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PatientDynamics GPAQ Report (Combined)

Tuesday 25 February 2014

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PatientDynamics GPAQ

GPAQ Version R Report

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PatientDynamics GPAQ

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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

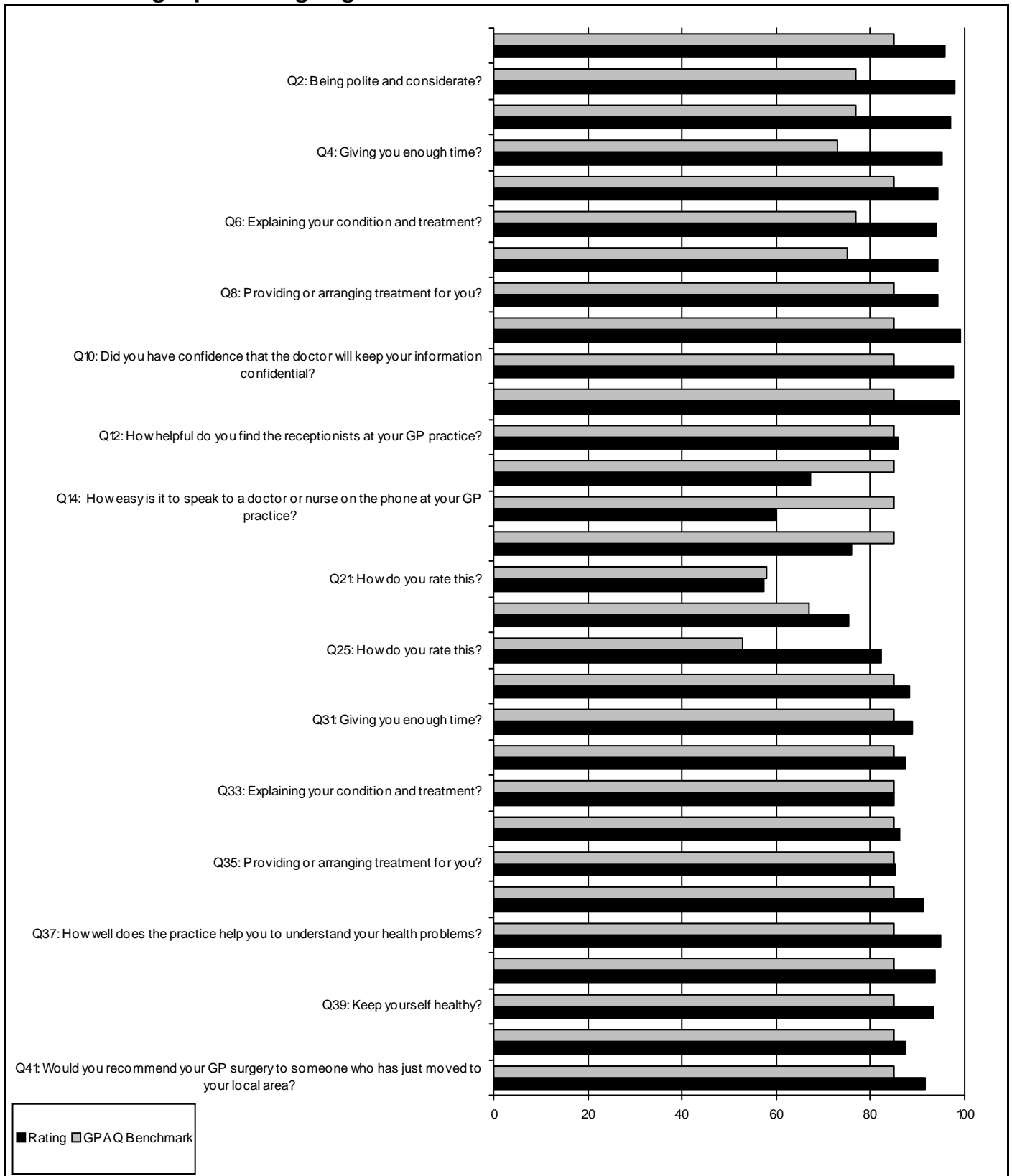
As GPAQ-R is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ V4 and the latest GPAQ-R from the evaluation trial. An estimate has been made using previous GPAQ data sets.

