

GP Practice Survey

Accessing the practice

Q1 When did you last see a doctor or nurse at the GP Surgery? (tick one box only)

77 (36%) Today or in the last week
 89 (42%) In the past 3 months
 22 (10%) Between 3 and 6 months ago
 17 (8%) More than 6 months ago
 2 (1%) I have never been seen at my present GP or health centre

Q2 How do you normally book your appointments to see a doctor or nurse at the surgery? (tick all that apply)

48 (23%) In person 178 (84%) By phone 0 (0%) Online

Q3 Which of the following methods would you prefer to use to book an appointment at the surgery? (tick all that apply)

65 (31%) In person 185 (88%) By phone 0 (0%) By fax 27 (13%) Online 18 (9%) Email 20 (9%) Text 0 (0%) Digital TV

Q4 Thinking about your last visit, did you see a GP, nurse or nurse practitioner? (tick one box only)

41 (19%) Nurse 103 (49%) GP 62 (29%) Nurse practitioner

Q5 If you contacted us by telephone in the past 6 months, how was your experience in getting through? (tick one box per row)

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	I have not tried
Getting through on the phone	122 (58%)	60 (28%)	10 (5%)	3 (1%)	0 (0%)	10 (5%)
Speaking to a doctor on the phone	43 (20%)	25 (12%)	6 (3%)	2 (1%)	0 (0%)	70 (33%)
Speaking to a nurse on the phone	34 (16%)	19 (9%)	7 (3%)	1 (0%)	0 (0%)	84 (40%)
Getting test results on the phone	74 (35%)	34 (16%)	3 (1%)	3 (1%)	0 (0%)	40 (19%)

Q6 Thinking about the last time you tried to see a doctor urgently, were you able to see a doctor on the same day or in the next 2 weekdays when the GP surgery or health centre was open?

128 (61%) Yes 13 (6%) No but I was happy to wait 37 (18%) Not applicable
 16 (8%) No but I wanted to 15 (7%) Can't remember

Q7 How satisfied are you with the opening hours of the practice? (tick one box only)

Very satisfied Fairly satisfied Neither Fairly dissatisfied Very dissatisfied
 147 (70%) 53 (25%) 3 (1%) 1 (0%) 0 (0%)

Waiting at the surgery

Q8 How do you feel about your wait after registering at reception to be seen by a health care professional? (tick one box only)

65 (31%) I didn't have to wait, I was seen more or less at my appointment time 23 (11%) I had to wait longer than acceptable
 115 (55%) I felt the wait was acceptable 5 (2%) I can't remember

Seeing a clinician

Q9 Did you have the confidence and trust in the person you saw? (tick one box only)

165 (78%) Yes, definitely 36 (17%) Yes, to some extent 3 (1%) Not really 0 (0%) Definitely not

Q10 Were you treated with dignity and respect? (tick one box only)

185 (88%) Yes, all of the time 11 (5%) Yes, some of the time 2 (1%) Not really 0 (0%) Definitely not

Q11 Were you given helpful information about the different options, choices or treatments available to you? (tick all that apply)

41 (19%) Yes, in a printed leaflet or booklet 13 (6%) No information was given
 121 (57%) Yes, verbally (by a health professional) 24 (11%) No, because no treatment or action was needed

Q12 Were you involved as much as you wanted to be in decisions about your care and treatment?

105 (50%) Yes, definitely 46 (22%) Yes, to some extent 5 (2%) Not really 1 (0%) Definitely not 19 (9%) No decisions had to be made

What could be better

We are continuously looking at ways to improve our services. As well as regularly asking for your experiences of being a patient at the practice, we would like to know what your priorities are for the future and your views on how we are currently performing.

