

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 number:

Online password:



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

Word changed from Surgery to practice

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

Word changed from Surgery to Practice

Q3 In the past 12 months, have you booked general practice appointments in any of the following ways?

Please put an **X** in all the boxes that apply to you.

- In person
- By phone
- By automated telephone booking
- Online including on an app
- Via another route, such as NHS 111
- Doesn't apply / none of these

Fax machine removed

Added

Changed from Online

Added

Changed from doesn't apply

Q4 As far as you know, which of the following online services does your GP practice offer?

By 'online' we mean on a website or smartphone app.

Added

Please put an **X** in all the boxes that apply to you.

- Booking appointments online
- Ordering repeat prescriptions online
- Accessing my medical records online
- None of these
- Don't know

Q5 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.

Added

Please put an **X** in all the boxes that apply to you.

- Booking appointments online
- Ordering repeat prescriptions online
- Accessing my medical records online
- None of these

Wording changed from "and in the last 6 months, which of the following Online services have you used at your GP Surgery?"

Q6 How easy is it to use your GP practice's website to look for information or access services?

New question added

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Haven't tried

Q7 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 to you.

- 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

Changed from "Before 8am"

Changed from "After 6.30pm"

Changed from "None of these"

Changed from "At Lunchtime"

Wording changed from "Which of the following additional opening times would make it easier to you to see or speak to someone?"



Q8 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

Wording changed from "How satisfied are you with the hours that your GP surgery is open?"

Changed from "I'm not sure when my GP surgery is open"

Q9 Is there a particular GP you usually prefer to see or speak to?

- Yes, for all appointments
- Yes, for some appointments but not others
- NoGo to Q11
- There is usually only one GP in my GP practiceGo to Q11

Yes Response replaced by two Yes responses

Q10 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

Wording changed from "How often do you see or speak to the GP you prefer?"

Changed from "Not tried at this GP Surgery"

MAKING AN APPOINTMENT

Q11 When did you last try to make a general practice appointment, either for yourself or for someone else?

Please include general practice appointments with different healthcare professionals. This could be 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 practiceGo to Q23

New Question added

If you tried to make more than one appointment, please think about just one of these when answering the next questions.

Q12 Who was this appointment for?

- Me
- A child under 16
- An adult aged 16 or over who I am a carer for
- Another adult aged 16 or over (including family members)

New Question added



Q13 How concerned were you at the time about your health, or the health of the person you were making this appointment for?

- Very concerned
- Fairly concerned
- Not very concerned
- Not at all concerned
- Can't remember

New Question added

Q14 Before you tried to get this appointment, did you do any of the following?

Please put an X in all the boxes that apply to you.

- I looked for information online
- 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
- Went to or contacted 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

New Question added

Q15 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

Wording changed from "And when did you want to see or speak to them"

Added

Changed from "On the next working day"

Q16 On this occasion, were you offered a choice of appointment?

This could be a choice of place, time or healthcare professional.

Please put an X in all the boxes that apply to you.

- Yes, a choice of place
- Yes, a choice of time or day
- Yes, a choice of healthcare professional
- No, I was not offered a choice of appointment
- Can't remember
- Doesn't apply

New Question added





Q17 Were you satisfied with the type of appointment (or appointments) you were offered?

Options changed from Very convenient, Fairly convenient, Not very convenient, Not at all convenient

- Yes, and I accepted an appointment
- No, but I still took an appointment
- No, and I did not take an appointment

Wording changed from "How convenient was the appointment you were able to get?"

PLEASE GO TO Q20

Q18 If you did not take any appointments you were offered, why was that?

Please put an X in all the boxes that apply to you.

Wording changed from "If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?"

- There weren't any appointments available for the time or day I wanted Added
- The appointment was at too short notice Added
- The appointment wasn't soon enough Added
- I couldn't book ahead at my GP practice Added
- There weren't any appointments at the place I wanted Added
- The appointment was too far away / too difficult to get to Added
- I couldn't see my preferred GP
- There weren't any appointments with the healthcare professional I wanted Added
- The type of appointment I wanted was not available Added
- Another reason

Q19 What did you do when you did not take the appointment you were offered?

Wording changed from "What did you do on that"

Please put an X in all the boxes that apply to you.

