

GP Practice Survey

Practice number

185 (100.0%)

Accessing the practice

Q1 When did you last see a doctor or nurse at the GP surgery?

73 (40.1%) Today or in the last week

82 (45.1%) In the past 3 months

12 (6.6%) Between 3 and 6 months ago

14 (7.7%) More than 6 months ago

1 (0.5%) I have never been seen at my present GP or health centre

Q2 How do you normally book your appointments to see a doctor or nurse at the surgery?

In person	By phone	Online
19 (10.3%)	178 (96.2%)	0 (0.0%)

Q3 Which of the following methods would you prefer to use to book an appointment at the surgery?

In person	By phone	By fax	Online	Email	Text	Digital TV
38 (20.5%)	165 (89.2%)	2 (1.1%)	32 (17.3%)	18 (9.7%)	15 (8.1%)	2 (1.1%)

Q4 Thinking about your last visit, did you see a GP, nurse or nurse practitioner?

Nurse	GP	Nurse practitioner
21 (12.0%)	146 (83.4%)	8 (4.6%)

Q5 If you contacted us by telephone in the past 6 months, how was your experience in getting through?

	Very good	Fairly good	Neither	Fairly poor	Very poor	I have not tried
Getting through on the phone	76 (41.8%)	76 (41.8%)	15 (8.2%)	13 (7.1%)	1 (0.5%)	1 (0.5%)
Speaking to a doctor on the phone	32 (21.6%)	19 (12.8%)	8 (5.4%)	2 (1.4%)	2 (1.4%)	85 (57.4%)
Speaking to a nurse on the phone	19 (13.6%)	6 (4.3%)	8 (5.7%)	1 (0.7%)	0 (0.0%)	106 (75.7%)
Getting test results on the phone	30 (20.3%)	25 (16.9%)	7 (4.7%)	5 (3.4%)	3 (2.0%)	78 (52.7%)

Q6 Thinking about the last time you tried to see a doctor urgently, were you able to see a doctor on the same day or in the next two weekdays when the GP surgery or health centre was open?

119 (65.4%) Yes

25 (13.7%) No but I wanted to

10 (5.5%) No but I was happy to wait

12 (6.6%) Can't remember

16 (8.8%) Not applicable

Q7 How satisfied are you with the opening hours of the practice?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
86 (48.3%)	77 (43.3%)	9 (5.1%)	6 (3.4%)	0 (0.0%)

Waiting at the surgery**Q8 How do you feel about your wait after registering at reception at reception to be seen by a health care professional?**

- 25 (13.7%) I didn't have to wait, I was seen more or less at my appointment time
- 110 (60.4%) I felt the wait was acceptable
- 38 (20.9%) I had to wait longer than acceptable
- 9 (4.9%) I can't remember

Seeing a clinician**Q9 Did you have the confidence and trust in the person you saw?**

Yes, definitely	Yes, to some extent	Not really	Definitely not
138 (75.4%)	40 (21.9%)	5 (2.7%)	0 (0.0%)

Q10 Were you treated with dignity and respect?

Yes, definitely	Yes, to some extent	Not really	Definitely not
162 (91.5%)	14 (7.9%)	1 (0.6%)	0 (0.0%)

Q11 Were you given helpful information about the different options, choices or treatments available to you?

- 44 (26.0%) Yes, in a printed leaflet or booklet
- 95 (56.2%) Yes, verbally (by a health professional)
- 12 (7.1%) No information was given
- 25 (14.8%) No, because no treatment or action was needed

Q12 Were you involved as much as you wanted to be in decisions about your care and treatment?

Yes, definitely	Yes, to some extent	Not really	Definitely not	No decisions had to be made
93 (56.4%)	49 (29.7%)	10 (6.1%)	0 (0.0%)	13 (7.9%)

What could be better

Q13a Thinking about the GP practice, which of these listed below are the most important to you?