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1: How good was the GP at putting you at ease?	96	85
Q2: Being polite and considerate?	98	77
Q3: Listening to you?	97	77
Q4: Giving you enough time?	95	73
Q5: Assessing your medical condition?	94	85
Q6: Explaining your condition and treatment?	94	77
Q7: Involving you in decisions about your care?	94	75
Q8: Providing or arranging treatment for you?	94	85
Q9: Did you have confidence that the GP is honest and trustworthy?	99	85
Q10: Did you have confidence that the doctor will keep your information confidential?	98	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?	86	85
Q13: How easy is it to get through to someone at your GP practice on the phone?	67	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?	76	85
Q21: How do you rate this?	57	58
Q23: How do you rate this?	75	67
Q25: How do you rate this?	82	53
Q30: How good was the last nurse you saw at putting you at ease?	88	85
Q31: Giving you enough time?	89	85
Q32: Listening to you?	88	85
Q33: Explaining your condition and treatment?	85	85
Q34: Involving you in decisions about your care?	86	85
Q35: Providing or arranging treatment for you?	85	85

Q36: Would you be completely happy to see this nurse again?	91	85
Q37: How well does the practice help you to understand your health problems?	95	85
Q38: Cope with your health problems?	94	85
Q39: Keep yourself healthy?	93	85
Q40: Overall, how would you describe your experience of your GP surgery?	87	85
Q41: Would you recommend your GP surgery to someone who has just moved to your local area?	92	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	140	84
2	Good	21	13
3	Satisfactory	3	2
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	2	1
Question Total:		166	100

Q2: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	153	92
2	Good	12	7
3	Satisfactory	1	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		166	100

Q3: Listening to you?

		Number of Responses	% of Responses
1	Very good	147	89
2	Good	18	11
3	Satisfactory	1	1
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0
Question Total:		166	100

Q4: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	137	83
2	Good	21	13
3	Satisfactory	4	2
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	2	1
Question Total:		165	100

Q5: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	131	79
2	Good	25	15
3	Satisfactory	6	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	4	2
Question Total:		166	100

Q6: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	125	75
2	Good	26	16
3	Satisfactory	6	4
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	9	5
Question Total:		166	100

Q7: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	126	76
2	Good	25	15
3	Satisfactory	4	2
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	9	5
Question Total:		165	100

Q8: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	127	77
2	Good	24	15
3	Satisfactory	4	2
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	9	5
Question Total:		165	100

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

		Number of Responses	% of Responses
1	Yes, definitely	163	98
2	Yes, to some extent	3	2
3	No, not at all	0	0
4	Don't know / can't say	0	0
Question Total:		166	100

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

		Number of Responses	% of Responses
1	Yes, definitely	156	95
2	Yes, to some extent	8	5
3	No, not at all	0	0
4	Don't know / can't say	1	1
Question Total:		165	100

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

		Number of Responses	% of Responses
1	Yes	152	99
2	No	2	1
Question Total:		154	100

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

		Number of Responses	% of Responses
1	Very helpful	99	61
2	Fairly helpful	58	36
3	Not very helpful	4	2
4	Not at all helpful	1	1
5	Don't know	1	1
Question Total:		163	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	45	28
2	Fairly easy	75	47
3	Not very easy	22	14
4	Not at all easy	10	6
5	Don't know	0	0
6	Haven't tried	9	6
Question Total:		161	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	25	16
2	Fairly easy	49	32
3	Not very easy	28	18
4	Not at all easy	10	6
5	Don't know	8	5
6	Haven't tried	34	22

Question Total: 154 100

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	110	67
2	No	19	12
3	Don't know / never needed to	34	21

Question Total: 163 100

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	151	93
2	Not important	11	7

Question Total: 162 100

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

		Number of Responses	% of Responses
1	Very easy	65	41
2	Fairly easy	68	43
3	Not very easy	11	7
4	Not at all easy	6	4
5	Don't know	5	3
6	Haven't tried	5	3

Question Total: 160 100

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

		Number of Responses	% of Responses
1	In person	57	29
2	By phone	119	60
3	Online	19	10
4	Doesn't apply	4	2

Question Total: 199 100

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	40	19
2	By phone	114	55
3	Online	52	25
4	Doesn't apply	2	1

Question Total: 208 100

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	16	10
2	2-4 days	34	21
3	5 days or more	85	52
4	I don't usually need to be seen quickly	15	9
5	Don't know, never tried	13	8

Question Total: 163 100

Q21: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	24	15
2	Very good	24	15
3	Good	29	18
4	Fair	37	23
5	Poor	24	15
6	Very poor	2	1
7	Does not apply	21	13

Question Total: 161 100

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	78	48
2	2-4 days	37	23
3	5 days or more	23	14
4	I don't usually need to be seen quickly	14	9
5	Don't know, never tried	11	7

Question Total: 163 100

Q23: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	56	35
2	Very good	37	23
3	Good	23	14
4	Fair	16	10
5	Poor	10	6
6	Very poor	1	1
7	Does not apply	17	11
Question Total:		160	100

