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GPAQ-R Patient Survey

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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

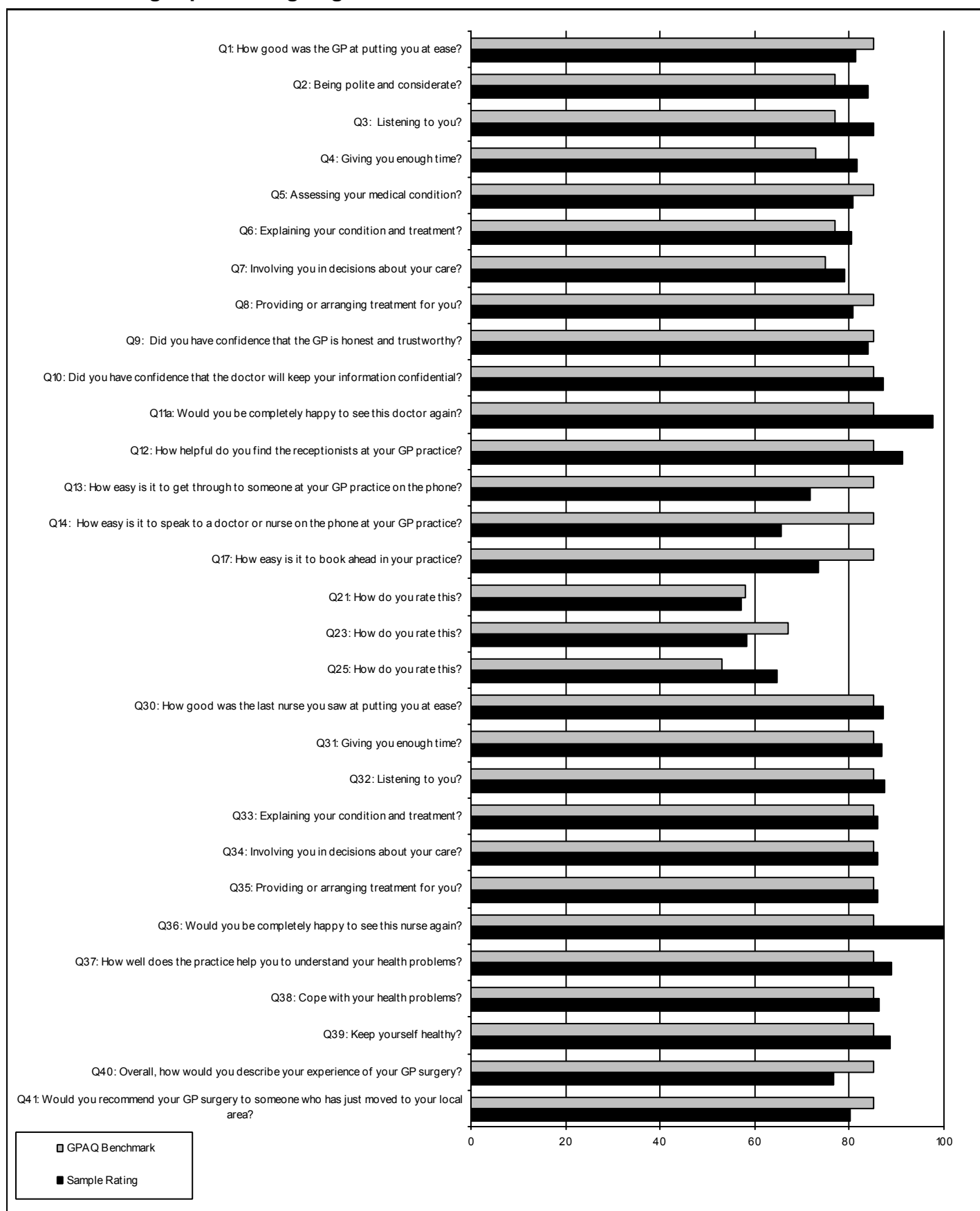
As GPAQ-R is a new questionnaire there is not yet enough data to produce benchmark figures using GPAQ V4 and the latest GPAQ-R from the evaluation trial. An estimate has been made using previous GPAQ data sets.