- Got an appointment for a different day.....Go to Q20
- Called an NHS helpline, such as NHS 111 Changed from "had consultation over the phone"
- Went to A&E
- Spoke to a pharmacist Changed from "Saw a Pharmacist"
- Went to or contacted another NHS service PLEASE GO TO Q22
- Decided to contact my practice another time
- Looked for information online Added
- Spoke to a friend or family member Added
- Didn't see or speak to anyone

Changed from "Used another NHS service"



Q20 What type of appointment did you get?

I got an appointment...

- ...to speak to someone on the phone Changed from to speak to a GP / Nurse on the phone
- ...to see someone at my GP practice Changed from to see a GP / Nurse at my surgery
- ...to see someone at another general practice location
- ...to speak to someone online, for example on a video call Changed from to speak to GP / Nurse Online, for example using Skype
- ...for a home visit Changed from for someone to visit me at my home

changed from to see GP / Nurse at another surgery

Q21 How long after initially trying to book the appointment did the appointment take place?

- On the same day
- On the next day Wording changed from "How long after initially contacting the surgery did you actually see or speak to them?"
- A few days later
- A week or more later Changed from on the next working day
- Can't remember

Q22 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.

Q23 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 Q31

PLEASE GO TO Q24

2 questions joined - 1. When did you last see or speak to a GP from your GP Surgery 2. When did you last see or speak to a nurse from your GP surgery

Changed from "i have never seen a GP / Nurse from my GP surgery"





Q24 Who was your last general practice appointment with? New question added

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

Q25 How long after your appointment time did you wait to see or speak to the healthcare professional? wording changed from "How long after your appointment time do you normally wait to be seen"

- 5 minutes or less
- Between 5 and 15 minutes
- 15 to 30 minutes Added
- More than 30 minutes Changed from "more than 15 minutes"
- I didn't have an appointment at a set time
- Can't remember Changed from I don't normally have appointments at a particular time

Q26 Last time you had a general practice appointment, how good was the healthcare professional at each of the following?

- Giving you enough time** Wording changed from "Last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following?"
- 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



Q27 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? New question added

- 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

Q28 During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment? Wording changed from "Involving you in decisions about your care"

- Yes, definitely
- Yes, to some extent Changed from Very Good, Good, Neither good nor poor, Poor, Very poor
- No, not at all
- Don't know / doesn't apply

Q29 During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to? Wording changed from "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

Q30 Thinking about the reason for your last general practice appointment, were your needs met? New question added

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

OVERALL EXPERIENCE

Q31 Overall, how would you describe your experience of your GP practice? Wording changed from "Overall, how would you describe your experience of your GP surgery?"

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

YOUR HEALTH

Q32 Have you experienced any of the following over the last 12 months? New question added

Please put an X in all the boxes that apply to you.

- 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





Q33 Do you take 5 or more medications on a regular basis? New question added

Please think about prescribed medications as well as those bought over the counter.

- Yes
- No

Q34 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

Wording changed from "do you have a long-standing health condition?"

Added Go to Q44

Q35 Which, if any, of the following long-term conditions do you have?

Please put an X in all the boxes that apply to you.

- Alzheimer's disease or other cause of dementia Changed from Alzheimer's disease or dementia
- Arthritis or ongoing problem with back or joints Changed from Arthritis or long term joint problem
- Blindness or partial sight Changed from Blindness or severe visual impairment
- A breathing condition such as asthma or COPD Changed from Asthma or long term chest problem
- Cancer (diagnosis or treatment in the last 5 years) Changed from Cancer in last 5 years
- Deafness or hearing loss Changed from Deafness or severe hearing impairment
- A developmental disability, such as autism or ADHD Added
- Diabetes
- A heart condition, such as angina or atrial fibrillation Changed from Angina or long term heart
- High blood pressure
- Kidney or liver disease
- A learning disability Added
- A mental health condition Changed from Long term mental health problem
- A neurological condition, such as epilepsy 2 option added together - Epilepsy and Long term neurological problem
- A stroke (which affects your day-to-day life) Added
- Another long-term condition or disability
- I do not have any long-term conditions.....Changed from None of these conditions Go to Q44

PLEASE GO TO Q36

Q36 Do any of these conditions reduce your ability to carry out your day-to-day activities? New question added

- Yes, a lot
- Yes, a little
- No, not at all

Q37 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 Added

Wording changed from "How confident are you that you can manage your own health?"

