

# 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**

Access code: 

## 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  
 No .....Go to Q9  
 There is usually only one GP in my GP practice .....Go 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 practice .....Go to Q22

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
- Yes, during a face-to-face conversation
- Yes, in an online form
- Yes, by email
- Yes, during a video call
- I was not asked for information...Go to Q15
- Don't know / can't remember....Go to Q15

**Q14** Who asked you for information about your reasons for making an appointment?

Please put an X in all the boxes that apply.

- A receptionist
- A healthcare professional
- Don't know / can't remember

**Q15** 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

**Q16** Were you satisfied with the appointment (or appointments) you were offered?

- Yes, and I accepted an appointment
  - No, but I still took an appointment
  - No, and I did not take an appointment
  - I was not offered an appointment
- Go to Q19
- Go to Q17



**Q17 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

**Q18 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 Q19
- 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 Q21

**Q19 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

**Q20 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

**Q21 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.

**Q22 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 Q32

Go to Q23



**Q23** 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

**Q24** 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.....Go to Q26
- Can't remember / don't know..Go to Q26

**Q25** Did your appointment happen at the time, or during the slot, you were given?

- It was earlier than the time or slot I was given
- It was on time or during the slot I was given
- It was later than the time or slot I was given
- Can't remember

**Q26** 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

**Q27** 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

**Q28** 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

**Q29** 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

**Q30** 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

**Q31** 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

**Q32** Overall, how would you describe your experience of your GP practice?

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

## COVID-19

**Q33** 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

## Your health

**Q34** 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

**Q35** 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 say .....Go to Q37

**Q36** 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

**Q37** Would you describe yourself as having "long COVID", that is, you are still experiencing symptoms more than 12 weeks after you first had COVID-19, that are not explained by something else?

- Yes
- No
- Not sure
- Prefer not to say

If you selected any long-term conditions at Q36 or 'Yes' at Q37, please continue to Q38. Otherwise, go to Q44.

**Q38** 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

**Q39** 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

**Q40** 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 condition (or conditions).

**Q41** 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 Q44
- Don't know .....Go to Q44

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.

**Q42** Have you agreed a plan with a healthcare professional from your GP practice to manage your condition (or conditions)?

- Yes
- No .....Go to Q44
- Don't know .....Go to Q44

**Q43** 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

**Q44** 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 Q48

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.

**Q45** 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

**Q46** 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

**Q47** 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

**Q48** 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 Q52
- I have never tried to get an NHS dental appointment.....Go to Q52

**Q49** 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

**Q50** Were you successful in getting an NHS dental appointment?

Please put an X in all the boxes that apply.

- Yes
- No, no appointments were available
- No, the dentist was not taking new patients
- No, for another reason
- Can't remember

**Q51** 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 Q53

**Q52** 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 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 prefer to go to a private dentist
- NHS dental care is too expensive
- Another reason

## 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.

**Q53** Which of the following best describes you?

- Female
- Male
- Non-binary
- Prefer to self-describe
- Prefer not to say

**Q54** Is your gender identity the same as the sex you were registered at birth?

- Yes
- No
- Prefer not to say

**Q55** 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



**Q56 How old are you?**

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

**Q57 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

**Q58 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

**Q59 Are you a parent of or a legal guardian for any children aged under 16 living in your home?**

- Yes
- No

**Q60 Are you a deaf person who uses sign language?**

- Yes
- No

**Q61 Which of the following best describes your smoking habits?**

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

**Q62 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

**Q63 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).

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