you usually prefer to see or speak to?

		Number of Responses	% of Responses
1	Yes	59	76
2	No	19	24
3	There is usually only one doctor in my surgery	0	0
Question Total:		78	100

Q29: How often do you see or speak to the GP you prefer?

		Number of Responses	% of Responses
1	Always or almost always	27	47
2	A lot of the time	7	12
3	Some of the time	14	25
4	Never or almost never	8	14
5	Not tried at this GP practice	1	2
Question Total:		57	100

Q30: How good was the last nurse you saw at putting you at ease?

		Number of Responses	% of Responses
1	Very good	53	75
2	Good	16	23
3	Fair	0	0
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	2	3
Question Total:		71	100

Q31: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	54	78
2	Good	13	19
3	Fair	1	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	1	1
Question Total:		69	100

Q32: Listening to you?

		Number of Responses	% of Responses
1	Very good	51	73
2	Good	15	21
3	Fair	3	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	1	1
Question Total:		70	100

Q33: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	46	66
2	Good	15	21
3	Fair	3	4
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	5	7
Question Total:		70	100

Q34: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	41	59
2	Good	18	26
3	Fair	1	1
4	Poor	2	3
5	Very poor	0	0
6	Does not apply	8	11
Question Total:		70	100

Q35: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	40	57
2	Good	15	21
3	Fair	2	3
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	12	17
Question Total:		70	100

Q36: Would you be completely happy to see this nurse again?

		Number of Responses	% of Responses
1	Yes	57	98
2	No	1	2
Question Total:		58	100

Q37: How well does the practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	67	80
2	Unsure	12	14
3	Not very well	4	5
4	Does not apply	1	1

Question Total:

84	100
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Q38: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	65	77
2	Unsure	12	14
3	Not very well	5	6
4	Does not apply	2	2

Question Total:

84	100
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Q39: Keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	59	71
2	Unsure	17	20
3	Not very well	3	4
4	Does not apply	4	5

Question Total:

83	100
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Q40: Overall, how would you describe your experience of your GP surgery?

		Number of Responses	% of Responses
1	Excellent	20	23
2	Very good	30	35
3	Good	19	22
4	Fair	16	19
5	Poor	1	1
6	Very poor	0	0

Question Total:

86	100
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Q41: Would you recommend your GP surgery to someone who has just moved to your local area?

		Number of Responses	% of Responses
1	Yes, definitely	36	41
2	Yes, probably	31	36
3	No, probably not	13	15
4	No, definitely not	3	3
5	Don't know	4	5

Question Total:

87	100
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Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	31	37
2	Female	53	63
Question Total:		84	100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	0	0
2	16-44	20	24
3	45-64	21	25
4	65-74	21	25
5	75+	23	27
Question Total:		85	100

Q44: Do you have a long-standing health condition?

		Number of Responses	% of Responses
1	Yes	50	60
2	No	33	40
3	Don't know / can't say	0	0
Question Total:		83	100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	78	92
2	Black or Black British	0	0
3	Asian or Asian British	5	6
4	Mixed	2	2
5	Chinese	0	0
6	Other ethnic group	0	0
Question Total:		85	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	32	41
2	Unemployed and looking for work	2	3
3	At school or in full-time education	0	0
4	Unable to work due to long term sickness	2	3
5	Looking after your home/family	4	5
6	Retired from paid work	37	47
7	Other	1	1
Question Total:		78	100

This report is based on a total of 88 completed questionnaires

Report - Open Ended Comments

Q11b: Please add any comments about the GP:

Both my husband & I think Dr. C. Luxman is excellent

He was very good of explaining my problems & advising me on how to manage them.

Registrar.

Always found her very sensitive to my needs.

Q47: Finally, please add any other comments you would like to make about your GP prac

Telephone system is better, but still needs improvement would be good if it were staffed at lunch time.

My doctor is excellent always. The reception is not good – long queues, and always improved attitude lately, it has been quite abrupt before. Not very welcoming.

It is essential that the practice should have two receptionists at all time

Attesting to make an appointment is extremely difficult.

I always find them very helpful.

I do like my own doctor very much

I find it very hard to book an appointment. In the past receptionist have been very rude over the phone making me feel as if I shouldn't call. I also very rarely get to see the same doctor twice which means I will get told different things.

