

The Surgery
Bexley Medical Group
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GPAQ-R Patient Survey

Monday 24 February 2014

The Surgery

PatientDynamics GPAQ

GPAQ Version R Report

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PatientDynamics GPAQ

PatientDynamics is an independent research company specialising in patient experience. PatientDynamics is an approved supplier of NHS Patient Surveys and a licensed provider of GPAQ.

The General Practice Assessment Questionnaire has been developed at the National Primary Care Research and Development Centre in Manchester for the 2005 GP contract. GPAQ helps practices find out what patients think about their care. It specifically focuses on aspects of general practice that are not covered elsewhere in the Quality and Outcomes Framework – for example, access, inter-personal aspects of care and continuity of care. GPAQ is very similar to GPAS (the General Practice Assessment Survey), which has been extensively used and validated in general practice.

GPAQ Version 4 has been developed by the Cambridge Centre for Health Services Research at the University of Cambridge in collaboration with Peninsula Medical School. GPAQ was originally developed from the PCAS survey with permission of Dr Dana Gelb Safran.

The PatientDynamics GPAQ kit provides everything necessary to perform an independent, reliable survey for GPs with total confidentiality and anonymity for patients.

Report Structure

The results of the survey are summarized in the following sections:

1. Evaluation Questions – patients made a judgement about how good that aspect of care was. Each score is a mean for all patients who completed the question, represented as a percentage of the maximum possible score.
2. Report Questions – patients were asked about specific experiences or were asked for specific information.
3. Demographic Questions

Sample and Methodology

A kit comprising of: the desired amount of questionnaires posted to the practice. The questionnaires were numbered and matched to the practice or individual doctor. The questionnaires were offered to each patient to be completed in the surgery. The practice then sent the completed questionnaires to PatientDynamics for analysis.

Analysis of Survey Results

For evaluation or 'rating' questions, an average score for the whole sample was calculated.

Q12

Rating	Score
<i>Very helpful</i>	100
<i>Fairly helpful</i>	67
<i>Not very helpful</i>	33
<i>Not at all helpful</i>	0

Qs 13, 14, 17

Rating	Score
<i>Very easy</i>	100
<i>Fairly easy</i>	67
<i>Not very easy</i>	33
<i>Not at all easy</i>	0

Qs 21, 23, 25, 40

Rating	Score
<i>Excellent</i>	100
<i>Very Good</i>	80
<i>Good</i>	60
<i>Fair</i>	40
<i>Poor</i>	20
<i>Very Poor</i>	0

Qs 1-8 and 30-35

Rating	Score
<i>Very good</i>	100
<i>Good</i>	75
<i>Fair</i>	50
<i>Poor</i>	25
<i>Very poor</i>	0

Qs 9 and 10

Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, to some extent</i>	50
<i>No, not at all</i>	0

Qs 37, 38, 39

Rating	Score
<i>Very well</i>	100
<i>Unsure</i>	50
<i>Not very well</i>	0

Q41

Rating	Score
<i>Yes, definitely</i>	100
<i>Yes, probably</i>	67
<i>No, probably not</i>	33
<i>No, definitely not</i>	0