1. Report Ratings

	<u>Rating</u>	<u>BenchMark</u>
Q1: How good was the GP at putting you at ease?	81	85
Q2: Being polite and considerate?	84	77
Q3: Listening to you?	85	77
Q4: Giving you enough time?	82	73
Q5: Assessing your medical condition?	81	85
Q6: Explaining your condition and treatment?	80	77
Q7: Involving you in decisions about your care?	79	75
Q8: Providing or arranging treatment for you?	81	85
Q9: Did you have confidence that the GP is honest and trustworthy?	84	85
Q10: Did you have confidence that the doctor will keep your information confidential?	87	85
Q11a: Would you be completely happy to see this doctor again?	98	85
Q12: How helpful do you find the receptionists at your GP practice?	91	85
Q13: How easy is it to get through to someone at your GP practice on the phone?	72	85
Q14: How easy is it to speak to a doctor or nurse on the phone at your GP practice?	66	85
Q17: How easy is it to book ahead in your practice?	74	85
Q21: How do you rate this?	57	58
Q23: How do you rate this?	58	67
Q25: How do you rate this?	65	53
Q30: How good was the last nurse you saw at putting you at ease?	87	85
Q31: Giving you enough time?	87	85
Q32: Listening to you?	88	85
Q33: Explaining your condition and treatment?	86	85
Q34: Involving you in decisions about your care?	86	85
Q35: Providing or arranging treatment for you?	86	85
Q36: Would you be completely happy to see this nurse again?	100	85

Q37: How well does the practice help you to understand your health problems?	89	85
Q38: Cope with your health problems?	86	85
Q39: Keep yourself healthy?	89	85
Q40: Overall, how would you describe your experience of your GP surgery?	77	85
Q41: Would you recommend your GP surgery to someone who has just moved to your local area?	80	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	62	43
2	Good	59	41
3	Satisfactory	22	15
4	Poor	0	0
5	Very poor	1	1
6	Does not apply	0	0

Question Total: 144 100

Q2: Being polite and considerate?

		Number of Responses	% of Responses
1	Very good	72	50
2	Good	54	38
3	Satisfactory	16	11
4	Poor	2	1
5	Very poor	0	0
6	Does not apply	0	0

Question Total: 144 100

Q3: Listening to you?

		Number of Responses	% of Responses
1	Very good	76	53
2	Good	50	35
3	Satisfactory	18	13
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	0	0

Question Total: 144 100

Q4: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	65	45
2	Good	55	38
3	Satisfactory	20	14
4	Poor	2	1
5	Very poor	1	1
6	Does not apply	0	0

Question Total: 143 100

Q5: Assessing your medical condition?

		Number of Responses	% of Responses
1	Very good	62	43
2	Good	56	39
3	Satisfactory	22	15
4	Poor	2	1
5	Very poor	1	1
6	Does not apply	1	1
Question Total:		144	100

Q6: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	62	43
2	Good	51	36
3	Satisfactory	25	17
4	Poor	3	2
5	Very poor	0	0
6	Does not apply	2	1
Question Total:		143	100

Q7: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	58	41
2	Good	50	35
3	Satisfactory	28	20
4	Poor	2	1
5	Very poor	1	1
6	Does not apply	4	3
Question Total:		143	100

Q8: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	61	43
2	Good	56	39
3	Satisfactory	22	15
4	Poor	2	1
5	Very poor	1	1
6	Does not apply	1	1
Question Total:		143	100

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

		Number of Responses	% of Responses
1	Yes, definitely	98	69
2	Yes, to some extent	41	29
3	No, not at all	2	1
4	Don't know / can't say	2	1
Question Total:		143	100

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

		Number of Responses	% of Responses
1	Yes, definitely	106	75
2	Yes, to some extent	30	21
3	No, not at all	3	2
4	Don't know / can't say	2	1
Question Total:		141	100

