**Please complete and return to reception by 1st Jul 2016**

**WEST END MEDICAL CENTRE**

**THE GP PATIENT SURVEY 2016-17**

1. **Appointments West End Medical Centre**

**Q1. When did you last see a Doctor at West End Medical Centre?**

|  |  |
| --- | --- |
| In the past 3 months | O |
| Between 3 and 6 months ago | O |
| More than 6 months ago | O |
| More than 12 months ago | O |
| I have never been seen at West End Medical Centre | O |

**Q2. If you haven’t seen a doctor in the past 12 months, why is that?** *Please tick all the circles that apply*

|  |  |
| --- | --- |
| I haven’t needed to see a doctor | O |
| I couldn’t be seen at a convenient time | O |
| I couldn’t get to my appointment easily | O |
| I didn’t like or trust the doctors | O |
| Another reason | O |

**Q3. How do you normally book your appointments to see a doctor or nurse at the Surgery?** *Please tick all the circles that apply*

|  |  |
| --- | --- |
| In person | O |
| By phone | O |
| Online using patient Access | O |
| Other person books appointment for me | O |
| Doesn’t apply | O |

**Q4. In the past 6 months how easy have you found the following**? *Please put a tick in one circle for each row*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Haven’ttried | VeryEasy | Fairly easy | Not veryeasy | Not atall easy | Don’t know |
| Getting through on the phone | O | O | O | O | O | O |
| Speaking to a Doctor on the phone | O | O | O | O | O | O |
| Speaking to a Nurse on the phone | O | O | O | O | O | O |
| Obtaining test results by phone | O | O | O | O | O | O |

1. **Seeing a Doctor**

**Q5. In the past 12 months have you tried to see a Doctor fairly quickly**?  *By fairly quickly we mean on the same day or in the next two weekdays that the GP or Health Centre was open.*

|  |  |
| --- | --- |
| Yes | O |
| No | O |

**Q6. Think about the last time you tried to see a doctor fairly quickly. Were you able to see a doctor on the same day or in the next two weekdays that the GP or Health Centre was open***?*

|  |  |
| --- | --- |
| Yes | O |
| No | O |

**Q7. If you weren’t able to be seen during the next 2 weekdays that the GP or Health Centre was open, why was that?** *Please tick all the circles that apply*

|  |  |
| --- | --- |
| There weren’t any appointments | O |
| Times offered didn’t suit | O |
| Appointment was with a Dr who I didn’t want to see | O |
| A nurse was free but I wanted to see a Dr | O |
| Another reason | O |

**Q8. In the past 12 months, have you tried to book ahead for an appointment with a Dr?** *By ‘booking ahead’ we mean booking an appointment more than two weekdays in advance.*

|  |  |
| --- | --- |
| Yes | O |
| No | O |

**Q9. Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance?**

|  |  |
| --- | --- |
| Yes | O |
| No | O |

1. **Seeing the Doctor you prefer**

**Q10. Is there a particular Dr you prefer to see at the surgery?**

|  |  |
| --- | --- |
| Yes | O |
| No | O |

**Q11. In general how long do you have to wait to see a specific Dr?**

|  |  |
| --- | --- |
| Same day | O |
| Next day | O |
| Within 2 days | O |
| Within 3 days | O |
| More than 5 days | O |

**Q12. Satisfaction with the availability of a specific Dr?**

|  |  |
| --- | --- |
| Excellent | O |
| Very good | O |
| Good | O |
| Fair | O |
| Poor | O |

1. **Seeing a Practice Nurse at the GP Surgery or Health Centre**

**Q13. Is there a particular Nurse you prefer to see at the surgery?**

|  |  |
| --- | --- |
| Yes | O |
| No | O |

**Q14. In general how long do you have to wait to see a specific Nurse?**

|  |  |
| --- | --- |
| Same day | O |
| Next day | O |
| Within 2 days | O |
| Within 3 days | O |
| More than 5 days | O |
| Does not apply | O |