Parking!

Rubbish Practice Manager - never there!!

No complaints - By 'other' above, I sometimes help in a church with services - rarely as I grow older.

The doctor turnover is ridiculous and the reliance upon temporary doctors does no reply.

The only thing that lets this surgery down are some of one receptionist as their rude and not willing to help.

Time waiting for telephone calls to be answered - Excessive!!!

To day I saw a new doctor for the first time I was very disappointed.

Waiting to see somebody at reception, on my last visit two people were in front of me and obviously had been waiting for some time and then left. I do think somebody should be move headily available.

I have polio and nobody at the surgery know anything about. Post polio syndrome.

I think the Heath cote is very efficient, cares about the patients and friendly.

More private reception area

My doctor Clive Luxman man is very good.

My doctor is great... When I get to see him. Making an appointment is a nightmare. I can't register for on line booking - don't know why... My husband is registered but it doesn't work. The phone lines are endlessly busy and you can be on hold for 10 minutes. I sometimes drive to the practice to make an appointment only to have to wait (Always) and often 5 minutes for a rude, foul tempered Battleaxe of an unhelpful receptionist to 'Help' you.

Receptionist are 100% disgrace to surgery! Worst manner/customer care ever!!! Left me in tears!!!

Practice

GP

Patient

PD REF

The General Practice Assessment Questionnaire

GPAQ-R

Dear Patient

We would be grateful if you would complete this survey about your general practice.

They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions you can by putting an X in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

About Your Visit to the GP Today

How good was the GP at:

	Very good	Good	Satisfactory	Poor	Very Poor	Does not apply
1. Putting you at ease?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
2. Being polite and considerate?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3. Listening to you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4. Giving you enough time?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5. Assessing your medical condition?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6. Explaining your condition and treatment?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
7. Involving you in decisions about your care?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
8. Providing or arranging treatment for you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
	Yes, definitely	Yes, to some extent		No, not at all	Don't know / can't say	
9. Did you have confidence that the GP is honest and trustworthy?	<input type="checkbox"/> 1	<input type="checkbox"/> 2		<input type="checkbox"/> 3	<input type="checkbox"/> 4	
10. Did you have confidence that the doctor will keep your information confidential?	<input type="checkbox"/> 1	<input type="checkbox"/> 2		<input type="checkbox"/> 3	<input type="checkbox"/> 4	
11. Would you be completely happy to see this doctor again?		1 <input type="checkbox"/> Yes		2 <input type="checkbox"/> No		

Please add any comments about the GP:



About Receptionists and Appointments

12. How helpful do you find the receptionists at your GP practice?
- | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very helpful | Fairly helpful | Not very helpful | Not at all helpful | Don't know |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
13. How easy is it to get through to someone at your GP practice on the phone?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
14. How easy is it to speak to a doctor or nurse on the phone at your GP practice?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
15. If you need to see a GP **urgently**, can you normally get seen on the same day?
- | | | |
|----------------------------|----------------------------|------------------------------|
| Yes | No | Don't know / never needed to |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
16. How important is it to you to be able to book appointments ahead of time in your practice?
- | | |
|----------------------------|----------------------------|
| Important | Not important |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
17. How easy is it to book ahead in your practice?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
18. How do you normally book your appointments at your practice? (please X all boxes that apply)
- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| In person | By phone | Online | Doesn't apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
19. Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)
- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| In person | By phone | Online | Doesn't apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |

Thinking of times when you want to see **a particular doctor**:

20. How **quickly** do you usually get seen?
- | | | | | |
|----------------------------|----------------------------|----------------------------|---|----------------------------|
| Same day or next day | 2-4 days | 5 days or more | I don't usually need to be seen quickly | Don't know, never tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
21. How do you rate this?
- | | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Excellent | Very good | Good | Fair | Poor | Very poor | Does not apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

Thinking of times when you are willing to see **any doctor**:

22. How **quickly** do you usually get seen?
- | | | | | | |
|--|----------------------------|----------------------------|----------------------------|---|----------------------------|
| | Same day or next day | 2-4 days | 5 days or more | I don't usually need to be seen quickly | Don't know, never tried |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
23. How do you rate this?
- | | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Excellent | Very good | Good | Fair | Poor | Very poor | Does not apply |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

