

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 **fill in the survey online**, please go to www.gp-patient.co.uk/survey

 Survey number:

 Online password:



Your local GP services

Q1 Generally, how easy is it to get through to someone at your GP practice on the phone?

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

Q2 How helpful do you find the receptionists at your GP practice?

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

Q3 Which of the following general practice online services have you used in the past 12 months?

By 'online' we mean on a website or smartphone app.
Please put an **x** in all the boxes that apply.

- Booking appointments online
- Ordering repeat prescriptions online
- Accessing my medical records online
- Had an online consultation or appointment (for example completed an online form or had a video call)
- None of these

Q4 How easy is it to use your GP practice's website to look for information or access services?

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

Q5 As far as you are aware, what general practice appointment times are available to you?

Please put an **x** in all the boxes that apply.

- Before 8am on at least one weekday
- Weekdays between 8am and 6.30pm
- After 6.30pm on a weekday
- On a Saturday
- On a Sunday
- Don't know

Q6 How satisfied are you with the general practice appointment times that are available to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I'm not sure when I can get an appointment

Q7 Is there a particular GP you usually prefer to see or speak to?

- Yes, for all appointments
- Yes, for some appointments but not others
- NoGo to Q9
- There is usually only one GP in my GP practiceGo to Q9

Q8 How often do you see or speak to your preferred GP when you would like to?

- Always or almost always
- A lot of the time
- Some of the time
- Never or almost never
- I have not tried

Making an appointment

Q9 When did you last try to make a general practice appointment, either for yourself or for someone else?

This could be in person, on the phone, by video call or online messaging, and with a GP, nurse or other healthcare professional.

- In the past 3 months
- Between 3 and 6 months ago
- Between 6 and 12 months ago
- More than 12 months ago
- Don't know
- I haven't tried to make an appointment since being registered with my current GP practiceGo to Q21

If you tried to make more than one appointment (for yourself or someone else) please think about just one of these when answering the next questions.

Q10 Before you tried to get this appointment, did you do any of the following?

Please put an X in all the boxes that apply.

- Used an online NHS service (including NHS 111 online)
- Used a non-NHS online service, or looked online for information
- Spoke to a pharmacist
- Tried to treat myself / the person I was making this appointment for (for example with medication)
- Called an NHS helpline, such as NHS 111
- Contacted or used another NHS service
- Asked for advice from a friend or family member
- Tried to get information or advice elsewhere (from a non-NHS service)
- I did not try to get information or advice

Q11 When would you have liked this appointment to be?

Please choose one option only.

- On the same day
- On the next day
- A few days later
- A week or more later
- I didn't have a specific day in mind
- Can't remember

Q12 How did you try to book the appointment?
Please put an X in all the boxes that apply.

- In person
- By phone, through my practice
- By automated telephone booking
- Online, including on a website or through an app
- In another way

Q13 Were you asked for any information about your reasons for making the appointment?

Please put an X in all the boxes that apply.

- Yes, during a phone call with a receptionist
- Yes, during a phone call with a healthcare professional
- Yes, in an online form
- Yes, by email
- Yes, during a phone call with someone else / not sure who I spoke to
- I was not asked for information
- Don't know / can't remember

Q14 On this occasion, were you offered any of the following choices of appointment?

Please put an X in all the boxes that apply.

- Yes, a choice of place (for an appointment in person)
- Yes, a choice of time or day
- Yes, a choice of healthcare professional
- Yes, a choice of type of appointment (phone call, online, video call, in person)
- None of these
- Can't remember
- I did not need a choice

Q15 Were you satisfied with the appointment (or appointments) you were offered?

- Yes, and I accepted an appointment } Go to Q18
- No, but I still took an appointment }
- No, and I did not take an appointment } Go to Q16
- I was not offered an appointment }



- Q16** **If you did not get an appointment, why was that?**
Please put an X in all the boxes that apply.
- There weren't any appointments available for the time or day I wanted
 - The appointment was at too short notice
 - The appointment wasn't soon enough
 - I couldn't book ahead at my GP practice
 - There weren't any appointments at the place I wanted
 - The appointment was too far away / too difficult to get to
 - I couldn't see my preferred GP
 - There weren't any appointments with the healthcare professional I wanted
 - The type of appointment I wanted was not available
 - I was not offered an appointment
 - My practice helped in another way
 - Another reason

- Q17** **What did you do when you did not get an appointment?**
Please put an X in all the boxes that apply.
- Got an appointment for a different day.....**Go to Q18**
 - Called an NHS helpline, such as NHS 111
 - Used an online NHS service (including NHS 111 online)
 - Used a non-NHS online service, or looked online for information
 - Went to A&E
 - Spoke to a pharmacist
 - Contacted or used another NHS service
 - Contacted or used another non-NHS service
 - Decided to contact my practice another time
 - Spoke to a friend or family member
 - My practice helped in another way
 - Didn't see or speak to anyone
- Go to Q20**



