

John Smith Medical Centre Patient Survey

We value all patient feedback and so would like to ask you to take 5 minutes to fill in the questionnaire below. All feedback is anonymous and helps us to provide a better service for you.

If you would prefer to complete this questionnaire online, please go to www.surveymonkey.com/s/JohnSmith1

To say thank you for your feedback, we would love to enter you into our prize draw to win a £15 high street voucher. If you would like to be included, please give your contact details to a member of staff when returning this questionnaire.

Accessing your GP Services

1 When did you last see or speak to a GP at your GP Surgery?

In the past 2 weeks between 2 weeks & 3 months ago 3 - 6 months ago 6 - 12 months ago + 12 months ago I have never seen a GP at my Surgery

2 How often do you see or speak to your preferred GP?

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

3 When did you last see or speak to a Nurse at your GP Surgery?

In the past 3 months 3-6 months ago 6 - 12 months ago + 12 months ago I have never seen a Nurse at my GP Surgery

4 Generally, how easy is it to get through to somebody on the phone at your surgery?

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

5 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

Making an Appointment

6 The last time you tried, were you able to see or speak to someone within your desired timescale?

Yes No Can't remember

7 i. If you were unable to get an appointment or the appointment was inconvenient, why was that?

There weren't any appointments available on 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 Another reason

ii. 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 / a walk-in centre Saw a pharmacist
 Decided to contact my surgery another time Didn't see or speak to anyone

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

Poor Excellent
 1 2 3 4 5

Waiting Times

9 How long after your appointment time do you usually wait to be seen?

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

Your Last GP or Nurse Appointment

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

Poor Excellent

Giving you enough time 1 2 3 4 5

Listening to you 1 2 3 4 5

Explaining tests and treatments 1 2 3 4 5

Involving you in decisions about your care 1 2 3 4 5

Treating you with care and concern 1 2 3 4 5

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

Poor Excellent

Giving you enough time 1 2 3 4 5

Listening to you 1 2 3 4 5

Explaining tests and treatments 1 2 3 4 5

Involving you in decisions about your care 1 2 3 4 5

Treating you with care and concern 1 2 3 4 5

Opening Hours

12 Is your GP Surgery currently open at times convenient for you?

Yes No Don't know

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

Please tick all boxes that apply to you.

Before 8am Lunchtime After 6.30pm On Saturdays On Sundays None of these

Overall Experience

14 Overall, how would you describe your experience of your GP Surgery?

Poor Excellent

1 2 3 4 5

15 Would you recommend your GP Surgery to someone who has just moved to the local area?

Definitely not Definitely

1 2 3 4 5

Managing your Health

16 Do you have a long standing health condition?

Yes No Don't know/ Can't Say

17 If you have a long standing health condition, do you feel you have had enough support in the last 6 months from local services or organisations to help you manage your condition?

Yes, definitely Yes, to some extent No I haven't needed support Don't know/Can't say N/a

18 Would you be interested if clinics were available to help you manage your condition?

Yes No Don't know

Out of Hours

These questions are about contacting an Out of Hours GP when your surgery is closed. Do not include NHS Direct, NHS walk-in centres, or A&E.

Please note: this service is not provided by The Practice but we would like collect your feedback in order to see if we can help improve the service.

- | | | | | | | |
|-----------|--|-------------|------------------|------------------------------|---|-----------|
| 19 | Do you know how to contact an out-of-hours doctor? | Yes | No | | | |
| 20 | In the past 6 months, have you tried to contact the out-of-hours GP service when your surgery was closed? | Yes | No | | | |
| 21 | How do you feel about how quickly you received care from the out-of-hours GP service? | About right | It took too long | Don't know/
Doesn't apply | | |
| 22 | Overall, how would you describe your experience of the out-of-hours service? | Poor | 2 | 3 | 4 | Excellent |
| | | 1 | 2 | 3 | 4 | 5 |

Additional Questions

- | | | | |
|-----------|--|-----|----|
| 23 | Would you be interested in knowing more about the Patient Reference Group, which is a group where you can get involved with shaping the healthcare at your surgery? | Yes | No |
|-----------|--|-----|----|

* * If yes, please leave your details with a member of staff * *

About You

- | | | | | | | |
|---|---|--|---------|---------|---------|------------|
| i. Are you male or female? | Male | Female | | | | |
| ii. How old are you? | Under 18 | 18 – 24 | 25 – 39 | 40 – 54 | 55 – 69 | 70 or over |
| iii. What is your ethnic group? | | | | | | |
| A. White | English / Welsh / Scottish / Northern Irish / British | Gypsy or Irish traveller | | | | |
| | Irish | Other White background
Please note: _____ | | | | |
| B. Mixed / Multiple ethnicities | White & Black Caribbean | White & Black African | | | | |
| | White & Asian | Other Mixed background
Please note: _____ | | | | |
| C. Asian / British Asian | Indian | Pakistani | | | | |
| | Bangladeshi | Chinese | | | | |
| | | Other Asian background
Please note: _____ | | | | |
| D. Black / African / Caribbean / Black British | African | Caribbean | | | | |
| | | Other Black background
Please note: _____ | | | | |
| E. Other ethnic group | Arab | Any other background
Please note: _____ | | | | |
| iv. Are you the parent or guardian of any children under 16 living in your home? | Yes | No | | | | |
| v. Are you a deaf person using sign language? | Yes | No | | | | |

vi. Which of these best describes you?

Never smoked

Former smoker

Occasional smoker

Regular smoker

vii. Do you look after or give any regular unpaid support or help to any family member, friends or neighbours each week because of long-term physical or mental health, disability, or problems related to old age?

No

1 – 9 hours a week

10 – 19 hours a week

20 – 34 hrs a week

35 – 49 hours a week

+50 hours a week

viii. Which of these best describes you?

Heterosexual/ Straight

Gay/ Lesbian

Bisexual

I prefer not to say

Other

ix. Which of these best describes your religion?

No religion

Buddhist

Christian (all denominations)

Hindu

Jewish

Muslim

Sikh

Other

I prefer not to say

Do you want to become a member of your Patient Reference Group (PRG)?

Your PRG helped shape this questionnaire and will be involved in the changes taking place at your surgery following the results of this survey.

PRGs usually only meet 4 times per year, depending on the members' preference.

They discuss the service provided at your surgery and help make decisions on changes to improve the health care provided.

Don't want to be a full member?

You can also be a virtual PRG member. This means instead of attending the meetings, your surgery will occasionally email you for your opinion on matters important to the surgery.

If you are interested in being a member or virtual member, please ask a member of staff for more information.