

## Leecon Way & Hawkwell 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/LeeconHawkwell](http://www.surveymonkey.com/s/LeeconHawkwell)

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

<b>10</b>	<b>Last time you saw or spoke to a GP at your surgery, how good was that GP at each of the following?</b>	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	
<b>11</b>	<b>Last time you saw or spoke to a Nurse at your surgery, how good was that Nurse at each of the following?</b>	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

- |           |   |                |   |   |   |   |            |
|-----------|---|----------------|---|---|---|---|------------|
| <b>14</b> | <b>Overall, how would you describe your experience of your GP Surgery?</b>                  | Poor           |   |   |   |   | Excellent  |
|           |   | 1              | 2 | 3 | 4 | 5 |            |
| <b>15</b> | <b>Would you recommend your GP Surgery to someone who has just moved to the local area?</b> | 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

<b>18</b>	<b>Would you be interested if clinics were available to help you manage your condition?</b>	Yes	No	Don't know
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**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.

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

**Additional Questions**

<b>23</b>	<b>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?</b>		Yes	No	
	<b>** If yes, please leave your details with a member of staff **</b>				
<b>24</b>	<b>i) Are you satisfied with the continuity of care you receive at the surgery?</b>		Yes	No	
	<b>ii) If not, what can be done to improve?</b>				

<b>i. Are you male or female?</b>	Male	Female				
<b>ii. How old are you?</b>	Under 18	18 – 24	25 – 39	40 – 54	55 – 69	70 or over
<b>iii. What is your ethnic group?</b>						
<b>A. White</b>	English / Welsh / Scottish / Northern Irish / British	Gypsy or Irish traveller				
	Irish	Other White background Please note: _____				
<b>B. Mixed / Multiple ethnicities</b>	White & Black Caribbean	White & Black African				
	White & Asian	Other Mixed background Please note: _____				
<b>C. Asian / British Asian</b>	Indian	Pakistani				
	Bangladeshi	Chinese				
		Other Asian background Please note: _____				
<b>D. Black / African / Caribbean / Black</b>	African	Caribbean				

British

Other Black background

Please note: \_\_\_\_\_

Any other background

Please note: \_\_\_\_\_

**E. Other ethnic group** Arab

**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** Never smoked

Former smoker

**best describes you?** 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** Heterosexual/ Straight

Gay/ Lesbian  Bisexual

**describes you?**

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.