- Q18** **What type of appointment did you get? I got an appointment...**
- ...to speak to someone on the phone
 - ...to see someone at my GP practice
 - ...to see someone at another general practice location
 - ...to speak to someone online (for example on a video call)
 - ...for a home visit

- Q19** **How long after initially trying to book the appointment did the appointment take place?**
- On the same day
 - On the next day
 - A few days later
 - A week or more later
 - Can't remember

- Q20** **Overall, how would you describe your experience of making an appointment?**
- Very good
 - Fairly good
 - Neither good nor poor
 - Fairly poor
 - Very poor

Your last appointment

The next few questions are about the last time you personally had a general practice appointment.

- Q21** **When was your last general practice appointment?**
Please include appointments with different healthcare professionals, at different locations, as well as telephone and online appointments.
- In the past 3 months
 - Between 3 and 6 months ago
 - Between 6 and 12 months ago
 - More than 12 months ago
 - I haven't had an appointment since being registered with my current GP practice.....**Go to Q30**
- Go to Q22**





Q22 What type of appointment was your last general practice appointment?

An appointment ...

Please choose one option only.

- ...to speak to someone on the phone
- ...to see someone at my GP practice
- ...to see someone at another general practice location
- ...to speak to someone online (for example on a video call)
- ...for a home visit

Q23 Were you given a time for the appointment?

- Yes, I was given a set time
- I was told I would be contacted between two times or during a set period such as a morning or afternoon
- No, I was not given a time
- Can't remember / don't know

Q24 Who was your last general practice appointment with?

Please choose one option only.

- A GP
- A nurse
- A general practice pharmacist
- A mental health professional
- Another healthcare professional
- Don't know / not sure who I saw

Q25 Last time you had a general practice appointment, how good was the healthcare professional at each of the following?

Giving you enough time

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Listening to you

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply

Treating you with care and concern

- Very good
- Good
- Neither good nor poor
- Poor
- Very poor
- Doesn't apply



Q26 During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?

- Yes, definitely
- Yes, to some extent
- No, not at all
- I did not have any mental health needs
- Did not apply to my last appointment

Q27 During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

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

Q28 During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

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

Q29 Thinking about the reason for your last general practice appointment, were your needs met?

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

Overall experience

Q30 Overall, how would you describe your experience of your GP practice?

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor



Your health

Q31 Have you experienced any of the following over the last 12 months?

Please put an **X** in all the boxes that apply.

- Problems with your physical mobility, for example, difficulty getting about your home
- Two or more falls that have needed medical attention
- Feeling isolated from others
- None of these

Q32 Do you have any long-term physical or mental health conditions, disabilities or illnesses?

By long term, we mean anything lasting or expected to last for 12 months or more. Please include issues related to old age.

- Yes
- No
- Don't know / can't say
- I would prefer not to sayGo to Q40

Q33 Which, if any, of the following long-term conditions do you have?

Please put an **X** in all the boxes that apply.

- Alzheimer's disease or other cause of dementia
- Arthritis or ongoing problem with back or joints
- Autism or autism spectrum condition
- Blindness or partial sight
- A breathing condition such as asthma or COPD
- Cancer (diagnosis or treatment in the last 5 years)
- Deafness or hearing loss
- Diabetes
- A heart condition, such as angina or atrial fibrillation
- High blood pressure
- Kidney or liver disease
- A learning disability
- A mental health condition
- A neurological condition, such as epilepsy
- A stroke (which affects your day-to-day life)
- Another long-term condition or disability
- I do not have any long-term conditions.....Go to Q40

Go to Q34

Q34 Do any of these conditions reduce your ability to carry out your day-to-day activities?

- Yes, a lot
- Yes, a little
- No, not at all

Q35 How confident are you that you can manage any issues arising from your condition (or conditions)?

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

Q36 In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?

Please think about all services and organisations, not just health services.

- Yes, definitely
- Yes, to some extent
- No
- I haven't needed support
- Don't know / can't say

The next few questions are about support you have had to plan and manage care relating to your long-term condition (or conditions).

Q37 Have you had a conversation with a healthcare professional from your GP practice to discuss what is important to you when managing your condition (or conditions)?

- Yes
- No Go to Q40
- Don't know..... Go to Q40

A care plan is an agreement between you and healthcare professionals to help you manage your health day-to-day. It can include information about your medicine, an eating or exercise plan, or goals you want to achieve, such as returning to work.

Q38 Have you agreed a plan with a healthcare professional from your GP practice to manage your condition (or conditions)?

