



THE GP PATIENT SURVEY

Please answer the questions below by putting an **X** in ONE BOX for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential.

If you would prefer to complete the survey online, please go to www.gp-patient.co.uk



Reference/Username:

1234567890



Online password:

ABCDE



A. APPOINTMENTS AT YOUR GP SURGERY OR HEALTH CENTRE

Q1 When did you last see a doctor at your GP surgery or health centre?

- In the past 3 months
 - Between 3 and 6 months ago
 - More than 6 months ago
 - I have never been seen at my present GP surgery or health centre
- } Please go to Q3
- } Please go to Q2

Q2 If you haven't seen a doctor in the past 6 months, why is that?

- Please X all the boxes that apply to you
- I haven't needed to see a doctor
 - I couldn't be seen at a convenient time
 - I couldn't get to the GP surgery or health centre easily
 - I didn't like or trust the doctors
 - Another reason

Q3 How do you normally book your appointments to see a doctor or nurse at your GP surgery or health centre?

Please X all the boxes that apply to you

- In person
- By phone
- By fax machine
- Online
- Digital TV
- Doesn't apply

Q4 Which of the following methods would you prefer to use to book appointments at your GP surgery or health centre?

Please X all the boxes that apply to you

- In person
- By phone
- By fax machine
- Online
- Digital TV
- No preference

B. GETTING THROUGH ON THE PHONE

Now please think about times you have phoned your GP surgery or health centre in the past 6 months.

Q5 In the past 6 months, how easy have you found the following?

Please put a X in one box for each row.

	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know
Getting through on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to a doctor on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speaking to a nurse on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Getting test results on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



C. SEEING A DOCTOR

Q6 In the past 6 months, have you tried to see a doctor fairly quickly?
By 'fairly quickly' we mean on the same day or in the next 2 weekdays the GP surgery or health centre was open.

- Yes..... Please go to Q7
- No Please go to Q9
- Can't remember Please go to Q9

Q7 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 2 weekdays the GP surgery or health centre was open?

- Yes..... Please go to Q9
- No Please go to Q8
- Can't remember Please go to Q9

Q8 If you couldn't be seen within the next 2 weekdays the GP surgery or health centre was open, why was that? **Please X all the boxes that apply to you**

- There weren't any appointments
- The times offered didn't suit me
- The appointment was with a doctor I didn't want to see
- I could have seen a nurse but I wanted to see a doctor
- I was offered an appointment at a different branch of my surgery
- Another reason
- Can't remember

Q9 In the past 6 months, have you tried to book ahead for an appointment with a doctor?
By 'booking ahead' we mean booking an appointment more than 2 full weekdays in advance.

- Yes..... Please go to Q10
- No Please go to Q11
- Can't remember Please go to Q11

Q10 Last time you tried to, were you able to get an appointment with a doctor more than 2 full weekdays in advance?

- Yes
- No
- Can't remember

D. ARRIVING FOR YOUR APPOINTMENT

Q11 How easy do you find it to get into the building at your GP surgery or health centre?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy

Q12 How clean is your GP surgery or health centre?

- Very clean
- Fairly clean
- Not very clean
- Not at all clean
- Don't know

Q13 In the reception area, can other patients overhear what you say to the receptionist?

- Yes, but I don't mind
- Yes, and I am not happy about it
- No, other patients can't overhear
- Don't know

Q14 How helpful do you find the receptionists at your GP surgery or health centre?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful



Q15

How long after your appointment time do you normally wait to be seen?

- I don't normally have appointments at a particular time
- I am normally seen at my appointment time
- Less than 5 minutes
- 5 to 15 minutes
- 16 to 30 minutes
- More than 30 minutes
- Can't remember

Q16

How do you feel about how long you normally have to wait?

- I don't normally have to wait too long
- I have to wait a bit too long
- I have to wait far too long
- No opinion/doesn't apply

E. SEEING THE DOCTOR YOU PREFER

Q17

Is there a particular doctor you prefer to see at your GP surgery or health centre?

