

1 About Receptionists and Appointments

Q1 How helpful do you find the receptionists at your GP practice?

1 Very helpful	97.0%
2 Fairly helpful	3.0%
3 Not very helpful	0.0%
4 Not at all helpful	0.0%
5 Don't know	0.0%

Q2 How easy is it to get through to someone at your GP practice on the phone?

1 Very easy	74.0%
2 Fairly easy	24.0%
3 Not very easy	0.5%
4 Not at all easy	0.0%
5 Don't know	1.0%
6 Haven't tried	0.5%

Q3 How easy is it to speak to a doctor or nurse on the phone at your GP practice?

1 Very easy	37.0%
2 Fairly easy	23.5%
3 Not very easy	3.0%
4 Not at all easy	0.0%
5 Don't know	3.0%
6 Haven't tried	33.5%

Q4 If you need to see a GP urgently, can you normally get seen on the same day?

1 Yes	88.9%
2 No	1.5%
3 Don't know / never needed to	9.5%

Q5 How important is it to you to be able to book appointments ahead of time in your practice?

1 Important	82.4%
2 Not important	17.6%

Q6 How easy is it to book ahead in your practice?

1 Very easy	76.0%
2 Fairly easy	16.5%
3 Not very easy	0.0%
4 Not at all easy	0.0%
5 Don't know	0.5%
6 Haven't tried	7.0%

Q7 How do you normally book your appointments at your practice? (please X all boxes that apply)

1 In person	29.0%
2 By phone	96.0%
3 Online	4.5%
4 Doesn't apply	0.0%

Q8 Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)

1 In person	32.5%
2 By phone	94.5%
3 Online	17.0%
4 Doesn't apply	0.5%

Thinking of times when you want to see a particular doctor:

Q9 How quickly do you usually get seen?

1 Same day or next day	61.1%
2 2-4 days	31.6%
3 5 days or more	2.1%
4 I don't usually need to be seen quickly	3.1%
5 Don't know, never tried	2.1%

Q10 How do you rate this?

1 Excellent	60.9%
2 Very good	25.0%
3 Good	8.3%
4 Fair	3.1%
5 Poor	0.0%
6 Very poor	0.0%
7 Does not apply	2.6%

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

Q11 How quickly do you usually get seen?

1 Same day or next day	91.2%
2 2-4 days	4.7%
3 5 days or more	0.0%
4 I don't usually need to be seen quickly	0.5%
5 Don't know, never tried	3.6%

Q12 How do you rate this?

1 Excellent	77.7%
2 Very good	15.5%
3 Good	3.6%
4 Fair	0.0%
5 Poor	0.0%
6 Very poor	0.0%
7 Does not apply	3.1%

Thinking of your most recent consultation with a doctor or nurse

Q13 How long did you wait for your consultation to start?

1 Less than 5 minutes	22.8%
2 5 – 10 minutes	49.7%
3 11 – 20 minutes	20.7%
4 21 – 30 minutes	4.1%
5 More than 30 minutes	2.1%
6 There was no set time for my consultation	0.5%

Q14 How do you rate this?

1 Excellent	41.0%
2 Very good	31.4%
3 Good	16.0%
4 Fair	10.1%
5 Poor	1.1%
6 Very poor	0.0%
7 Does not apply	0.5%

About opening times

Q15 Is your GP practice currently open at times that are convenient to you?

1 Yes Go to Q17	96.9%
2 No	2.1%
3 Don't know	1.0%

Q16 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)

1 Before 8am	5.5%
2 At lunchtime	6.0%
3 After 6.30pm	6.0%
4 On a Saturday	6.5%
5 On a Sunday	1.5%
6 None of these	9.0%

About seeing the doctor of your choice

Q17 Is there a particular GP you usually prefer to see or speak to?

1 Yes	76.7%
2 No Go to Q19	22.5%
3 There is usually only one doctor in my surgery Go to Q19	0.0%

Q18 How often do you see or speak to the GP you prefer?

1 Always or almost always	74.5%
2 A lot of the time	17.4%
3 Some of the time	6.7%
4 Never or almost never	0.0%
5 Not tried at this GP practice	1.3%

How good was the last GP you saw at each of the following?

