1. **How do you normally book appointments to see a doctor or nurse at the surgery**

In person

By phone

By fax

Online

1. **How helpful do you find the receptionists at the surgery**

Very

Fairly

Not very

Not at all

1. **If you need an appointment at the surgery during your typical working hours if you work can you take time away from your work to do this**

Yes

No

1. **Do you have any of the following long standing conditions**

Deafness or severe hearing impediment

Blindness or partially sighted

A long standing physical condition

A learning disability

A long standing illness such as cancer, diabetes, chronic heart disease

1. **In the last 12 months have you used any of the services below instead of using the surgery**

Accident and emergency

NHS 111

Walk in centre

Family planning clinic

Pharmacist

Physiotherapist

None of these

1. **If you have had cause to complain about the surgery was it sorted to your satisfaction**

Yes

No

Not had cause to complain

**7 .The last time you saw a Doctor or Nurse at the surgery how good were they at the following:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Very good** | **Good** | **Neither good nor poor** | **Poor** | **Very poor** | **Doesn’t apply** |
| Giving you enough time |  |  |  |  |  |  |
| Asking about your symptoms |  |  |  |  |  |  |
| listening |  |  |  |  |  |  |
| Explaining tests and symptoms |  |  |  |  |  |  |
| Treating you with care and concern |  |  |  |  |  |  |
| Taking your problems seriously |  |  |  |  |  |  |

1. **Did you have trust and confidence in the Doctor/Nurse you saw**

Yes definitely

Yes to some extent

No not at all

Don’t know/can’t say

1. **In general how would you rate the care you get at the surgery**

Excellent

Very good

Good

Fair

Poor

1. **In the past 6 months how easy have you found the following**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Haven’t tried** | **Very easy** | **Fairly easy** | **Not very easy** | **Not at all** | **Don’t know** |
| Getting an appointment |  |  |  |  |  |  |
| Getting through on phone |  |  |  |  |  |  |
| Speaking to clinician on phone |  |  |  |  |  |  |
| Speaking to nurse on phone |  |  |  |  |  |  |
| Obtaining test results by phone  |  |  |  |  |  |  |

**Any other comments.**