**Q15. Satisfaction with the availability of a specific Nurse?**

|  |  |
| --- | --- |
| Excellent | O |
| Very good | O |
| Good | O |
| Fair | O |
| Poor | O |

1. **Information Technology**

**At West End Medical Centre we are currently in the process of improving patient access by setting up a system to be able to book appointments or order prescriptions online. We would like to collate your responses.**

**Q16. Do you have Internet facilities at home or on your phone or tablet?**

|  |  |
| --- | --- |
| Yes | O |
| No | O |

**Q17. Do you use online access to book/cancel appointments at the surgery?**

|  |  |
| --- | --- |
| Yes | O |
| No | O |
| Don’t know | O |

**Q18. Do you use online access to order repeat prescriptions?**

|  |  |
| --- | --- |
| Yes | O |
| No | O |
| Don’t know | O |

**Q19. Are you aware the Surgery has a website?** [**www.westendmedicalcentre.co.uk**](http://www.westendmedicalcentre.co.uk)

|  |  |
| --- | --- |
| Yes | O |
| No | O |

**Q20. How would you rate the content of the practice website?**

|  |  |
| --- | --- |
| Excellent | O |
| Good | O |
| Fair | O |
| Poor | O |
| N/A | O |

**Q21. How would you rate the layout and simplicity to navigate the practice website?**

|  |  |
| --- | --- |
| Excellent | O |
| Good | O |
| Fair | O |
| Poor | O |
| N/A | O |

1. **Your Overall Satisfaction**

**Q22. In general, how satisfied are you with the care you get at the Surgery?**

|  |  |
| --- | --- |
| Extremely satisfied | O |
| Very satisfied | O |
| satisfied | O |
| Quite dissatisfied | O |
| Extremely dissatisfied | O |

**Q23. Would you recommend the Surgery to someone who has just moved to your local area?**

|  |  |
| --- | --- |
| Extremely likely | O |
| Likely | O |
| Neither likely nor unlikely | O |
| Unlikely | O |
| Extremely unlikely | O |
| Don’t know | O |
| Not at all | O |
| Don’t know | O |

1. **Some questions about you**

*The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential*

**Q24. Are you male or female?**

|  |  |
| --- | --- |
| Male | O |
| Female | O |

**Q25. How old are you?**

|  |  |  |  |
| --- | --- | --- | --- |
| Under 18 | O | 55 - 64 | O |
| 18 – 24 | O | 65 - 74 | O |
| 25 – 34 | O | 75 - 84 | O |
| 35 – 44 | O | 85 - 94 | O |
| 45 – 54 | O |  |  |

**Q26. What is your ethnic group?** *(Chose one section from A to E below, and then select the appropriate option to indicate your ethnic group)*

1. **White**

|  |  |
| --- | --- |
| British | O |
| Irish | O |
| Any other white background | O |

1. **Mixed**

|  |  |
| --- | --- |
| White & Black Caribbean | O |
| White & Black African | O |
| White & Asian | O |
| Any other Mixed background | O |

1. **Asian or Asia British**

|  |  |
| --- | --- |
| Indian | O |
| Pakistani | O |
| Bangladeshi | O |
| Any other Asian background | O |

1. **Black or Black British**

|  |  |
| --- | --- |
| Caribbean | O |
| African | O |
| Any other Black background | O |

1. **Chinese or other ethnic group**

|  |  |
| --- | --- |
| Chinese | O |
| Any other ethnic group | O |

**Q27. Which of these best describes what you are doing at present?** *If more than one of these applies to you, please tick the main one ONLY*

|  |  |  |
| --- | --- | --- |
| Full-time paid work (30 hrs or more per week) | O |  |
| Part-time paid work (under 30 hrs per week) | O |  |
| Unemployed | O |  |
| Full-time education (school, college, university) | O |  |
| Permanently sick or disabled | O |  |
| Fully retired from work | O |  |
| Looking after the home | O |  |
| Doing something else | O |  |

*Created by West End Medical Centre and its PPG adapted from the Ipsos Mori GP Survey*

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