- Yes..... Please go to Q18
- No Please go to Q19
- There is usually only one doctor in my GP surgery or health centre Please go to Q19

Q18

How often do you see the doctor you prefer to see?

- Always or almost always
- A lot of the time
- Some of the time
- Never or almost never
- Not tried at this GP surgery or health centre

F. OPENING HOURS

Q19

How satisfied are you with the hours that your GP surgery or health centre is open?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I'm not sure when my GP surgery or health centre is open

Q20

As far as you know, is your GP surgery or health centre open...

Please put a X in one box for each row

	Yes	No	Sometimes	Don't know
... before 8am?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... at lunchtime?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... after 6.30pm?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... on Saturdays?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... on Sundays?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Q21 Would you like your GP surgery or health centre to open at additional times?

- Yes..... Please go to Q22
- No Please go to Section G

Q22 Which one of the following additional times would you most like the GP surgery or health centre to be open? Please pick one answer showing the time you would most like it to be open.

- Before 8am
- At lunchtime
- After 6.30pm
- On a Saturday
- On a Sunday

G. SEEING A DOCTOR AT THE GP SURGERY OR HEALTH CENTRE

Please answer these next questions about the last time you saw a doctor at your GP surgery or health centre.

Q23 Last time you saw a doctor at your GP surgery or health centre, how good was the doctor at each of the following? Please put a X in one box for each row.

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asking about your symptoms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listening to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explaining tests and treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving you in decisions about your care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treating you with care and concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking your problems seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24 Did you have confidence and trust in the doctor you saw?

- Yes, definitely
- Yes, to some extent
- No, not at all
- Don't know/can't say

H. SEEING A PRACTICE NURSE AT THE GP SURGERY OR HEALTH CENTRE

Q25 How easy is it for you to get an appointment with a practice nurse at your GP surgery or health centre?

- Haven't tried
- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know

Q26

Last time you saw a practice nurse at your GP surgery or health centre, how good was the practice nurse at each of the following? Please put a X in one box for each row.

	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply
Giving you enough time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Asking about your symptoms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Listening to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explaining tests and treatments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involving you in decisions about your care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Treating you with care and concern	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taking your problems seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I. YOUR OVERALL SATISFACTION

Q27

In general, how satisfied are you with the care you get at your GP surgery or health centre?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied

Q28

Would you recommend your GP surgery or health centre to someone who has just moved to your local area?

- Yes, would definitely recommend
- Yes, might recommend
- Not sure
- No, would probably not recommend
- No, would definitely not recommend
- Don't know

J. OUT OF HOURS CARE

The next few questions are about contacting an out-of-hours GP service when your GP surgery or health centre is closed (for example, in the evening, at night or at the weekend).

These questions are not about NHS Direct, NHS walk-in centres or Accident and Emergency (A&E) or Casualty services.

Q29

If you wanted to, would you know how to contact an out-of-hours GP service when the surgery or health centre is closed?

- Yes
- No

Q30

In the past 6 months, have you tried to call an out-of-hours GP service when the surgery or health centre was closed?

- Yes, for myself Please go to Q31
- Yes, for someone else Please go to Q31
- No Please go to Section K

Q31

How easy was it to contact the out-of-hours GP service by telephone?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know/didn't make contact

Q32 Were you prescribed or recommended any medicines by the out-of-hours GP service you contacted?

- Yes Please go to Q33
- No Please go to Q34
- Don't know/
doesn't apply Please go to Q34

Q33 How easy was it to get these medicines?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy

Q34 How do you feel about how quickly you received care from the out-of-hours GP service?

- It was about right
- It took too long
- Don't know/doesn't apply

Q35 Overall, how do you feel about the care you received from the out-of-hours GP service?

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Don't know/doesn't apply

K. NHS DENTISTRY

We are interested in whether you have been able to access NHS dental care if you have tried recently.