Qs 11 and 36

Rating	Score
<i>Yes</i>	100
<i>No</i>	0

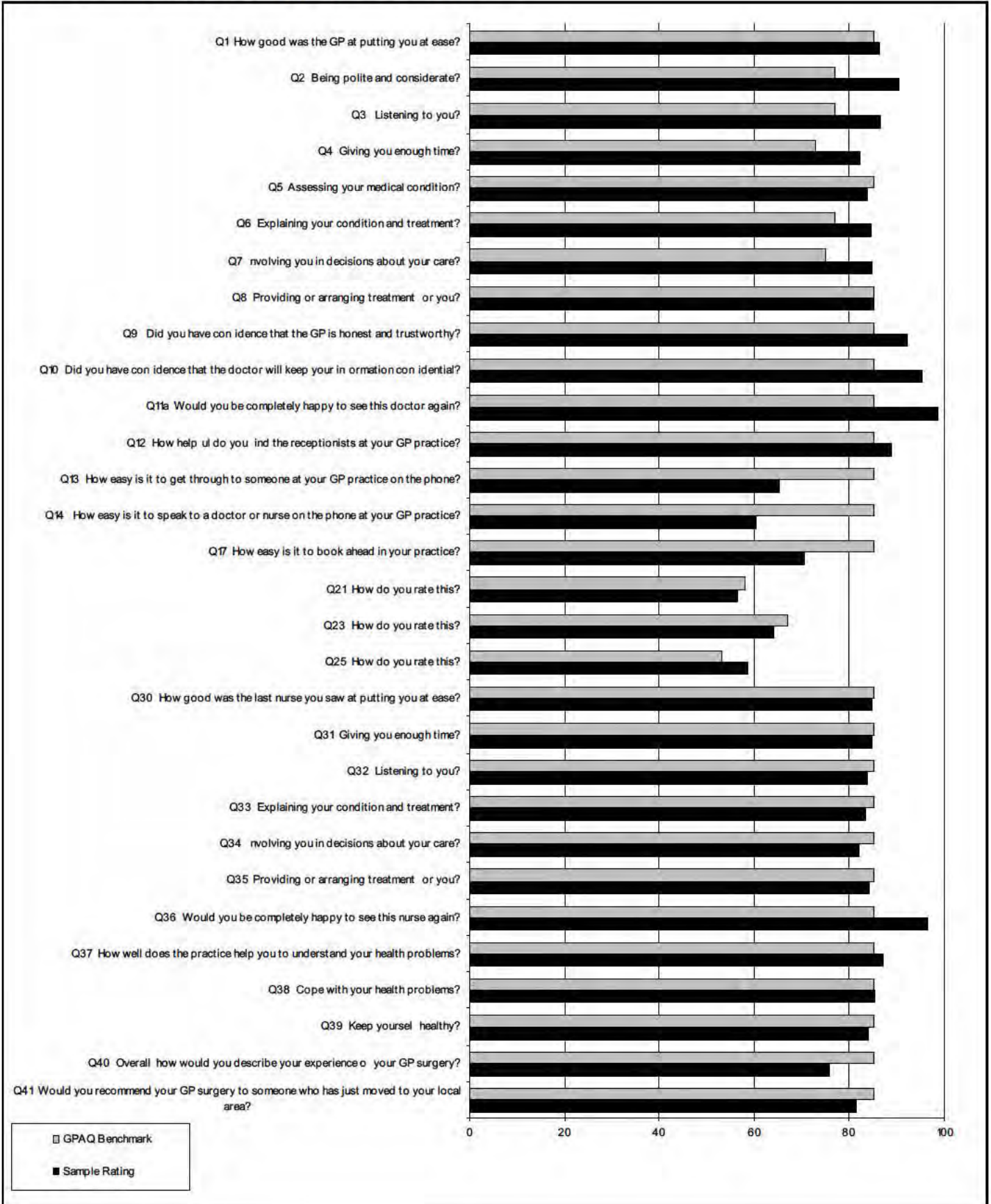
As GPAQ-R is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ V4 and the latest GPAQ-R from the evaluation trial. An estimate has been made using previous GPAQ data sets.

1. Report Ratings

	Rating	BenchMark
Q1: How good was the GP at putting you at ease?	86	85
Q2: Being polite and considerate?	90	77
Q3: Listening to you?	87	77
Q4: Giving you enough time?	82	73
Q5: Assessing your medical condition?	84	85
Q6: Explaining your condition and treatment?	85	77
Q7: Involving you in decisions about your care?	85	75
Q8: Providing or arranging treatment for you?	85	85
Q9: Did you have confidence that the GP is honest and trustworthy?	92	85
Q10: Did you have confidence that the doctor will keep your information confidential?	95	85
Q11a: Would you be completely happy to see this doctor again?	99	85
Q12: How helpful do you find the receptionists at your GP practice?	89	85
Q13: How easy is it to get through to someone at your GP practice on the phone?	65	85
Q14: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	60	85
Q17: How easy is it to book ahead in your practice?	71	85
Q21: How do you rate this?	57	58
Q23: How do you rate this?	64	67
Q25: How do you rate this?	59	53
Q30: How good was the last nurse you saw at putting you at ease?	85	85
Q31: Giving you enough time?	85	85
Q32: Listening to you?	84	85
Q33: Explaining your condition and treatment?	83	85
Q34: Involving you in decisions about your care?	82	85
Q35: Providing or arranging treatment for you?	84	85
Q36: Would you be completely happy to see this nurse again?	96	85