Q13 Thinking about the GP practice, which of these listed below are the most important to you and which are the areas where improvements could be made? (tick up to 5 boxes in both columns)

	Important (tick up to 5)	Improving (tick up to 5)
Access to more diagnostic tests at your practice (blood tests etc.)	60 (28%)	12 (6%)
Access to see a GP at a time convenient to you	88 (42%)	17 (8%)
Access to a nurse at GP practice	53 (25%)	10 (5%)
Access to screening programmes (e.g. smears, bowel screening)	37 (18%)	10 (5%)
Alternative ways of booking appointments (i.e. by text, online)	20 (9%)	17 (8%)
Access to interpretation and translation services	5 (2%)	3 (1%)
Appointment reminder system (i.e. via text)	21 (10%)	14 (7%)
Getting to see a GP urgently	86 (41%)	16 (8%)
Earlier opening hours in the week	18 (9%)	9 (4%)
Opening hours in the week	15 (7%)	9 (4%)
Opening hours at the weekend	32 (15%)	19 (9%)
Getting through on the phone to book an appointment	59 (28%)	9 (4%)
Being able to speak to a GP on the phone	50 (24%)	8 (4%)
Being able to speak to a nurse on the phone	23 (11%)	11 (5%)
Repeat prescriptions system	49 (23%)	17 (8%)
The friendliness and helpfulness of the receptionists	54 (26%)	8 (4%)
Length of time spent in the waiting room before seeing a GP	32 (15%)	24 (11%)
Other (please specify below)	1 (0%)	1 (0%)
1 (50%)		

Accessing the practice**Q14 If you travelled by car, how satisfied were you with the availability of car parking?(tick one box)**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
90 (43%)	40 (19%)	8 (4%)	1 (0%)	1 (0%)	16 (8%)

Q15 How easy did you find getting into the building? (tick one box only)

167 (79%) Very easy 24 (11%) Fairly easy 0 (0%) Not very easy 0 (0%) Not at all easy

Q16 If you didn't find it easy, please tell us why.

0 (0%)

Environment**Q17 How satisfied or dissatisfied are you with the general condition of the practice building?**

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
90 (43%)	89 (42%)	2 (1%)	6 (3%)	2 (1%)	1 (0%)

In the health centre**Q18 How helpful were the receptionists? (tick one box only)**

Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Not applicable
161 (76%)	30 (14%)	1 (0%)	0 (0%)	0 (0%)

Waiting at the surgery**Q19 How would you rate the comfort of the waiting area (e.g. temperature, seating etc)? (tick one box only)**

Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
80 (38%)	96 (45%)	12 (6%)	3 (1%)	1 (0%)

Q20 How would you rate the cleanliness of the health centre? (tick one box only)

Very clean	Fairly clean	Not very clean	Not clean at all	Don't know
121 (57%)	64 (30%)	0 (0%)	0 (0%)	0 (0%)

Seeing a clinician**Q21 Did the person you saw on your last visit know about any previous care or treatment you had received? (tick one box only)**

121 (57%) Yes, definitely	10 (5%) Not really	8 (4%) Don't know / can't remember
48 (23%) Yes, to some extent	0 (0%) Definitely not	

Q22 Were you given enough time to discuss your health or medical condition? (tick one box only)

143 (68%) Yes, definitely	3 (1%) Not really	2 (1%) Don't know / can't remember
35 (17%) Yes, to some extent	1 (0%) Definitely not	2 (1%) I did not need to discuss anything

Q23 Did the person you saw explain the reasons for any treatment or action in a way that you could understand? (tick one box only)

140 (66%) Yes, definitely	2 (1%) Not really	2 (1%) Don't know / can't remember
34 (16%) Yes, to some extent	0 (0%) Definitely not	5 (2%) No treatment or action was needed

Q24 Overall, how do you feel about the length of time your health professional spent with you? (tick one box only)

8 (4%) Not enough time	176 (83%) About the right amount of time	0 (0%) Too much time	3 (1%) Don't know / can't remember
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Q25 How much confidence and trust do you have in the health care professional that treated you on your last visit? Please rate on a scale of 1 to 10 with 1 being no confidence at all and 10 being completely confident.

