

GENERAL PRACTICE ASSESSMENT QUESTIONNAIRE

About Receptionists and Appointments

Q1. How helpful do you find the receptionists at your GP practice?		%
1	Very helpful	69.8
2	Fairly helpful	28.2
3	Not very helpful	1
4	Not at all helpful	1
5	Don't know	0

Q2. How easy is it to get through to someone at your GP practice on the phone?		%
1	Very easy	29.2
2	Fairly easy	61.3
3	Not very easy	3.8
4	Not at all easy	0
5	Don't know	1
6	Haven't tried	4.7

Q3. How easy is it to speak to a doctor or nurse on the phone at your GP practice?		%
1	Very easy	12.2
2	Fairly easy	26.4
3	Not very easy	11.3
4	Not at all easy	3.8
5	Don't know	11.3
6	Haven't tried	35

Q4. If you need to see a GP urgently, can you normally get seen on the same day?		%
1	Yes	78.3
2	No	13.2
3	Don't know / never needed to	8.5

Q5. How important is it to you to be able to book appointments ahead of time in your practice?		%
1	Important	90.6
2	Not important	9.4

Q6. How easy is it to book ahead in your practice?		%
1	Very easy	28.3
2	Fairly easy	40.6
3	Not very easy	25.4
4	Not at all easy	4.7
5	Don't know	1
6	Haven't tried	0

Q7. How do you normally book your appointments at your practice?	%
1 In person	20.8
2 By phone	79.2
3 Online	0
4 Doesn't apply	0

Q.8 Which of the following methods would you prefer to use to book appointments at your practice?	%
1 In person	17.9
2 By phone	75.4
3 Online	5.7
4 Doesn't apply	1

Q9. How quickly do you usually get seen?	%
1 Same day or next day	23.6
2 2-4 days	10.4
3 5 days or more	49
4 I don't usually need to be seen quickly	8.5
5 Don't know, never tried	8.5

Q10. How do you rate this?	%
1 Excellent	14.2
2 Very good	15.1
3 Good	16
4 Fair	27.4
5 Poor	11.3
6 Very poor	6.6
7 Does not apply	9.4

Q11. How quickly do you usually get seen?	%
1 Same day or next day	55.7
2 2-4 days	22.6
3 5 days or more	16
4 I don't usually need to be seen quickly	3.8
5 Don't know, never tried	1.9

Q12. How do you rate this?	%
1 Excellent	26.4
2 Very good	25.5
3 Good	23.6
4 Fair	14.2
5 Poor	4.7
6 Very poor	2.8
7 Does not apply	2.8

Q13. How long did you wait for your consultation to start?		%
1	Less than 5 minutes	5.6
2	5 – 10 minutes	38.7
3	11 – 20 minutes	30.2
4	21 – 30 minutes	19.8
5	More than 30 minutes	5.7
6	There was no set time for my consultation	0

Q14. How do you rate this?		%
1	Excellent	15.1
2	Very good	17
3	Good	19.8
4	Fair	34.9
5	Poor	10.4
6	Very poor	2.8
7	Does not apply	0

About Opening Times

Q15. Is your GP practice currently open at times that are convenient to you?		%
1	Yes	86.8
2	No	10.4
3	Don't know	2.8

Q16. Which of the following additional opening hours would make it easier for you to see or speak to someone?		%
1	Before 8am	14.3
2	At lunchtime	0
3	After 6.30pm	21.5
4	On a Saturday	50
5	On a Sunday	0
6	None of these	14.2

About seeing the Doctor of your choice

Q17. Is there a particular GP you usually prefer to see or speak to?		%
1	Yes	46.2
2	No	53.8
3	There is usually only one doctor in my surgery	0

Q18. How often do you see or speak to the GP you prefer?		%
1	Always or almost always	40.9
2	A lot of the time	26.5
3	Some of the time	26.5
4	Never or almost never	6.1
5	Not tried at this GP practice	0

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

Q19. Giving you enough time		%
1	Very good	57.6
2	Good	31.1
3	Fair	6.6
4	Poor	0
5	Very poor	0
6	Does not apply	4.7