Q37: How well does the practice help you to understand your health problems?	87	85
Q38: Cope with your health problems?	85	85
Q39: Keep yourself healthy?	84	85
Q40: Overall, how would you describe your experience of your GP surgery?	76	85
Q41: Would you recommend your GP surgery to someone who has just moved to your local area?	81	85

Chart showing report ratings against benchmark



2. Report Questions

Q1: How good was the GP at putting you at ease?

		Number of Responses	% of Responses
1	Very good	44	56
2	Good	23	29
3	Satisfactory	8	10
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	2	3
Question Total:		78	100

Q2: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	52	67
2	Good	19	24
3	Satisfactory	5	6
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	2	3
Question Total:		78	100

Q3: Listening to you?

		Number of Responses	% of Responses
1	Very good	45	58
2	Good	22	28
3	Satisfactory	8	10
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	2	3
Question Total:		78	100

Q4: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	41	53
2	Good	17	22
3	Satisfactory	17	22
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	2	3
Question Total:		78	100

Q5: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	39	50
2	Good	24	31
3	Satisfactory	13	17
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	2	3
Question Total:		78	100

Q6: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	41	53
2	Good	22	28
3	Satisfactory	12	15
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	3	4
Question Total:		78	100

Q7: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	41	53
2	Good	19	24
3	Satisfactory	11	14
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	6	8
Question Total:		78	100

Q8: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	40	51
2	Good	22	28
3	Satisfactory	7	9
4	Poor	2	3
5	Very poor	0	0
6	Does not apply	7	9
Question Total:		78	100

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

		Number of Responses	% of Responses
1	Yes, definitely	64	83
2	Yes, to some extent	12	16
3	No, not at all	0	0
4	Don't know / can't say	1	1
Question Total:		77	100

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

		Number of Responses	% of Responses
1	Yes, definitely	69	90
2	Yes, to some extent	7	9
3	No, not at all	0	0
4	Don't know / can't say	1	1
Question Total:		77	100

Q11a: Would you be completely happy to see this doctor again?

		Number of Responses	% of Responses
1	Yes	71	99
2	No	1	1
Question Total:		72	100

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

		Number of Responses	% of Responses
1	Very helpful	56	72
2	Fairly helpful	18	23
3	Not very helpful	4	5
4	Not at all helpful	0	0
5	Don't know	0	0
Question Total:		78	100

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

		Number of Responses	% of Responses
1	Very easy	24	30
2	Fairly easy	30	38
3	Not very easy	23	29
4	Not at all easy	2	3
5	Don't know	0	0
6	Haven't tried	0	0
Question Total:		79	100

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

		Number of Responses	% of Responses
1	Very easy	15	19
2	Fairly easy	19	24
3	Not very easy	13	17
4	Not at all easy	6	8
5	Don't know	6	8
6	Haven't tried	19	24
Question Total:		78	100

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

		Number of Responses	% of Responses
1	Yes	41	53
2	No	23	30
3	Don't know / never needed to	13	17
Question Total:		77	100

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

		Number of Responses	% of Responses
1	Important	69	90
2	Not important	8	10
Question Total:		77	100

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

		Number of Responses	% of Responses
1	Very easy	28	36
2	Fairly easy	35	45
3	Not very easy	9	12
4	Not at all easy	5	6
5	Don't know	0	0
6	Haven't tried	1	1
Question Total:		78	100

Q18: How do you normally book your appointments at your practice?

		Number of Responses	% of Responses
1	In person	42	40
2	By phone	63	60
3	Online	0	0
4	Doesn't apply	0	0
Question Total:		105	100

Q19: Which of the following methods would you prefer to use to book appointments at your practice?