Q19 Giving you enough time

1 Very good	87.8%
2 Good	11.6%
3 Fair	0.5%
4 Poor	0.0%
5 Very poor	0.0%
6 Does not apply	0.0%

Q20 Listening to you

1 Very good	86.2%
2 Good	13.3%
3 Fair	0.5%
4 Poor	0.0%
5 Very poor	0.0%
6 Does not apply	0.0%

Q21 Explaining tests and treatments

1 Very good	79.3%
2 Good	18.1%
3 Fair	1.6%
4 Poor	0.0%
5 Very poor	0.0%
6 Does not apply	1.1%

Q22 Involving you in decisions about your care

1 Very good	73.4%
2 Good	19.1%
3 Fair	2.7%
4 Poor	0.0%
5 Very poor	0.0%
6 Does not apply	4.8%

Q23 Treating you with care and concern

1 Very good	84.9%
2 Good	12.9%
3 Fair	2.2%
4 Poor	0.0%
5 Very poor	0.0%
6 Does not apply	0.0%

Q24 Did you have confidence and trust in the

GP you saw or spoke to?

1 Yes, definitely	89.2%
2 Yes, to some extent	10.2%
3 No, not at all	0.5%
4 Don't know / can't say	0.0%

How good was the last nurse you saw at each of the following?**Q25 Giving you enough time**

1 Very good	86.4%
2 Good	11.9%
3 Fair	0.0%
4 Poor	0.0%
5 Very poor	0.0%
6 Does not apply	1.7%

Q26 Listening to you

1 Very good	87.4%
2 Good	11.4%
3 Fair	0.0%
4 Poor	0.0%
5 Very poor	0.0%
6 Does not apply	1.1%

Q27 Explaining tests and treatments

1 Very good	85.7%
2 Good	12.0%
3 Fair	0.0%
4 Poor	0.0%
5 Very poor	0.0%
6 Does not apply	2.3%

Q28 Involving you in decisions about your care

1 Very good	75.7%
2 Good	12.1%
3 Fair	0.0%
4 Poor	0.0%
5 Very poor	0.0%
6 Does not apply	12.1%

Q29 Treating you with care and concern

1 Very good	87.3%
2 Good	9.2%
3 Fair	0.0%
4 Poor	0.0%
5 Very poor	0.0%
6 Does not apply	3.5%

Q30 Did you have confidence and trust in the nurse you saw or spoke to?

1 Yes, definitely	93.6%
2 Yes, to some extent	5.2%
3 No, not at all	0.0%
4 Don't know / can't say	1.2%

About care from your doctors and nurses

Q31 Understand your health problems?

1 Very well	91.0%
2 Unsure	6.3%
3 Not very well	0.5%
4 Does not apply	2.1%

Q32 Cope with your health problems

1 Very well	88.4%
2 Unsure	6.9%
3 Not very well	1.6%
4 Does not apply	3.2%

Q33 Keep yourself healthy

1 Very well	80.1%
2 Unsure	15.1%
3 Not very well	0.5%
4 Does not apply	4.3%

Q34 Overall, how would you describe your experience of your GP surgery?

1 Excellent	76.2%
2 Very good	20.6%
3 Good	2.6%
4 Fair	0.5%
5 Poor	0.0%
6 Very poor	0.0%

Q35 Would you recommend your GP surgery to someone who has just moved to your local area?

1 Yes, definitely	93.1%
2 Yes, probably	6.9%
3 No, probably not	0.0%
4 No, definitely not	0.0%
5 Don't know	0.0%

About yourself**Q36 Are you ?**

1 Male	33.3%
2 Female	66.7%

Q37 How old are you?

1 Under 16	1.1%
2 16 to 44	21.7%
3 45 to 64	34.9%
4 65 to 74	26.5%
5 75 or over	15.9%

Q38 Do you have a long-standing health condition?

1 Yes	66.0%
2 No	30.9%
3 Don't know / can't say	3.2%

Q39 What is your ethnic group?

1 White	100.0%
2 Black or Black British	0.0%
3 Asian or Asian British	0.0%
4 Mixed	0.0%
5 Chinese	0.0%
6 Other ethnic group	0.0%

Q40 Which of the following best describes you?

1 Employed (full or part time, including self-employed)	38.7%
2 Unemployed / looking for work	1.6%
3 At school or in full time education	1.1%
4 Unable to work due to long term sickness	4.3%
5 Looking after your home/family	11.3%
6 Retired from paid work	40.3%
7 Other	2.7%