Q20. Listening to you		%
1	Very good	64.2
2	Good	23.6
3	Fair	7.5
4	Poor	0
5	Very poor	0
6	Does not apply	4.7

Q21. Explaining tests and treatments		%
1	Very good	56.6
2	Good	27.3
3	Fair	7.5
4	Poor	1
5	Very poor	1
6	Does not apply	6.6

Q22. Involving you in decisions about your care		%
1	Very good	53.8
2	Good	24.5
3	Fair	8.4
4	Poor	1
5	Very poor	1
6	Does not apply	11.3

Q23. Treating you with care and concern		%
1	Very good	54.7
2	Good	30.2
3	Fair	7.5
4	Poor	1
5	Very poor	0
6	Does not apply	6.6

Q24. Did you have confidence and trust in the GP you saw or spoke to?		%
1	Yes, definitely	72.6
2	Yes, to some extent	20.7
3	No, not at all	1
4	Don't know / can't say	5.7

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

Q25. Giving you enough time		%
1	Very good	49.1
2	Good	22.6
3	Fair	3.8
4	Poor	0
5	Very poor	0
6	Does not apply	24.5

Q26. Listening to you		%
1	Very good	47.2
2	Good	22.6
3	Fair	3.8
4	Poor	0
5	Very poor	0
6	Does not apply	26.4

Q27. Explaining tests and treatments		%
1	Very good	46.2
2	Good	19.8
3	Fair	5.7
4	Poor	0
5	Very poor	0
6	Does not apply	28.3

Q28. Involving you in decisions about your care		%
1	Very good	41.5
2	Good	16
3	Fair	3.8
4	Poor	0
5	Very poor	0
6	Does not apply	38.7

Q29. Treating you with care and concern		%
1	Very good	49.1
2	Good	16.9
3	Fair	3.8
4	Poor	0
5	Very poor	0
6	Does not apply	30.2

Q30. Did you have confidence and trust in the nurse you saw or spoke to?		%
1	Yes, definitely	62.2
2	Yes, to some extent	8.5
3	No, not at all	1
4	Don't know / can't say	28.3

About care from your Doctors and Nurses

Q31. Understand your health problems?		%
1	Very well	73.6
2	Unsure	13.2
3	Not very well	1.9
4	Does not apply	11.3

Q32. Cope with your health problems		%
1	Very well	74.5
2	Unsure	15.1
3	Not very well	0
4	Does not apply	10.4

Q33. Keep yourself healthy		%
1	Very well	70.8
2	Unsure	16.9
3	Not very well	1
4	Does not apply	11.3

Q34. Overall, how would you describe your experience of your GP surgery?		%
1	Excellent	34.9
2	Very good	42.4
3	Good	13.2
4	Fair	8.5
5	Poor	0
6	Very poor	1

Q35. Would you recommend your GP surgery to someone who has just moved to your local area?		%
1	Yes, definitely	68.8
2	Yes, probably	24.5
3	No, probably not	1.9
4	No, definitely not	1
5	Don't know	3.8

It will help us to understand your answers if you could tell us a little about yourself

Q36. Are you ?		%
1	Male	29.2
2	Female	70.8

Q37. How old are you?		%
1	Under 16	0
2	16 to 44	50.9
3	45 to 64	32.1
4	65 to 74	13.2
5	75 or over	3.8

Q38. Do you have a long-standing health condition?		%
1	Yes	40.6
2	No	51.9
3	Don't know / can't say	7.5

Q39. What is your ethnic group?		%
1	White	95.2
2	Black or Black British	1
3	Asian or Asian British	2.8
4	Mixed	0
5	Chinese	0
6	Other ethnic group	1

Q40. Which of the following best describes you?		%
1	Employed (full or part time, including self-employed)	61.3
2	Unemployed / looking for work	1.9
3	At school or in full time education	0
4	Unable to work due to long term sickness	3.8
5	Looking after your home/family	12.2
6	Retired from paid work	18.9
7	Other	1.9