		Number of Responses	% of Responses
1	In person	28	26
2	By phone	59	56
3	Online	18	17
4	Doesn't apply	1	1

Question Total:

106	100
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Q20: Thinking of times when you want to see a particular doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	18	23
2	2-4 days	19	25
3	5 days or more	29	38
4	I don't usually need to be seen quickly	3	4
5	Don't know, never tried	8	10

Question Total:

77	100
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Q21: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	9	12
2	Very good	17	22
3	Good	11	14
4	Fair	18	23
5	Poor	13	17
6	Very poor	1	1
7	Does not apply	8	10

Question Total:

77	100
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Q22: Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?

		Number of Responses	% of Responses
1	Same day or next day	37	48
2	2-4 days	24	31
3	5 days or more	10	13
4	I don't usually need to be seen quickly	5	6
5	Don't know, never tried	1	1

Question Total:

77	100
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Q23: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	12	16
2	Very good	25	32
3	Good	15	19
4	Fair	15	19
5	Poor	6	8
6	Very poor	2	3
7	Does not apply	2	3
Question Total:		77	100

Q24: Thinking of your most recent consultation with a doctor or nurse, how long did you wait for your consultation to start?

		Number of Responses	% of Responses
1	Less than 5 minutes	9	12
2	5-10 minutes	28	38
3	11-20 minutes	20	27
4	21-30 minutes	11	15
5	More than 30 minutes	4	5
6	There was no set time for my consultation	2	3
Question Total:		74	100

Q25: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	12	16
2	Very good	16	22
3	Good	14	19
4	Fair	21	28
5	Poor	6	8
6	Very poor	4	5
7	Does not apply	1	1
Question Total:		74	100

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

		Number of Responses	% of Responses
1	Yes	60	81
2	No	10	14
3	Don't know	4	5
Question Total:		74	100

Q27: Which of the following additional opening hours would make it easier for you to see or speak to someone?

		Number of Responses	% of Responses
1	Before 8am	2	10
2	At lunchtime	2	10
3	After 6.30pm	9	43
4	On a Saturday	6	29
5	On a Sunday	2	10
6	None of these	0	0
Question Total:		21	100

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

		Number of Responses	% of Responses
1	Yes	35	48
2	No	38	52
3	There is usually only one doctor in my surgery	0	0
Question Total:		73	100

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

		Number of Responses	% of Responses
1	Always or almost always	10	29
2	A lot of the time	13	37
3	Some of the time	8	23
4	Never or almost never	3	9
5	Not tried at this GP practice	1	3
Question Total:		35	100

Q30: How good was the last nurse you saw at putting you at ease?

		Number of Responses	% of Responses
1	Very good	29	47
2	Good	24	39
3	Fair	6	10
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	3	5
Question Total:		62	100

Q31: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	27	45
2	Good	28	47
3	Fair	2	3
4	Poor	1	2
5	Very poor	0	0
6	Does not apply	2	3
Question Total:		60	100

Q32: Listening to you?

		Number of Responses	% of Responses
1	Very good	26	43
2	Good	26	43
3	Fair	4	7
4	Poor	1	2
5	Very poor	0	0
6	Does not apply	3	5
Question Total:		60	100

Q33: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	24	40
2	Good	23	38
3	Fair	6	10
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	7	12
Question Total:		60	100

Q34: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	19	32
2	Good	22	37
3	Fair	4	7
4	Poor	1	2
5	Very poor	0	0
6	Does not apply	14	23
Question Total:		60	100

Q35: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	22	37
2	Good	22	37
3	Fair	4	7
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	12	20
Question Total:		60	100

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

		Number of Responses	% of Responses
1	Yes	54	96
2	No	2	4
Question Total:		56	100

Q37: How well does the practice help you to understand your health problems?

		Number of Responses	% of Responses
1	Very well	54	73
2	Unsure	14	19
3	Not very well	2	3
4	Does not apply	4	5

Question Total:	74	100
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Q38: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	47	66
2	Unsure	17	24
3	Not very well	1	1
4	Does not apply	6	8

Question Total:	71	100
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Q39: Keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	47	67
2	Unsure	15	21
3	Not very well	3	4
4	Does not apply	5	7

Question Total:	70	100
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Q40: Overall, how would you describe your experience of your GP surgery?

