



We would be grateful if you would complete this survey about your doctor and general practice. They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can by putting an **X** in one box unless more than one answer is allowed. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers. Thank you.

The Doctor / Nurse I saw today was.....for myself<sup>1</sup> / my child<sup>2</sup> / other<sup>3</sup>

## About Your Visit to the GP Today

### How good was the GP at:

#### Q1 Putting you at ease?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

#### Q2 Being polite and considerate?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

#### Q3 Listening to you?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

#### Q4 Giving you enough time?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

#### Q5 Assessing your medical condition?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

### How good was the GP at:

#### Q6 Explaining your condition and treatment?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

#### Q7 Involving you in decisions about your care?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

#### Q8 Providing or arranging treatment for you?

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

#### Q9 Did you have confidence that the GP is honest and trustworthy?

- <sup>1</sup> Yes, definitely
- <sup>2</sup> Yes, to some extent
- <sup>3</sup> No, not at all
- <sup>4</sup> Don't know / can't say

#### Q10 Did you have confidence that the doctor will keep your information confidential?

- <sup>1</sup> Yes, definitely
- <sup>2</sup> Yes, to some extent
- <sup>3</sup> No, not at all
- <sup>4</sup> Don't know / can't say

#### Q11 Would you be completely happy to see this GP again?

- <sup>1</sup> Yes
- <sup>2</sup> No

Please add any comments about the GP:

## About Receptionists and Appointments

**Q12** How helpful do you find the receptionists at your GP practice?

- <sup>1</sup> Very helpful
- <sup>2</sup> Fairly helpful
- <sup>3</sup> Not very helpful
- <sup>4</sup> Not at all helpful
- <sup>5</sup> Don't know

**Q13** How easy is it to get through to someone at your GP practice on the phone?

- <sup>1</sup> Very easy
- <sup>2</sup> Fairly easy
- <sup>3</sup> Not very easy
- <sup>4</sup> Not at all easy
- <sup>5</sup> Don't know
- <sup>6</sup> Haven't tried

**Q14** How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- <sup>1</sup> Very easy
- <sup>2</sup> Fairly easy
- <sup>3</sup> Not very easy
- <sup>4</sup> Not at all easy
- <sup>5</sup> Don't know
- <sup>6</sup> Haven't tried

**Q15** If you need to see a GP urgently, can you normally get seen on the same day?

- <sup>1</sup> Yes
- <sup>2</sup> No
- <sup>3</sup> Don't know / never needed to

**Q16** How important is it to you to be able to book appointments ahead of time in your practice?

- <sup>1</sup> Important
- <sup>2</sup> Not important

**Q17** How easy is it to book ahead in your practice?

- <sup>1</sup> Very easy
- <sup>2</sup> Fairly easy
- <sup>3</sup> Not very easy
- <sup>4</sup> Not at all easy
- <sup>5</sup> Don't know
- <sup>6</sup> Haven't tried

**Q18** How do you normally book your appointments at your practice?  
(please X all boxes that apply)

- <sup>1</sup> In person
- <sup>2</sup> By phone
- <sup>3</sup> Online
- <sup>4</sup> Doesn't apply

**Q19** Which of the following methods would you prefer to use to book appointments at your practice?  
(please X all boxes that apply)

- <sup>1</sup> In person
- <sup>2</sup> By phone
- <sup>3</sup> Online
- <sup>4</sup> Doesn't apply

**Thinking of times when you want to see a particular doctor:**

**Q20** How quickly do you usually get seen?

- <sup>1</sup> Same day or next day
- <sup>2</sup> 2-4 days
- <sup>3</sup> 5 days or more
- <sup>4</sup> I don't usually need to be seen quickly
- <sup>5</sup> Don't know, never tried

**Q21** How do you rate how quickly you were seen?

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Satisfactory
- <sup>5</sup> Poor
- <sup>6</sup> Very poor
- <sup>7</sup> Does not apply

**Thinking of times when you are willing to see any doctor:**

**Q22** How quickly do you usually get seen?

- <sup>1</sup> Same day or next day
- <sup>2</sup> 2-4 days
- <sup>3</sup> 5 days or more
- <sup>4</sup> I don't usually need to be seen quickly
- <sup>5</sup> Don't know, never tried

**Q23** How do you rate how quickly you were seen?

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Satisfactory
- <sup>5</sup> Poor
- <sup>6</sup> Very poor
- <sup>7</sup> Does not apply

**Thinking of your most recent consultation with a doctor or nurse**

**Q24 How long did you wait for your consultation to start?**

- <sup>1</sup> Less than 5 minutes
- <sup>2</sup> 5 – 10 minutes
- <sup>3</sup> 11 – 20 minutes
- <sup>4</sup> 21 – 30 minutes
- <sup>5</sup> More than 30 minutes
- <sup>6</sup> There was no set time for my consultation