Pick 5 only

- 56 (38.4%) Access to more diagnostic tests at your practice
- 89 (61.0%) Access to see a GP at a time convenient to you
- 30 (20.5%) Access to a nurse at a GP practice
- 35 (24.0%) Access to screening programmes
- 21 (14.4%) Alternative ways of booking appointments
 - 5 (3.4%) Access to interpretation and translation services
- 23 (15.8%) Appointment reminder system
- 67 (45.9%) Getting to see a GP urgently
- 20 (13.7%) Earlier opening times in the week
- 23 (15.8%) Opening hours in the week
- 55 (37.7%) Opening hours at the weekend
- 35 (24.0%) Getting through on the phone to book an appointment
- 33 (22.6%) Being able to speak to a GP on the phone
 - 7 (4.8%) Being able to speak to a nurse on the phone
- 36 (24.7%) Repeat prescriptions system
- 33 (22.6%) The friendliness and helpfulness of the receptionists
- 48 (32.9%) Length of time in the waiting room before seeing a GP
- 1 (0.7%) Other (specify below)

Q13b Thinking about the GP practice, which of these listed below are the areas where improvements could be made? Pick 5 only

- 17 (20.0%) Access to more diagnostic tests at your practice
- 25 (29.4%) Access to see a GP at a time convenient to you
- 11 (12.9%) Access to a nurse at a GP practice
- 11 (12.9%) Access to screening programmes
- 23 (27.1%) Alternative ways of booking appointments
 - 8 (9.4%) Access to interpretation and translation services
- 18 (21.2%) Appointment reminder system
- 22 (25.9%) Getting to see a GP urgently
- 14 (16.5%) Earlier opening times in the week
- 12 (14.1%) Opening hours in the week
- 15 (17.6%) Opening hours at the weekend
- 23 (27.1%) Getting through on the phone to book an appointment
- 13 (15.3%) Being able to speak to a GP on the phone
 - 8 (9.4%) Being able to speak to a nurse on the phone
- 20 (23.5%) Repeat prescriptions system
- 16 (18.8%) The friendliness and helpfulness of the receptionists
- 34 (40.0%) Length of time in the waiting room before seeing a GP
- 0 (0.0%) Other (specify below)

Accessing the practice

Q14 If you travelled by car, how satisfied were you with the availability of car parking?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
35 (22.2%)	61 (38.6%)	14 (8.9%)	19 (12.0%)	13 (8.2%)	16 (10.1%)

Q15 How easy did you find getting into the building?

Very easy	Fairly easy	Not very easy	Not at all easy
144 (82.3%)	30 (17.1%)	1 (0.6%)	0 (0.0%)

Q16 If you didn't find it easy, please tell us why.

0 (0.0%)

Environment

Q17 How satisfied or dissatisfied are you with the general condition of the practice building?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Don't know
94 (53.1%)	75 (42.4%)	5 (2.8%)	2 (1.1%)	0 (0.0%)	1 (0.6%)

In the health centre

Q18 How helpful were the receptionists?

Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Not applicable
128 (71.5%)	50 (27.9%)	0 (0.0%)	0 (0.0%)	1 (0.6%)

Waiting at the surgery

Q19 How would you rate the comfort of the waiting area?

Very good	Fairly good	Neither	Fairly poor	Very poor
60 (33.3%)	103 (57.2%)	13 (7.2%)	3 (1.7%)	1 (0.6%)

Q20 How would you rate the cleanliness of the health centre?

Very clean	Fairly clean	Not very clean	Not clean at all	Don't know
99 (56.6%)	72 (41.1%)	3 (1.7%)	1 (0.6%)	0 (0.0%)

Seeing a clinician

Q21 Did the person you saw on your last visit know about any previous care or treatment you had received?

- 96 (55.8%) Yes, definitely
- 46 (26.7%) Yes, to some extent
- 14 (8.1%) Not really
- 3 (1.7%) Definitely not
- 13 (7.6%) DK/CR

Q22 Were you given enough time to discuss your health or medical condition?