		Number of Responses	% of Responses
1	Excellent	18	24
2	Very good	29	39
3	Good	20	27
4	Fair	7	9
5	Poor	0	0
6	Very poor	0	0

Question Total:	74	100
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Q41: Would you recommend your GP surgery to someone who has just moved to your local area?

		Number of Responses	% of Responses
1	Yes, definitely	37	49
2	Yes, probably	34	45
3	No, probably not	4	5
4	No, definitely not	0	0
5	Don't know	0	0

Question Total:	75	100
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Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	25	33
2	Female	51	67
Question Total:		76	100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	0	0
2	16-44	24	32
3	45-64	20	26
4	65-74	17	22
5	75+	15	20
Question Total:		76	100

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

		Number of Responses	% of Responses
1	Yes	43	62
2	No	24	35
3	Don't know / can't say	2	3
Question Total:		69	100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	71	93
2	Black or Black British	1	1
3	Asian or Asian British	1	1
4	Mixed	2	3
5	Chinese	1	1
6	Other ethnic group	0	0
Question Total:		76	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	33	45
2	Unemployed and looking for work	4	5
3	At school or in full-time education	1	1
4	Unable to work due to long term sickness	1	1
5	Looking after your home/family	8	11
6	Retired from paid work	27	36
7	Other	0	0
Question Total:		74	100

This report is based on a total of 79 completed questionnaires

Report - Open Ended Comments

Q11b: Please add any comments about the GP:

Was not seeing a GP today just a nurse.

Not seen this doctor before but she was exceptional & best one I have seen here.

Would be excellent if we saw the same doctor on each visit. There is now no continuity except via the computer!!

Dr. Vasudevan has been very understanding and supportive much better than another GP here.

A ways very friendly & helpful.

Q47: Finally, please add any other comments you would like to make about your GP prac

I have been a patient at this surgery for over forty years and have always been satisfied.

What happened to the old receptionists we used to have they were very good, unique present ones.

Despite being in the telephone for an appointment (the amount was full) one is not allowed to make an afternoon appointment!! Why? This seems to be a new procedure for the benefit of the surgery for patients. OAPS cannot keep going to the surgery or phoning repeatedly.

Re: 36 because lack of knowledge about condition. Re: 37,38,39 one general comment I would make about GPs they do not explain how a long term condition may affect you not enough expertise? Probably true? Or you have found that out yourself.

To get an emergency appointment one is supposed to phone to surgery at 8 am explain the reason and get a appointment. Whenever I have tried this it is most impossible to get through on the phone before 10.30 am/11.00 am. Getting an emergency appointment is the hardest thing to get at this surgery, my experience.

The medical side of the practice is far, the administration varies from far to abysmal.

The practice provides a very good service.

If I can't get an appointment today why do I have to phone 8:30 next and fight the phone system?

I would like to see the same doctor more often. There seems to be a high turnover of doctors, therefore no continuity.

Practice

GP

Patient

PD REF

The General Practice Assessment Questionnaire GPAQ R

Dear Patient

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. Feedback from this survey will help them to identify areas that may need 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.

About Your Visit to the GP Today

How good was the GP at:

	Very good	Good	Satisfactory	Poor	Very Poor	Does not apply
1. Putting you at ease?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
2. Being polite and considerate?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
3. Listening to you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
4. Giving you enough time?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
5. Assessing your medical condition?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
6. Explaining your condition and treatment?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
7. Involving you in decisions about your care?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
8. Providing or arranging treatment for you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
	Yes, definitely	Yes, to some extent		No, not at all	Don't know / can't say	
9. Did you have confidence that the GP is honest and trustworthy?	<input type="checkbox"/> 1	<input type="checkbox"/> 2		<input type="checkbox"/> 3	<input type="checkbox"/> 4	
10. Did you have confidence that the doctor will keep your information confidential?	<input type="checkbox"/> 1	<input type="checkbox"/> 2		<input type="checkbox"/> 3	<input type="checkbox"/> 4	
11. Would you be completely happy to see this doctor again?		1 <input type="checkbox"/> Yes		2 <input type="checkbox"/> No		

Please add any comments about the GP:



