

Survey Questions

Your practice is striving to improve the services it provides for its patients. In doing so we are always keen to collect opinions and views of patients and carers.

Please give us few minutes of your time to fill in the below survey and ask the receptionist for a copy of the survey.

Q1. 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

Q2. 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
- Don't know
- Haven't tried

Q3. Which of the following methods would you prefer to use to book appointments at your practice?

- In person
- By phone
- Online
- Doesn't apply

Q4. Thinking of times when you are willing to see any doctor: How quickly do you usually get seen?

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

Survey Questions

Q5. Is your GP practice currently open at times that are convenient to you?

- Yes
- No
- Don't know

Q6.If you need to see a GP during your working hours can you take time away from work to do this?

- Yes
- No

Q7. Which of the following additional opening hours would make it easier for you to see or speak to someone?

- Before 8am
- At lunchtime
- After 6.30pm
- On a Saturday
- On a Sunday
- None of these

Q8. Is there a particular GP you usually prefer to see or speak to?

- Yes
- No

Q9. How often do you see or speak to the GP you prefer?

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

Q10.Did you have confidence and trust in the GP you saw or spoke to?

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

Survey Questions

Q11. Did you have confidence and trust in the Nurse you saw or spoke to?

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

Q12. Overall, how would you describe your experience of your GP surgery?

- Very good
- Good
- Fair
- Poor
- Very poor

Q13. Would you recommend your GP surgery to someone who has just moved to your local area?

- Yes definitely
- Yes, probably
- No, probably not
- No, definitely not
- Dont know

Q14. Are you aware of online booking facilities and repeat prescription ordering facilities?

- Yes No

Q15. Have you ever visited our practice website?

- Yes No

Q16. Which is the best way to keep you informed about our services?

- Website
- Posters
- Letters

Q17. Are you?

- Male Female

Survey Questions

Q18. How old are you?

- Under 16
- 16-44
- 45-64
- 65-74
- 75 or over

Q19. What is your ethnic group?

- White
- Black or Black British
- Asian or Asian British
- Mixed
- Chinese
- Other ethnic group

Q20. Which of the following best describes you?

- Employed
- Unemployed
- Full time education
- Unable to work due to long term sickness
- Looking after your home/family
- Retired

PLEASE RETURN IT TO THE RECEPTION TEAM ONCE COMPLETED.

**Thank you for your cooperation
The Practice Management Team**