- Yes..... Go to Q39
- No Go to Q40
- Don't know..... Go to Q40



Q39 How helpful have you found this plan in managing your condition (or conditions)?

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

When your GP practice is closed

Q40 In the past 12 months, have you contacted an NHS service when you wanted to see a GP but your GP practice was closed?

- Yes, for myself
- Yes, for someone else
- No **Go to Q44**

Please think about the last time you contacted an NHS service (for yourself or for someone else) when you wanted to see a GP but your GP practice was closed.

Q41 Considering all of the services you contacted, which of the following happened on that occasion?

Please put an **X** in all the boxes that apply.

- I called an NHS helpline, such as NHS 111
- I used an online NHS service (including NHS 111 online)
- I used a non-NHS online service, or looked online for information
- A healthcare professional called me back
- A healthcare professional visited me at home
- I went to A&E
- I spoke to a pharmacist
- I used another general practice service
- I contacted or used another NHS service
- I contacted or used another non-NHS service
- Can't remember

Q42 How do you feel about how quickly you received care or advice on that occasion?

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



Q43 Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP practice was closed?

- Very good
- Fairly good
- Neither good nor poor
- Fairly poor
- Very poor
- Don't know / can't say

NHS dentistry

Q44 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 **Go to Q48**
- I have never tried to get an NHS dental appointment .. **Go to Q48**

Q45 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

Q46 Were you successful in getting an NHS dental appointment?

- Yes
- No
- Can't remember

Q47 Overall, how would you describe your experience of NHS dental services?

- Very good
 - Fairly good
 - Neither good nor poor
 - Fairly poor
 - Very poor
- } **Go to Q49**





Q48

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 put an X in the box next to the main one only.

- I haven't needed to visit a dentist
- I no longer have any natural teeth
- I haven't 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'm 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

COVID-19

Q49

At any time over the last 12 months, have you or someone you live with shielded at home due to being vulnerable to COVID-19 because of pre-existing health issues?

Please put an X in all the boxes that apply.

- Yes, I have shielded
- Yes, someone else in my household has shielded
- No

Q50

Have you, at any time in the last 12 months, avoided making a general practice appointment for any reason?

Please put an X in all the boxes that apply.

- Yes, because I didn't have time
- Yes, because I was worried about the risk of catching COVID-19
- Yes, because I was worried about the burden on the NHS
- Yes, because I found it too difficult
- Yes, for another reason
- No
- I haven't needed an appointment



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 and they will not be linked to your medical records.

Q51

Which of the following best describes you?

- Female
- Male
- Non-binary
- Prefer to self-describe

- Prefer not to say

Q52

Is your gender identity the same as the sex you were registered at birth?

- Yes
- No
- Prefer not to say

Q53

What is your ethnic group?

A. White

- English, Welsh, Scottish, Northern Irish or British
- Irish
- Gypsy or Irish Traveller
- Roma
- Any other White background

B. Mixed or Multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed or Multiple ethnic background

C. Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

D. Black, Black British, Caribbean or African

- Caribbean
- African
- Any other Black, Black British, Caribbean or African background

E. Other ethnic group

- Arab
- Any other ethnic group





Q54 How old are you?

- Under 16
- 16 to 17
- 18 to 24
- 25 to 34
- 35 to 44
- 45 to 54
- 55 to 64
- 65 to 74
- 75 to 84
- 85 or over

Q55 Which of these best describes what you are doing at present?

If more than one of these applies to you, please put an x in the box next to the main one only.

- In full-time paid work (30 hours or more each week)
- In part-time paid work (under 30 hours each week)
- In full-time education at school, college or university
- Unemployed
- Permanently sick or disabled
- Fully retired from work
- Looking after the family or home
- Doing something else

Q56 Do you look after, or give any help or support to, family members, friends, neighbours or others because of either:

- long-term physical or mental ill health / disability, or
- problems related to old age?

Don't count anything you do as part of your paid employment.

- No
- Yes, 1 to 9 hours a week
- Yes, 10 to 19 hours a week
- Yes, 20 to 34 hours a week
- Yes, 35 to 49 hours a week
- Yes, 50 or more hours a week

Q57 Are you a parent or a legal guardian for any children aged under 16 living in your home?

- Yes
- No

Q58 Are you a deaf person who uses sign language?

- Yes
- No

Q59 Which of the following best describes your smoking habits?

- Never smoked
- Former smoker
- Occasional smoker
- Regular smoker

Q60 Which of the following best describes how you think of yourself?

- Heterosexual or straight
- Gay or lesbian
- Bisexual
- Other
- I would prefer not to say

Q61 Which, if any, of the following best describes your religion?

- No religion
- 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 FREEPOST GP PATIENT SURVEY (you do not need a stamp).