Thinking of your **most recent** consultation with a doctor or nurse:

24. How long did you wait for your consultation to start?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|---|
| | Less than 5 minutes | 5-10 minutes | 11-20 minutes | 21-30 minutes | More than 30 minutes | There was no set time for my consultation |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
25. How do you rate this?
- | | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Excellent | Very good | Good | Fair | Poor | Very poor | Does not apply |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
26. Is your GP practice currently open at times that are convenient to you?
- | | | | |
|--|----------------------------|----------------------------|----------------------------|
| | Yes Go to Q28 | No Go to Q27 | Don't know Go to Q27 |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
27. Which of the following additional opening hours would make it easier for you to see or speak to someone? (Please X all boxes that apply)
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Before 8am | At lunchtime | After 6.30pm | On a Saturday | On a Sunday | None of these |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
28. Is there a particular GP you usually prefer to see or speak to?
- | | | | |
|--|----------------------------|----------------------------|--|
| | Yes Go to Q29 | No Go to Q30 | There is usually only one doctor in my surgery Go to Q30 |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
29. 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 practice |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

How good was the last **Nurse** you saw at each of the following:
If you haven't seen a Nurse in your practice in the last 6 months, please go to Q37

- | | | | | | | |
|--|-----------|------|------|------|-----------|----------------|
| | Very good | Good | Fair | Poor | Very Poor | Does not apply |
|--|-----------|------|------|------|-----------|----------------|
30. Putting you at ease?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
31. Giving you enough time?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
32. Listening to you?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
33. Explaining your condition and treatment
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
34. Involving you in decisions about your care
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
35. Providing or arranging treatment for you?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|

36. Would you be completely happy to see this nurse again? ¹ Yes ² No

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

- | | | | | | | |
|--------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|----------------|--|
| | | Very well | Unsure | Not very well | Does not apply | |
| 37. Understand your health problems? | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | | |
| 38. Cope with your health problems | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | | |
| 39. Keep yourself healthy | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | | |
-
- | | | | | | | |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| | Excellent | Very good | Good | Fair | Poor | Very poor |
| 40. Overall, how would you describe your experience of your GP surgery? | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ | <input type="checkbox"/> ⁶ |
-
- | | | | | | |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| | Yes, definitely | Yes probably | No, probably not | No, definitely not | Don't know |
| 41. Would you recommend your GP surgery to someone who has just moved to your local area? | <input type="checkbox"/> ¹ | <input type="checkbox"/> ² | <input type="checkbox"/> ³ | <input type="checkbox"/> ⁴ | <input type="checkbox"/> ⁵ |

It will help us to understand your answers if you could tell us a little about yourself:

42. Are you: ¹ Male ² Female
43. How old are you?
- | | | |
|--|--|--|
| <input type="checkbox"/> ¹ Under 16 | <input type="checkbox"/> ³ 45 to 64 | <input type="checkbox"/> ⁵ 75 or over |
| <input type="checkbox"/> ² 16 to 44 | <input type="checkbox"/> ⁴ 65 to 74 | |
44. Do you have a long-standing health condition? ¹ Yes ² No ³ Don't know/can't say
45. What is your ethnic group?
- | | |
|--|--|
| <input type="checkbox"/> ¹ White | <input type="checkbox"/> ⁴ Mixed |
| <input type="checkbox"/> ² Black or Black British | <input type="checkbox"/> ⁵ Chinese |
| <input type="checkbox"/> ³ Asian or Asian British | <input type="checkbox"/> ⁶ Other ethnic group |
46. Which of the following best describes you?
- | | |
|---|--|
| <input type="checkbox"/> ¹ Employed (full or part time, including self-employed) | <input type="checkbox"/> ⁴ Unable to work due to long term sickness |
| <input type="checkbox"/> ² Unemployed and looking for work | <input type="checkbox"/> ⁵ Looking after your home/family |
| <input type="checkbox"/> ³ At school or in full time education | <input type="checkbox"/> ⁶ Retired from paid work |
| <input type="checkbox"/> ⁷ Other | |

Finally, please add any other comments you would like to make about your GP practice: