

Long Lane Surgery

THE GP PATIENT SURVEY

A. Appointments at your GP Surgery

Q1. Which of the following methods would you prefer to use to book an appointment at the Surgery?

Please tick all the circles that apply

In person	<input type="checkbox"/>
By phone	<input type="checkbox"/>
Online	<input type="checkbox"/>
No preference	<input type="checkbox"/>

B. Getting through on the phone

Q2. In the past 6 months how easy have you found the following ?

	Haven't tried	Very Easy	Fairly easy	Not very easy	Not at all easy	Don't know
Speaking to a Doctor on the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C. Telephone opening times

Following the last survey results the surgery now has its phones lines open over lunchtime.

Q3	Yes	No
Are you happy with the new telephone opening times?	<input type="checkbox"/>	<input type="checkbox"/>

If NO what additional time would you like the phone lines open?

D. Seeing or speaking to the Doctor

Q4. Think about the last time you tried to see or speak to a doctor fairly quickly. Were you able to see or speak to a doctor on the same day ?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Never tried	<input type="checkbox"/>

Q5. If you had to call back the following day as there were no appointments did you get an appointment or speak to the Doctor the following day?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Never Tried	<input type="checkbox"/>

Q6. Last time you tried, were you able to get an appointment with a Dr more than 2 weekdays in advance ?

Yes	<input type="radio"/>
No	<input type="radio"/>

Q7. If you wanted an appointment with a specific Doctor have you been able to book one?

Yes	<input type="radio"/>
No	<input type="radio"/>

E. Arriving for your appointment

Q8. How clean is the GP surgery ?

Very clean	<input type="radio"/>
Fairly clean	<input type="radio"/>
Not very clean	<input type="radio"/>
Don't know	<input type="radio"/>

Q9. How helpful do you find the receptionists at the Surgery ?

Very	<input type="radio"/>
Fairly	<input type="radio"/>
Not very	<input type="radio"/>
Not at all	<input type="radio"/>

Q10. How do you feel about how long you normally have to wait ?

1. I don't normally have to wait long	<input type="radio"/>
2. I have to wait a bit too long	<input type="radio"/>
3. I have to wait far too long	<input type="radio"/>
4. No opinion/doesn't apply	<input type="radio"/>

Q11. If you answered 2 or 3 did you get an explanation for your wait?

Yes <input type="radio"/>	No <input type="radio"/>
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F. Opening Hours

**Surgery opening times - Monday 08.30 – 17.30 Tuesday 08.30 – 19.30 Wednesday 08.30 – 12.30
Thursday 08.30 – 17.30 Friday 08.30 – 17.30 Saturday 08.30 – 11am**

Q12. How satisfied are you with the opening hours at the surgery ?

Very	<input type="radio"/>
Fairly	<input type="radio"/>
Neither satisfied nor dissatisfied	<input type="radio"/>
Quite dissatisfied	<input type="radio"/>
Very dissatisfied	<input type="radio"/>

Q13. Would you like the surgery open at additional times ?

Yes	<input type="radio"/>
No	<input type="radio"/>

Q14. If Yes what times?

G. Your Overall Satisfaction

Q15. In general, how satisfied are you with the care you get from the GP's at the Surgery ?

Very	<input type="radio"/>
Fairly	<input type="radio"/>
Neither satisfied nor dissatisfied	<input type="radio"/>
Quite dissatisfied	<input type="radio"/>
Very dissatisfied	<input type="radio"/>

Q16. In general, how satisfied are you with the care you get from the Nurses at the Surgery ?

Very	<input type="radio"/>
Fairly	<input type="radio"/>
Neither satisfied nor dissatisfied	<input type="radio"/>
Quite dissatisfied	<input type="radio"/>
Very dissatisfied	<input type="radio"/>

Q17. Would you recommend the Surgery to someone who has just moved to your local area.?

Yes	<input type="radio"/>
Not sure	<input type="radio"/>
Definitely not	<input type="radio"/>
Don't know	<input type="radio"/>

H. 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

Q18. Are you male or female ?

Male	<input type="radio"/>
Female	<input type="radio"/>

Q19. How old are you ?

Under 18	<input type="radio"/>	55 - 64	<input type="radio"/>
18 – 24	<input type="radio"/>	65 - 74	<input type="radio"/>
25 – 34	<input type="radio"/>	75 - 84	<input type="radio"/>
35 – 44	<input type="radio"/>	85 and over	<input type="radio"/>
45 – 54	<input type="radio"/>		

Q20. If you need to see a doctor at your GP surgery or health centre during your typical working hours, can you take time off from your work to do this ?

Yes	<input type="radio"/>
No	<input type="radio"/>

Any other comments: