

## Leecon Way and 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. Results from this survey will be used to formulate a Surgery Action Plan to help improve the service provided. Results will be available around January 2013. A full report will be published at the end of March 2013.

**Please tick or circle as appropriate.** If you would prefer to complete this questionnaire online, please go to [www.surveymonkey.com/s/LeeconHawkwell12](http://www.surveymonkey.com/s/LeeconHawkwell12)

### 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  I don't have a preferred GP

**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

### Waiting Times

**8 How long after your given appointment time do you usually wait to be seen?**

Always on time  Less than 5 minutes  5 - 15 minutes  More than 15 minutes   
Can't remember

## Your Last GP or Nurse Appointment

9	<b>The 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	
		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 dignity and respect	1	2	3	4	5	
10	<b>The 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	
		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 dignity and respect	1	2	3	4	5	

## Opening Hours

11	<b>Is your GP Surgery currently open at times convenient for you?</b>	Yes	No	Don't know
12	<b>Which of the following additional hours would make it easier for you to see or speak to someone?</b> Please tick all boxes that apply to you. Before 8am <input type="checkbox"/> Lunchtime <input type="checkbox"/> After 6.30pm <input type="checkbox"/> On Saturdays <input type="checkbox"/> On Sundays <input type="checkbox"/> None of these <input type="checkbox"/>			

## Managing your Health

13	<b>Do you have a long standing health condition?</b>	Yes	No	Don't know / Can't say
14	<b>Would you be interested if clinics were available at the surgery to help you manage your condition?</b>	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 to collect your feedback in order to see if we can help improve the service.

15	<b>Do you know how to contact an out-of-hours doctor?</b>	Yes		No			
16	<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			
17	<b>Overall, how would you describe your experience of the out-of-hours service?</b>	Poor					Excellent
		1	2	3	4	5	

### Additional Questions

- 18 **Your Patient Reference Group (PRG) helped shape this questionnaire and will help the surgery to use the results to improve the service you receive. Would you be interested in knowing more about the PRG?** 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**
- B. Mixed / Multiple ethnicities**
- C. Asian / British Asian**
- D. Black / African / Caribbean / Black British**
- E. Other ethnic group** .....
- 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 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.

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