About Receptionists and Appointments

12. 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 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
13. 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 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
14. How easy is it to speak to a doctor or nurse on the phone at your GP practice?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
15. If you need to see a GP **urgently**, can you normally get seen on the same day?
- | | | |
|----------------------------|----------------------------|------------------------------|
| Yes | No | Don't know / never needed to |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
16. How important is it to you to be able to book appointments ahead of time in your practice?
- | | |
|----------------------------|----------------------------|
| Important | Not important |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 |
17. How easy is it to book ahead in your practice?
- | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Very easy | Fairly easy | Not very easy | Not at all easy | Don't know | Haven't tried |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
18. How do you normally book your appointments at your practice? (please X all boxes that apply)
- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| In person | By phone | Online | Doesn't apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
19. Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)
- | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|
| In person | By phone | Online | Doesn't apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 |
- Thinking of times when you want to see a particular doctor:
20. 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 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
21. How do you rate this?
- | | | | | | | |
|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Excellent | Very good | Good | Fair | Poor | Very poor | Does not apply |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

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

22. 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 |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
23. How do you rate this?
- | | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Excellent | Very good | Good | Fair | Poor | Very poor | Does not apply |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |

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

24. How long did you wait for your consultation to start?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|---|
| | Less than 5 minutes | 5-10 minutes | 11-20 minutes | 21-30 minutes | More than 30 minutes | There was no set time for my consultation |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
25. How do you rate this?
- | | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Excellent | Very good | Good | Fair | Poor | Very poor | Does not apply |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 | <input type="checkbox"/> 7 |
26. Is your GP practice currently open at times that are convenient to you?
- | | | | |
|--|----------------------------|----------------------------|----------------------------|
| | Yes Go to Q28 | No Go to Q27 | Don't know Go to Q27 |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 |
27. 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)
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | Before 8am | At lunchtime | After 6.30pm | On a Saturday | On a Sunday | None of these |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
28. Is there a particular GP you usually prefer to see or speak to?
- | | | | | |
|--|----------------------------|----------------------------|--|--|
| | Yes Go to Q29 | No Go to Q30 | There is usually only one doctor in my surgery Go to Q30 | |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | |
29. 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 |
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

How good was the last **Nurse** you saw at each of the following:
If you haven't seen a Nurse in your practice in the last 6 months, please go to Q37

- | | | | | | | |
|--|-----------|------|------|------|-----------|----------------|
| | Very good | Good | Fair | Poor | Very Poor | Does not apply |
|--|-----------|------|------|------|-----------|----------------|
30. Putting you at ease?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
31. Giving you enough time?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
32. Listening to you?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
33. Explaining your condition and treatment
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
34. Involving you in decisions about your care
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
35. Providing or arranging treatment for you?
- | | | | | | | |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
|--|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|

36. Would you be completely happy to see this nurse again? 1 Yes 2 No

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

- | | | | | | | |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| | | Very well | Unsure | Not very well | Does not apply | |
| 37. Understand your health problems? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | | |
| 38. Cope with your health problems | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | | |
| 39. Keep yourself healthy | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | | |
| | Excellent | Very good | Good | Fair | Poor | Very poor |
| 40. Overall, how would you describe your experience of your GP surgery? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | <input type="checkbox"/> 6 |
| | Yes, definitely | Yes, probably | No, probably not | | No, definitely not | Don't know |
| 41. Would you recommend your GP surgery to someone who has just moved to your local area? | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 | |

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

42. Are you: 1 Male 2 Female
43. How old are you?
- 1 Under 16 3 45 to 64 5 75 or over
- 2 16 to 44 4 65 to 74
44. Do you have a long-standing health condition? 1 Yes 2 No 3 Don't know/can't say
45. What is your ethnic group?
- 1 White 4 Mixed
- 2 Black or Black British 5 Chinese
- 3 Asian or Asian British 6 Other ethnic group
46. Which of the following best describes you?
- 1 Employed (full or part time, including self-employed) 4 Unable to work due to long term sickness
- 2 Unemployed and looking for work 5 Looking after your home/family
- 3 At school or in full time education 6 Retired from paid work
- 7 Other

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