Q38 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

Wording changed from "In the last 6 months, have you had enough support from local services or organisations to help you to manage your long term health condition(s)?"

Changed from "I haven't needed such support"

Q39 In the last 12 months have you had any unexpected stays in hospital because of your condition (or conditions)? New question added

- Yes
- No





The next few questions are about support you have had to plan and manage care relating to your long-term condition (or conditions).

- Q40** 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

Wording changed from "Do you have a written care plan?"

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.

- Q41** 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

Wording changed from "Did you help put your written plan together?"

Added

- Q42** 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

Wording changed from "Did you use your written care plan to help you manage your day to day health?"

Options changed from Yes, No

- Q43** Have you been given (or offered) a written or printed copy of this plan?
- Yes
 - No
 - Don't know

Wording changed from "Does your GP, Nurse or other health professional review your written care plan with you regularly?"

Change of name section from "out of Hours"

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

Wording changed from "In the past 6 months, have you contacted an NHS service when you wanted to see a GP but your GP surgery was closed"

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 to you.

- I contacted an NHS service by telephone
- A healthcare professional called me back
- A healthcare professional visited me at home
- I went to A&E
- I saw a pharmacist
- I went to another general practice service
- I went to another NHS service
- Can't remember

Added

- 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** Considering all of the people that you saw or spoke to on that occasion, did you have confidence and trust in them?
- Yes, definitely
 - Yes, to some extent
 - No, not at all
 - Don't know / can't say

- Q48** 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

Wording changed from "Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP surgery was closed?"



NHS DENTISTRY

Q49 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 agoGo to Q53
- I have never tried to get an NHS dental appointmentGo to Q53

Q50 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

Q51 Were you successful in getting an NHS dental appointment?

- Yes
- No
- Can't remember

Q52 Overall, how would you describe your experience of NHS dental services?

- Very good
 - Fairly good
 - Neither good nor poor
 - Fairly poor
 - Very poor
- PLEASE GO TO Q54**

Q53 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 no longer have any natural teeth
- I haven't had time 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 stayed with my dentist when they changed from NHS to private
- 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.

Q54 Are you male or female?

- Male
- Female

Q55 How old are you? Changed from Under 18

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 45 to 54 |
| <input type="checkbox"/> 16 to 17 Added | <input type="checkbox"/> 55 to 64 |
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 75 to 84 |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 85 or over |

Q56 What is your ethnic group?

A. White

- English / Welsh / Scottish / Northern Irish / British
- Irish
- Gypsy or Irish Traveller
- Any other White background

B. Mixed / multiple ethnic groups

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed / multiple ethnic background

C. Asian / Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background

D. Black / African / Caribbean / Black British

- African
- Caribbean
- Any other Black / African / Caribbean background

E. Other ethnic group

- Arab
- Any other ethnic group



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.

- Full-time paid work (30 hours or more each week)
- Part-time paid work (under 30 hours each week)
- 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

Changed from "looking after the home"

Q58 Are you a parent or a legal guardian for any children aged under 16 living in your home?

- Yes
- No

Q59 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 ← Added
- 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

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

Or

The following questions have been removed from the updated survey

26. Is your GP surgery currently open at times that are convenient for you?

12. Were you able to get an appointment to see or speak to someone?

20. how do you normally feel about how long you normally have to wait to be seen?

21c. Explaining tests and treatments

23a. Last time you saw or spoke to a nurse from your GP surgery, how good was that nurse at each of the following? Giving you enough time?

23b. Listening to you?

23c. Explaining tests and treatments?

23d. Involving you in decisions about your care?

23e. Treating you with care and concern?

24. Did you have confidence and trust in the nurse you saw or spoke to?

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

34. (a) Mobility (b) Washing / dressing (c) Usual activities (d) Pain / discomfort (e) Anxiety / Depression

35. Have your activities been limited today because you have recently become unwell or been injured?

54. In general, how long does your journey take from home to work (door to door)?

55. If you need to see a GP at your surgery during your typical working hours, can you take time away from your work to do this?

58. Do you have a learning disability?

