

GP Practice

This survey samples the general public about their experiences using the NHS and in particular the GP practice services. This is particularly aimed at the practice you are registered with.

Your GP

1) How long have you been registered with your GP?

- 1 Less than 1 year
- 2 At least 1 year but less than 5 years
- 3 5 years or more
- 4 Don't know

2) How does your GP work?

- 1 In a group practice
- 2 In a single practice
- 3 Don't know

3) Please tick the statement that comes closest to your own personal experience?

- 1 I would be happy to consult any GP in the practice
- 2 I prefer to only see my GP
- 3 I have only ever seen my GP

4) How important is it for you to see a GP of your own sex when you want to do so?

- 1 Very important
- 2 Fairly important
- 3 Not very important
- 4 Not at all important

5) Which of these best describes your experiences?

- 1 I have seen a doctor at my GP surgery on my own behalf in the last 12 months
- 2 I have only seen a doctor at the surgery on someone else's part in the last 12 months
- 3 I have not seen a doctor at my GP surgery at any time in the last 12 months

6) How long do you have to wait until you can get an appointment with the GP of your choice?

- 1 Same day
- 2 Next Day
- 3 2 days
- 4 3 - 4 days
- 5 More than 4 days

7) In the last 12 months, have the receptionists ever made it difficult for you to see or talk to a GP?

1 Yes

3 Never

2 Sometimes

8) When you last visited your doctor, how long did you wait after your appointment time?

1 Seen on time or early

4 Between 11 and 29 minutes

2 Less than 5 minutes

5 Between 30 and 40 minutes

3 Between 5 and 10 minutes

6 Longer

9) Do you feel that the doctor took appropriate action to deal with the reason(s) for your visit e.g. gave you advice, medication, treatment, referral etc.

1 Yes, the doctor took the appropriate action

3 There was no need to take any action

2 No the doctor did not take the appropriate action

4 Not sure

10) If needed, did you want a second opinion. Were you:

1 Offered a second opinion

3 Not offered a second opinion

2 Refused a second opinion

The nurses at your GP surgery

11) In the last 12 months, did you see a a nurse on your own behalf:

1 Yes

2 No

12) If you answered YES to the last question, did the nurse know enough about your condition or treatment?

1 Yes, completely

3 No

2 Yes, sometimes

4 Don't know

13) Did the nurse treat you with courtesy and respect?

1 Yes

2 No

Out-of-hours Care

14) About how many times in the last 12 months have you telephoned your GP surgery, or a central number for out-of-hours care, on your own behalf when the surgery was closed? Include those calls made on your behalf.

- 1 None
- 2 1 - 2 times
- 3 2 - 4 times
- 4 5 or more

15) If you answered the previous question, what happened as a result of your telephone calls? Tick as many boxes as apply.

- 1 Visited in your own home by your own GP
- 2 Visited in your own home by another doctor
- 3 Given medical advice over the telephone
- 4 Given another number to ring to get medical advice
- 5 Advised to go to your GP surgery when it opened
- 6 Advised to go to Accident and Emergency at a hospital

16) The response from the doctor providing out of hours care:

	Yes	Some	No
In your opinion did the doctor know enough about your condition or treatment.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Do you feel that the doctor took appropriate action to deal with the reason for visiting you?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>
Did the doctor explain the reasons for the actions in a way you understood?	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>

Thank you for completing this questionnaire.