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

		Number of Responses	% of Responses
1	Less than 5 minutes	72	44
2	5-10 minutes	62	38
3	11-20 minutes	22	13
4	21-30 minutes	4	2
5	More than 30 minutes	1	1
6	There was no set time for my consultation	2	1
Question Total:		163	100

Q25: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	82	50
2	Very good	34	21
3	Good	30	18
4	Fair	12	7
5	Poor	3	2
6	Very poor	0	0
7	Does not apply	2	1
Question Total:		163	100

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

		Number of Responses	% of Responses
1	Yes	141	89
2	No	10	6
3	Don't know	7	4
Question Total:		158	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	1	5
3	After 6.30pm	6	30
4	On a Saturday	7	35
5	On a Sunday	4	20
6	None of these	0	0

Question Total: 20 100

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

		Number of Responses	% of Responses
1	Yes	131	81
2	No	28	17
3	There is usually only one doctor in my surgery	2	1

Question Total: 161 100

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

		Number of Responses	% of Responses
1	Always or almost always	68	52
2	A lot of the time	35	27
3	Some of the time	22	17
4	Never or almost never	3	2
5	Not tried at this GP practice	2	2

Question Total: 130 100

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

		Number of Responses	% of Responses
1	Very good	76	58
2	Good	32	24
3	Fair	9	7
4	Poor	2	2
5	Very poor	0	0
6	Does not apply	12	9

Question Total: 131 100

Q31: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	75	59
2	Good	34	27
3	Fair	6	5
4	Poor	2	2
5	Very poor	0	0
6	Does not apply	11	9
Question Total:		128	100

Q32: Listening to you?

		Number of Responses	% of Responses
1	Very good	72	56
2	Good	29	23
3	Fair	11	9
4	Poor	2	2
5	Very poor	0	0
6	Does not apply	14	11
Question Total:		128	100

Q33: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	60	48
2	Good	33	26
3	Fair	15	12
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	16	13
Question Total:		125	100

Q34: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	55	44
2	Good	28	22
3	Fair	11	9
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	31	25
Question Total:		126	100

Q35: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	53	42
2	Good	29	23
3	Fair	12	10
4	Poor	1	1
5	Very poor	0	0
6	Does not apply	31	25
Question Total:		126	100

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

		Number of Responses	% of Responses
1	Yes	94	91
2	No	9	9
Question Total:		103	100

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

		Number of Responses	% of Responses
1	Very well	141	88
2	Unsure	12	7
3	Not very well	2	1
4	Does not apply	6	4
Question Total:		161	100

Q38: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	133	84
2	Unsure	17	11
3	Not very well	1	1
4	Does not apply	7	4
Question Total:		158	100

Q39: Keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	130	83
2	Unsure	20	13
3	Not very well	0	0
4	Does not apply	6	4
Question Total:		156	100

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

		Number of Responses	% of Responses
1	Excellent	83	51
2	Very good	63	39
3	Good	11	7
4	Fair	6	4
5	Poor	0	0
6	Very poor	0	0

Question Total: 163 100

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	127	78
2	Yes, probably	28	17
3	No, probably not	6	4
4	No, definitely not	0	0
5	Don't know	1	1

Question Total: 162 100

Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	61	38
2	Female	99	62

Question Total: 160 100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	1	1
2	16-44	44	34
3	45-64	45	35
4	65-74	39	30
5	75+	0	0

Question Total: 129 100

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

		Number of Responses	% of Responses
1	Yes	72	44
2	No	79	49
3	Don't know / can't say	11	7

Question Total: 162 100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	133	84
2	Black or Black British	1	1
3	Asian or Asian British	6	4
4	Mixed	6	4
5	Chinese	3	2
6	Other ethnic group	9	6
Question Total:		158	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	73	47
2	Unemployed and looking for work	3	2
3	At school or in full-time education	4	3
4	Unable to work due to long term sickness	6	4
5	Looking after your home/family	18	12
6	Retired from paid work	47	31
7	Other	3	2
Question Total:		154	100

This report is based on a total of 166 completed questionnaires

Report - Open Ended Comments

Q11b: Please add any comments about the GP:

Dr Chiowdhury is one of the most caring understanding doctors. I have ever had no matter how busy she is she takes time to listen. This alone helps you feel better.

Excellent.

The doctor is always alternative & helpful.

In my opinion Dr Andrew Steeden is an outstanding GP - and endlessly patient & helpful.

I rate my GP extremely highly in all aspects.

Very good at calling patient.

Being there, but not to be available, leaving his proteges seen us, just qualified as GP. No experience, nor confidence leaving you alone while counseling him in next room then seeing you together. Running late, being with same people more than 30 mins. Always keeping me very short time when is my turn to see him.