**Q25 How do you rate how long you waited?**

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Satisfactory
- <sup>5</sup> Poor
- <sup>6</sup> Very poor
- <sup>7</sup> Does not apply

**Q26 Is your GP practice currently open at times that are convenient to you?**

- <sup>1</sup> Yes .....Go to Q28
- <sup>2</sup> No
- <sup>3</sup> Don't know

**Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that apply)**

- <sup>1</sup> Before 8am
- <sup>2</sup> At lunchtime
- <sup>3</sup> After 6.30pm
- <sup>4</sup> On a Saturday
- <sup>5</sup> On a Sunday
- <sup>6</sup> None of these

**Q28 Is there a particular GP you usually prefer to see or speak to?**

- <sup>1</sup> Yes
- <sup>2</sup> No ..... Go to Q30
- <sup>3</sup> There is usually only one doctor in my surgery ..... Go to Q30

**Q29 How often do you see or speak to the GP you prefer?**

- <sup>1</sup> Always or almost always
- <sup>2</sup> A lot of the time
- <sup>3</sup> Some of the time
- <sup>4</sup> Never or almost never
- <sup>5</sup> Not tried at this GP practice

*(If you haven't seen a nurse in the last 6 months please go to Q37)*

**How good was the Nurse you last saw at:**

**Q30 Putting you at ease?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q31 Giving you enough time?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q32 Listening to you?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q33 Explaining your condition and treatment?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q34 Involving you in decisions about your care?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q35 Providing or arranging treatment for you?**

- <sup>1</sup> Very good
- <sup>2</sup> Good
- <sup>3</sup> Satisfactory
- <sup>4</sup> Poor
- <sup>5</sup> Very poor
- <sup>6</sup> Does not apply

**Q36 Would you be completely happy to see this nurse again?**

- <sup>1</sup> Yes
- <sup>2</sup> No

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

**Q37 Understand your health problems?**

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

**Q38 Cope with your health problems**

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

**Q39 Keep yourself healthy**

- <sup>1</sup> Very well
- <sup>2</sup> Unsure
- <sup>3</sup> Not very well
- <sup>4</sup> Does not apply

**Q40 Overall, how would you describe your experience of your GP surgery?**

- <sup>1</sup> Excellent
- <sup>2</sup> Very good
- <sup>3</sup> Good
- <sup>4</sup> Satisfactory
- <sup>5</sup> Poor
- <sup>6</sup> Very poor

**Q41 Would you recommend your GP surgery to someone who has just moved to your local area?**

- <sup>1</sup> Yes, definitely
- <sup>2</sup> Yes, probably
- <sup>3</sup> No, probably not
- <sup>4</sup> No, definitely not
- <sup>5</sup> Don't know

It will help us to understand your answers if you could tell us a little about yourself

**Q42 Are you ?**

- <sup>1</sup> Male
- <sup>2</sup> Female

**Q43 How old are you?**

- <sup>1</sup> Under 16
- <sup>2</sup> 16 to 44
- <sup>3</sup> 45 to 64
- <sup>4</sup> 65 to 74
- <sup>5</sup> 75 or over

**Q44 Do you have a long-standing health condition?**

- <sup>1</sup> Yes
- <sup>2</sup> No
- <sup>3</sup> Don't know / can't say

**Q45 What is your ethnic group?**

- <sup>1</sup> White
- <sup>2</sup> Black or Black British
- <sup>3</sup> Asian or Asian British
- <sup>4</sup> Mixed
- <sup>5</sup> Chinese
- <sup>6</sup> Other ethnic group

**Q46 Which of the following best describes you?**

- <sup>1</sup> Employed (full or part time, including self-employed)
- <sup>2</sup> Unemployed / looking for work
- <sup>3</sup> At school or in full time education
- <sup>4</sup> Unable to work due to long term sickness
- <sup>5</sup> Looking after your home/family
- <sup>6</sup> Retired from paid work
- <sup>7</sup> Other

Finally, please add any other comments you would like to make about your GP practice:

## About Waters Green Medical Centre

### **Q47 How Easy do you find it to park at Waters Green Medical Centre**

- <sup>1</sup> Very easy
- <sup>2</sup> Fairly easy
- <sup>3</sup> Not very easy
- <sup>4</sup> Not at all easy
- <sup>5</sup> Don't know
- <sup>6</sup> Haven't tried

### **Q48 Are you aware that there is a Volunteering Service at Waters Green Medical Centre?**

- <sup>1</sup> Yes
- <sup>2</sup> No

If yes,

### **Q49 Have you used the service in the last 12 months?**

- <sup>1</sup> Yes
- <sup>2</sup> No