

DARWEN HEALTHLINK PRACTICE SURVEY 2016

The Practice is always striving to improve your experience and enhance the care provided. We would appreciate if you could take a few minutes of your time to complete this questionnaire and return it to the receptionist.

PLEASE PLACE A TICK NEXT TO YOUR RESPONSE FOR EACH QUESTION

ACCESSING YOUR GP SERVICES

- Q1: When did you last speak to a GP from your surgery?**
- In the past 3 months
 - Between 3 and 6 months
 - Between 6 and 12 months
 - More than 12 months ago
 - I have never seen a GP from my surgery
- Q2: When did you last see or speak to a nurse from your GP surgery?**
- In the past 3 months
 - Between 3 and 6 months ago
 - Between 6 and 12 months ago
 - More than 12 months ago
 - I have never seen a nurse from my GP surgery
- Q3: Generally, how easy is it to get through to someone at your GP surgery on the phone?**
- Very easy
 - Fairly easy
 - Not very easy
 - Not at all easy
 - Haven't tried
- Q4: How helpful do you find the receptionists at your GP surgery?**
- Very helpful
 - Fairly helpful
 - Not very helpful
 - Not at all helpful
 - Don't know
- Q5: How do you normally book appointments to see a GP or nurse at your GP surgery?
Please x all the boxes that apply to you**
- In person
 - By phone
 - By fax machine
 - Online
 - Doesn't apply
- Q6: As far as you know, which of the following online services does your GP surgery offer?
By 'online' we mean on a website or smartphone app
Please x 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
- Q7: Is there a particular GP you usually prefer to see or speak to?**
- Yes
 - No
- Q8: 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 surgery

MAKING AN APPOINTMENT

Q9: Last time you wanted to see or speak to a GP or nurse from your GP surgery: What did you want to do?

See a GP at the surgery
See a nurse at the surgery
Speak to a GP on the phone
Speak to a nurse on the phone
Have someone visit me at my home
I didn't mind / wasn't sure what I wanted

Q10: And when did you want to see or speak to them?

On the same day
On the next working day
A few days later
A week or more later
I didn't have a specific day in mind
Can't remember

Q11: How convenient was the appointment you were able to get?

Very convenient
Fairly convenient
Not very convenient
Not at all convenient

Q12: 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 for the day I wanted
There weren't any appointments for the time I wanted
I couldn't see my preferred GP
I couldn't book ahead at my GP surgery
Another reason

Q11: What did you do on that occasion?

Went to the appointment I was offered
Got an appointment for a different day
Had a consultation over the phone
Went to A&E / a walk-in centre
Saw a pharmacist
Decided to contact my surgery another time
Didn't see or speak to anyone

Q12: Overall, how would you describe your experience of making an appointment?

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

WAITING TIMES

Q13: How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time
Less than 5 minutes
5 to 15 minutes
More than 15 minutes
Can't remember

Q14: How do you feel about how long you normally have to wait to be seen?

I don't normally have to wait too long
I have to wait a bit too long
I have to wait far too long
No opinion / doesn't apply

LAST GP APPOINTMENT

**Q15: Last time you saw or spoke to a GP from your GP surgery, how good was that GP at each of the following?
Giving you enough time**

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

Explaining tests and treatments

Very good
Good
Neither good nor poor
Poor
Very poor
Doesn't apply

Involving you in decisions about your care

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

Q16: 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

LAST PRACTICE NURSE APPOINTMENT

**Q17: 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**

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

Explaining tests and treatments

Very good
Good
Neither good nor poor
Poor
Very poor
Doesn't apply

Involving you in decisions about your care

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

Q18: Did you have confidence and trust in the nurse you saw or spoke to?

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

OPENING HOURS

Q19: How satisfied are you with the hours that your GP surgery is open?

Very satisfied
Fairly satisfied
Neither satisfied nor dissatisfied
Fairly dissatisfied
Very dissatisfied
I'm not sure when my GP surgery is open

Q20: Is your GP surgery currently open at times that are convenient for you?

Yes
No
Don't know

Q21: Which of the following additional opening times would make it easier for you to see or speak to someone?

Please X all the boxes that apply to you

Before 8am
At lunchtime
After 6.30pm
On a Saturday
On a Sunday
None of these

Q22: Overall, how would you describe your experience of your GP surgery?

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

Q23: Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend
Yes, would probably recommend
Not sure
No, would probably not recommend
No, would definitely not recommend
Don't know

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential.

Q24: Are you male or female?

Male
Female

Q25: How old are you?

Under 18 55 to 64
18 to 24 65 to 74
25 to 34 75 to 84
35 to 44 85 or over
45 to 54

Q26: What is your ethnic group?

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

Mixed / multiple ethnic groups

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

Asian / Asian British

Indian
Pakistani
Bangladeshi
Chinese
Any other Asian background

Black / African / Caribbean / Black British

African
Caribbean
Any other Black / African / Caribbean
Background

Other ethnic group

Arab
Any other ethnic group

Q27: Which of these best describes what you are doing at present?

If more than one of these applies to you, please X 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 home

Doing something else

Q28: If you need to see a GP at your GP surgery during your typical working hours, can you take time away from your work to do this?

Yes

No

Q29: Which of the following best describes your smoking habits?

Never smoked

Former smoker

Occasional smoker

Regular smoker

If you are interested in stopping smoking please speak to our reception team as we have an onsite stop smoking advisor.

Thank you for taking the time to complete this questionnaire.