Q36 When did you last try to get an NHS dental appointment for yourself?

- In the last 3 months
 - Between 3 and 6 months ago
 - Between 6 months and a year ago
 - Between 1 and 2 years ago
 - More than 2 years ago
 - I have never tried to get an NHS dental appointment
- Please go to Q37
- Please go to Q40

Q37 Last time you tried to get an NHS dental appointment, what type of appointment were you trying to get?

- A routine check-up or non-urgent treatment
- Urgent treatment
- Other
- Can't remember

Q38 Last time you tried to get an NHS dental appointment, was it with a dental practice you had been to before for NHS dental care?

- Yes
- No
- Can't remember

Q39 Were you successful in getting an NHS dental appointment?

- Yes
 - No
 - Can't remember
- Please go to Section L

Q40 Why haven't you tried to get an NHS dental appointment in the last two years?

If more than one of these applies to you, please X the main ONE only

- I have not needed to visit a dentist
- I no longer have any natural teeth
- I have not had time to visit a dentist
- I don't like going to the dentist
- I didn't think I could get an NHS dentist
- I am on a waiting list for an NHS dentist
- I stayed with my dentist when they changed from NHS to private
- I prefer to go to a private dentist
- NHS dental care is too expensive
- Another reason

L. 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.

Q41 Are you male or female?

- Male
 Female

Q42 How old are you?

- Under 18 55 to 64
 18 to 24 65 to 74
 25 to 34 75 to 84
 35 to 44 85 or over
 45 to 54

Q43 Which of these best describes what you are doing at present?

If more than one of these applies to you, please X the main ONE only

- Full-time paid work (30 hours or more each week) Please go to Q44
 Part-time paid work (under 30 hours each week) Please go to Q44
 Full-time education at school, college or university
 Unemployed
 Permanently sick or disabled
 Fully retired from work
 Looking after the home
 Doing something else

Please go to Q46

Q44 In general, how long does your journey take from home to work (door to door)?

- Up to 30 minutes
 31 minutes to 1 hour
 More than 1 hour
 I live on site

Q45 If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time away from your work to do this?

- Yes
 No

Q46 In general, would you say your health is...?

- Excellent
 Very good
 Good
 Fair
 Poor

Q47 Do you have any of the following long-standing conditions? Please include problems which are due to old age.

Please X all the boxes that apply to you

- Deafness or severe hearing impairment
 Blindness or severe visual impairment
 A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying
 A learning difficulty
 A long-standing psychological or emotional condition
 Other, including any long-standing illness
 No, I do not have a long-standing condition

Q48 Are you a deaf person who uses sign language?

- Yes
 No

Q49 Are you a parent or a legal guardian for any children aged under 16 currently living in your home?

- Yes
 No

Q50 Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

- Yes
 No

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

Q51 What is your ethnic group?
Choose one section from A to E below, then select the appropriate option to indicate your ethnic group

A. White

- British
- Irish
- Any other White background

→ Please write in

B. Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed background

→ Please write in

C. Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

→ Please write in

D. Black or Black British

- Caribbean
- African
- Any other Black background

→ Please write in

E. Chinese or other ethnic group

- Chinese
- Any other ethnic group

→ Please write in

Q52 Which of the following best describes how you think of yourself?

- Heterosexual/straight
- Gay/Lesbian
- Bisexual
- Other
- I would prefer not to say

Q53 Which of the following best describes your religion?

- None
- Buddhist
- Christian (including Church of England, Catholic, Protestant, and other Christian denominations)
- Hindu
- Jewish
- Muslim
- Sikh
- Other
- I would prefer not to say

Thank you for your time.

Please return this questionnaire in the reply paid envelope provided or send it in an envelope marked only FREEPOST GP PATIENT SURVEY (no stamp is needed).

This questionnaire has been developed in conjunction with the Peninsula Medical School and the National Primary Care Research and Development Centre at the University of Manchester.