- 127 (73.4%) Yes, definitely
- 35 (20.2%) Yes, to some extent
- 7 (4.0%) Not really
- 0 (0.0%) Definitely not
- 4 (2.3%) DK/CR
- 0 (0.0%) I did not need to discuss anything

Q23 Did the person you saw explain the reasons for any treatment or action in a way that you could understand?

- 127 (75.1%) Yes, definitely
- 36 (21.3%) Yes, to some extent
- 2 (1.2%) Not really
- 1 (0.6%) Definitely not
- 3 (1.8%) DK/CR
- 0 (0.0%) No treatment or action was taken

Q24 Overall, how do you feel about the length of time your health professional spent with you?

Not enough time	About the right amount of time	Too much time	DK/CR
12 (6.9%)	155 (89.1%)	0 (0.0%)	7 (4.0%)

Q25 How much confidence and trust do you have in the health care professional that treated you on your last visit?

1	2	3	4	5	6	7	8	9	10
5 (3.0%)	5 (3.0%)	3 (1.8%)	5 (3.0%)	5 (3.0%)	4 (2.4%)	11 (6.5%)	27 (16.0%)	35 (20.7%)	69 (40.8%)

Q26 If you needed any interpreting support to communicate, was this provided/offered for you by the practice?

- 2 (1.6%) Yes
- 2 (1.6%) Yes, but I declined
- 4 (3.2%) No, I had to provide someone to interpret for me
- 118 (93.7%) Not applicable

Q27 If yes, please indicate whether it was British sign language or a foreign language?

- 1 (50.0%) British sign language
- 1 (50.0%) Foreign language

Overall

Q28 Would you recommend this service to your friends or colleagues?

1	2	3	4	5	6	7	8	9	10
4 (2.4%)	2 (1.2%)	5 (3.0%)	5 (3.0%)	8 (4.8%)	3 (1.8%)	15 (9.0%)	25 (15.1%)	32 (19.3%)	67 (40.4%)

Q29 Overall, how satisfied were you with the service you received?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
103 (58.5%)	69 (39.2%)	2 (1.1%)	2 (1.1%)	0 (0.0%)

Q30 Please use the space provided below to tell us how your experience affected your answers.

37 (100.0%)

Providing Fair and Accessible Services

Q31 Are you...?

76 (42.7%) Male

102 (57.3%) Female

Q32 What is your age?

0 (0.0%) 18-24

42 (25.0%) 35-44

22 (13.1%) 55-64

9 (5.4%) 75+

35 (20.8%) 25-34

29 (17.3%) 45-54

14 (8.3%) 65-74

17 (10.1%) Refused

Q33 What is your ethnic origin?

121 (68.0%) White British

1 (0.6%) White and Asian

0 (0.0%) White Irish

0 (0.0%) Any other mixed background

0 (0.0%) Gypsy or Irish traveller

42 (23.6%) Indian

0 (0.0%) Any other White background

4 (2.2%) Pakistani

0 (0.0%) Black African

1 (0.6%) Bangladeshi

0 (0.0%) Black Caribbean

0 (0.0%) Chinese

0 (0.0%) Any other Black Background

0 (0.0%) Any other Asian background

1 (0.6%) White and Black Caribbean

0 (0.0%) Arab

1 (0.6%) White and Black African

7 (3.9%) Other

Q34 Do you consider yourself to have a long disability or long term disability?

14 (28.6%) Physical impairment

2 (4.1%) Learning disability

2 (4.1%) Visual impairment

13 (26.5%) Long standing illness or health condition

8 (16.3%) Hearing Impairment / deaf

8 (16.3%) Other (please specify)

15 (30.6%) Mental health condition

3 (100.0%)

Q35 What is your religion or beliefs?

0 (0.0%) Buddhist

2 (1.2%) Hindu

49 (28.7%) Muslim

27 (15.8%) None

83 (48.5%) Christian

0 (0.0%) Jewish

0 (0.0%) Sikh

10 (5.8%) Other

Q36 What is your sexual orientation?

Heterosexual /
straight

Gay / Lesbian

Bisexual

Other

150 (92.0%)

4 (2.5%)

2 (1.2%)

7 (4.3%)