Wish it was easier to get an appointment to see him specifically.

He is professional, considerate & excellent! None better in the last 40 years!

He is always cordial, very helpful, his assessments and diagnoses very accurate the remedies and tests proposed solve the problem, it a credit to his professional.

Dr Chiowdhury is a very kind professional doctor and I trusted her - Selina is so kind and professional and very helpful always.

Exceptional.

Very understanding.

Very pleasant and approachable.

Dr Bedford is always accommodating, kind and considerate.

Dr Bedford is compassionate, patient and reassuring. She is a Joy to be in the care of.

One of the nicest and most helpful doctors in the surgery.

Dr Steeden. Dr Chiowdhury. Excellent my doctors.

Dr Chiowdhury is a lovely GP always happy to see her.

Off course.

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

Thank you for the hard work very best wishes.

We are lucky that the team are all great, experienced doctors. Locums excellent too. Very good receptionists. Debbie Celia.

I consider my self very lucky & belong & such a good practice.

Answer to question 12 is from the date 8-1-2014.

Generally very satisfied.

All the people at the surgery are very very good. J Anderson.

I have big respect & appreciation to all doctors. Especially to my doctor. Mary Chiowdhury, she is aware about all my health problems.

I found the reception phone service not very friendly & helpful particularly.

Very nice surgery, good doctors, friendly receptionists well run thank you.

During the many years I have attended this practice, I have always received courtesy and excellent care.

I have been with this practice for 40 years, my original doctor (West) is now retired, the practice continues to be wonderful, excellent, helpful & caring, everyone from reception to medicals, in room or by phone.

There has been an improvement in the behaviour of reception staff Stanhope Mews recently. Some of the receptionists are excellent now.

An extremely good practice. Difficult to get an appointment with my own GP but other partners very good indeed.

My experience has been very positive to date.

I am very happy with the treatment I receive from Dr Bedford.

All the doctors have too much to do in my opinion.

When I saw Dr Steeden I felt very rushed and unsatisfied with the appointment. I would not care to see him again, very offhand didn't even ask how I was! Was in his office for about 3 mins.

Sometimes, when I want to plan too ahead, it's not possible.

No regular nurse only from agency unskilled, big needed day everybody is remaining only as soon they start, stressed, overworked, underemployed their comment with us, that is the reason of best service infected round seriously by them and they still working on & off. My doctor and his partner first stood without giving me proper care, just take care of their pocket pushing flu vaccine where is their big commission.

Globally very happy with my surgery. The nurse (blood test) could be nicer, but still very good professional standard.

Excellent - no complaints! Practice.

Very helpful, highly commendable.

Seems overstretched with too many patients. Reception staff inadequate and badly trained.

I have no complaints at all about the medical care provided by my GP practice - it is excellent. The practice falls down badly with its admin & reception staff.

I am fortunate to have this practice.

I am very happy & thank you.

Not being able to see own GP at short notice.

Only complaints length of time in having to wait to see a particular doctor - prefer to see my GP.

Find the practice very crowded.

Excellent!!!

Overall very good! Bruce Jenkins.

A very helpful practice.

I consider myself very lucky to be at this practice.

The telephone operator seems to be changing, & not very efficient, as though someone new. It seems quite good.

Wonderful surgery, wonderful doctors & receptionist.

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?		<input type="checkbox"/> 1 Yes		<input type="checkbox"/> 2 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?
- | | | |
|--|--|--|
| <input type="checkbox"/> ¹ Under 16 | <input type="checkbox"/> ³ 45 to 64 | <input type="checkbox"/> ⁵ 75 or over |
| <input type="checkbox"/> ² 16 to 44 | <input type="checkbox"/> 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?
- | | |
|--|--|
| <input type="checkbox"/> ¹ White | <input type="checkbox"/> ⁴ Mixed |
| <input type="checkbox"/> ² Black or Black British | <input type="checkbox"/> ⁵ Chinese |
| <input type="checkbox"/> ³ Asian or Asian British | <input type="checkbox"/> ⁶ Other ethnic group |
46. Which of the following best describes you?
- | | |
|---|--|
| <input type="checkbox"/> ¹ Employed (full or part time, including self-employed) | <input type="checkbox"/> ⁴ Unable to work due to long term sickness |
| <input type="checkbox"/> ² Unemployed and looking for work | <input type="checkbox"/> ⁵ Looking after your home/family |
| <input type="checkbox"/> ³ At school or in full time education | <input type="checkbox"/> ⁶ Retired from paid work |
| <input type="checkbox"/> ⁷ Other | |

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