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

		Number of Responses	% of Responses
1	Yes	129	98
2	No	3	2
Question Total:		132	100

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

		Number of Responses	% of Responses
1	Very helpful	105	73
2	Fairly helpful	38	27
3	Not very helpful	0	0
4	Not at all helpful	0	0
5	Don't know	0	0
Question Total:		143	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	48	34
2	Fairly easy	70	50
3	Not very easy	15	11
4	Not at all easy	6	4
5	Don't know	0	0
6	Haven't tried	1	1
Question Total:		140	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	33	24
2	Fairly easy	48	36
3	Not very easy	18	13
4	Not at all easy	9	7
5	Don't know	7	5
6	Haven't tried	20	15

Question Total: 135 100

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	54	40
2	No	60	44
3	Don't know / never needed to	22	16

Question Total: 136 100

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	124	93
2	Not important	10	7

Question Total: 134 100

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

		Number of Responses	% of Responses
1	Very easy	53	38
2	Fairly easy	62	45
3	Not very easy	15	11
4	Not at all easy	5	4
5	Don't know	1	1
6	Haven't tried	3	2

Question Total: 139 100

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

		Number of Responses	% of Responses
1	In person	34	20
2	By phone	133	80
3	Online	0	0
4	Doesn't apply	0	0

Question Total: 167 100

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	44	23
2	By phone	125	65
3	Online	21	11
4	Doesn't apply	1	1

Question Total:

191	100
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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	25	18
2	2-4 days	74	52
3	5 days or more	36	26
4	I don't usually need to be seen quickly	4	3
5	Don't know, never tried	2	1

Question Total:

141	100
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Q21: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	17	12
2	Very good	33	24
3	Good	33	24
4	Fair	31	22
5	Poor	19	14
6	Very poor	6	4
7	Does not apply	1	1

Question Total:

140	100
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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	36	26
2	2-4 days	69	50
3	5 days or more	25	18
4	I don't usually need to be seen quickly	6	4
5	Don't know, never tried	3	2

Question Total:

139	100
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Q23: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	21	15
2	Very good	22	16
3	Good	41	30
4	Fair	30	22
5	Poor	12	9
6	Very poor	7	5
7	Does not apply	3	2

Question Total: 136 100

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

		Number of Responses	% of Responses
1	Less than 5 minutes	33	24
2	5-10 minutes	73	53
3	11-20 minutes	23	17
4	21-30 minutes	6	4
5	More than 30 minutes	1	1
6	There was no set time for my consultation	1	1

Question Total: 137 100

Q25: How do you rate this?

		Number of Responses	% of Responses
1	Excellent	26	19
2	Very good	30	22
3	Good	37	27
4	Fair	39	28
5	Poor	5	4
6	Very poor	0	0
7	Does not apply	0	0

Question Total: 137 100

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

		Number of Responses	% of Responses
1	Yes	104	77
2	No	29	21
3	Don't know	2	1

Question Total: 135 100

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	8	12
2	At lunchtime	15	23
3	After 6.30pm	12	18
4	On a Saturday	20	31
5	On a Sunday	7	11
6	None of these	3	5
Question Total:		65	100

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

		Number of Responses	% of Responses
1	Yes	85	63
2	No	44	33
3	There is usually only one doctor in my surgery	6	4
Question Total:		135	100

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

		Number of Responses	% of Responses
1	Always or almost always	30	36
2	A lot of the time	21	25
3	Some of the time	30	36
4	Never or almost never	1	1
5	Not tried at this GP practice	1	1
Question Total:		83	100

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

		Number of Responses	% of Responses
1	Very good	61	51
2	Good	41	34
3	Fair	8	7
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	10	8
Question Total:		120	100

Q31: Giving you enough time?

		Number of Responses	% of Responses
1	Very good	61	51
2	Good	39	33
3	Fair	9	8
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	10	8
Question Total:		119	100

Q32: Listening to you?

