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| **De Beauvoir Surgery** | New Image CCG |

Please take a few minutes to fill out this survey on your experience of the services provided by De BeauvoirSurgery. We welcome your feedback and your response will be kept confidential. Thank you for your participation.

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|  |

Date:

## Quality of consultation

Last time you saw or spoke to a GP or nurse from your GP surgery, how good was that GP or nurse at 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

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

[ ]  Yes, definitely [ ]  Yes, to some extent [ ]  No, not at all

[ ]  Don’t know / can’t say

## Accessing your GP services and making an appointment

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

[ ]  Very satisfied [ ]  Fairly satisfied [ ]  Neither satisfied nor dissatisfied

[ ]  Fairly dissatisfied [ ]  Very dissatisfied [ ]  Not sure when my GP surgery is open

### 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

### Last time you wanted to see or speak to a GP or nurse from your GP surgery, when did you want to speak to see or speak to them?

[ ]  On the same day [ ]  On the next working day [ ]  A few days later

[ ]  A week or more later [ ]  Didn’t have a specific day in mind [ ]  Can’t remember

### 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 [ ]  Can’t remember

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

[ ]  Very good [ ]  Fairly good [ ]  Neither good nor poor

[ ]  Fairly poor [ ]  Very poor

## Managing your health

### Do you have a long-standing health condition?

[ ]  Yes (Go to next question) [ ]  No (Skip next question) [ ]  Don’t know / Can’t say

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

[ ]  Yes, definitely [ ]  Yes, to some extent [ ]  No

[ ]  I haven’t needed such support [ ]  Don’t know / can’t say

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

[ ]  Very confident [ ]  Fairly confident

[ ]  Not very confident [ ]  Not at all confident

## Overall experience

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

[ ]  Very good [ ]  Fairly good [ ]  Neither good nor poor

[ ]  Fairly poor [ ]  Very poor

## 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

**Additional Feedback, please share any additional comments:**

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