1	2	3	4	5	6	7	8	9	10
5 (2%)	0 (0%)	1 (0%)	1 (0%)	3 (1%)	4 (2%)	9 (4%)	39 (18%)	37 (18%)	87 (41%)

Q26 If you needed any interpreting support to communicate i.e. language or British sign language, was this provided / offered for you by the practice? (tick one box only)

5 (2%) Yes	3 (1%) No, I had to provide someone to interpret for me
1 (0%) Yes, but I declined	143 (68%) Not applicable

Q27 If yes, please indicate whether it was British sign language or foreign language?

2 (1%) British sign language

3 (1%) Foreign language

Overall**Q28 Would you recommend this service to your friends or colleagues?** Please answer on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely.

0	1	2	3	4	5	6	7	8	9	10
0 (0%)	2 (1%)	0 (0%)	0 (0%)	1 (0%)	7 (3%)	8 (4%)	12 (6%)	33 (16%)	36 (17%)	85 (40%)

Q29 Overall, how satisfied were you with the service you received?(tick one box only)

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
124 (59%)	61 (29%)	0 (0%)	0 (0%)	2 (1%)

Q30 Please use the space below to tell us how your experience affected your answers.

This might include what we are doing well or areas we could improve on.

31 (15%)

Providing Fair and Accessible Services

We are committed to providing high quality services that meet your needs. To enable us to find out whether we are carrying out our duties fairly we need to monitor particular data. The following questions will help us to see how experiences vary between different groups of the population. The information that you provide will remain confidential but if you prefer not to answer, please leave the questions blank.

Q31 Are you...?

79 (37%) Male

114 (54%) Female

Q32 What is your age (years)?

174 (82%)

Q33 What is your ethnic origin?

174 (82%) White British / English / Welsh / Scottish / Northern Irish

4 (2%) White Irish

0 (0%) Gypsy or Irish traveller

2 (1%) Any other white background

0 (0%) Black African

0 (0%) Black Caribbean

0 (0%) Any other Black background

2 (1%) White and Black Caribbean

0 (0%) White and Black African

0 (0%) White and Asian

0 (0%) Any other mixed background

9 (4%) Indian

0 (0%) Pakistani

0 (0%) Bangladeshi

0 (0%) Chinese

0 (0%) Any other Asian background

0 (0%) Arab

1 (0%) Other

Q34 Do you consider yourself to have a disability or long term limiting illness? Under the Disability Discrimination Act 1995, a disabled person is someone who has, or has had, a physical or mental impairment, which has a substantial or long term adverse effect to his / her ability to carry out normal day-to-day activities. (tick all that apply)

19 (9%) Physical impairment

1 (0%) Visual impairment

14 (7%) Hearing impairment / deaf

11 (5%) Mental health condition

10 (83%)

1 (0%) Learning disability

26 (12%) Long standing illness or health condition (such as cancer, diabetes, chronic heart disease or epilepsy)

12 (6%) Other (please specify below)

Q35 What is your religion or beliefs? (tick one box only)

0 (0%) Buddhist	129 (61%) Christian	4 (2%) Hindu	0 (0%) Jewish
5 (2%) Muslim	0 (0%) Sikh	34 (16%) None	11 (5%) Other

Q36 What is your sexual orientation? (tick one box only)

165 (78%) Heterosexual / straight	7 (3%) Gay / Lesbian	0 (0%) Bisexual	10 (5%) Other
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Q37 Which GP?

0 (0%) 1	0 (0%) 9	0 (0%) 16	211 (100%) 24
0 (0%) 2	0 (0%) 10	0 (0%) 17	0 (0%) 25
0 (0%) 3	0 (0%) 11 a	0 (0%) 18	0 (0%) 26
0 (0%) 4	0 (0%) 11 b	0 (0%) 19	0 (0%) 27
0 (0%) 5	0 (0%) 12	0 (0%) 20	0 (0%) 28
0 (0%) 6	0 (0%) 13	0 (0%) 21	0 (0%) 29
0 (0%) 7	0 (0%) 14	0 (0%) 22	0 (0%) 30
0 (0%) 8	0 (0%) 15	0 (0%) 23	

Thank you for completing the survey