		Number of Responses	% of Responses
1	Very good	64	53
2	Good	37	31
3	Fair	9	8
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	10	8
Question Total:		120	100

Q33: Explaining your condition and treatment?

		Number of Responses	% of Responses
1	Very good	57	48
2	Good	42	35
3	Fair	9	8
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	12	10
Question Total:		120	100

Q34: Involving you in decisions about your care?

		Number of Responses	% of Responses
1	Very good	54	45
2	Good	42	35
3	Fair	8	7
4	Poor	0	0
5	Very poor	0	0
6	Does not apply	15	13
Question Total:		119	100

Q35: Providing or arranging treatment for you?

		Number of Responses	% of Responses
1	Very good	57	48
2	Good	38	32
3	Fair	8	7
4	Poor	0	0
5	Very poor	1	1
6	Does not apply	15	13
Question Total:		119	100

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

		Number of Responses	% of Responses
1	Yes	96	100
2	No	0	0
Question Total:		96	100

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

		Number of Responses	% of Responses
1	Very well	112	83
2	Unsure	14	10
3	Not very well	8	6
4	Does not apply	1	1

Question Total:

135	100
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Q38: Cope with your health problems?

		Number of Responses	% of Responses
1	Very well	99	76
2	Unsure	23	18
3	Not very well	6	5
4	Does not apply	3	2

Question Total:

131	100
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Q39: Keep yourself healthy?

		Number of Responses	% of Responses
1	Very well	103	79
2	Unsure	19	15
3	Not very well	5	4
4	Does not apply	3	2

Question Total:

130	100
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Q40: Overall, how would you describe your experience of your GP surgery?

		Number of Responses	% of Responses
1	Excellent	39	28
2	Very good	49	36
3	Good	38	28
4	Fair	9	7
5	Poor	2	1
6	Very poor	0	0

Question Total:

137	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	72	52
2	Yes, probably	52	38
3	No, probably not	10	7
4	No, definitely not	3	2
5	Don't know	1	1

Question Total:

138	100
-----	-----

Q42: Gender: Are you?

		Number of Responses	% of Responses
1	Male	53	40
2	Female	81	60
Question Total:		134	100

Q43: How old are you?

		Number of Responses	% of Responses
1	0-16	1	1
2	16-44	63	46
3	45-64	42	31
4	65-74	17	12
5	75+	14	10
Question Total:		137	100

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

		Number of Responses	% of Responses
1	Yes	57	50
2	No	53	46
3	Don't know / can't say	4	4
Question Total:		114	100

Q45: What is your ethnic group?

		Number of Responses	% of Responses
1	White	42	31
2	Black or Black British	39	29
3	Asian or Asian British	43	32
4	Mixed	8	6
5	Chinese	0	0
6	Other ethnic group	3	2
Question Total:		135	100

Q46: Which of the following best describes you?

		Number of Responses	% of Responses
1	Employed (full or part-time, including self-employed)	58	45
2	Unemployed and looking for work	14	11
3	At school or in full-time education	7	5
4	Unable to work due to long term sickness	4	3
5	Looking after your home/family	11	9
6	Retired from paid work	31	24
7	Other	4	3
Question Total:		129	100

This report is based on a total of 145 completed questionnaires

Report - Open Ended Comments

Q11b: Please add any comments about the GP:

I'm basing this on my last visit for an appointment for my baby.

Have established a good rapport over the many years. He has been my G.P.

The GP I am referring to in this survey is Dr. Dasari not Dr. Chitre. Dr. Dasari is an excellent doctor.

Good but needs to open longer.

Don't have choice.

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

Excellent surgery conditions following move to present premises.

We are totally satisfied!

Usually have to wait to long to see the G.P.

The main issue is getting an appointment when you have the symptoms. The doctors time was rushed when he arrived late into the surgery.

Lovely Receptionist's.

If all practices was as well run as this one their would not be any need for people to complain. Well done.

I am very satisfied at this clinic.

Excellent practice.

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

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