

THE GP PATIENT SURVEY

We would be grateful if you would complete this survey about Blue Dykes Surgery. Your Doctors want to provide you the highest standard of care.

Feedback from this survey will help the Surgery to identify areas that may need improvement. ***Your opinions are very valuable.***

Please answer ALL the questions that apply to you by putting a tick 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.

Arriving for your appointment

Q1. How easy do you find getting into the Surgery building?

Very easy	
Fairly easy	
Not very easy	
Not at all easy	

Q2. How clean is the Surgery?

Very clean	
Fairly clean	
Not very clean	
Not at all clean	
Don't know	

Q3. In the reception area, can other patients overhear what you say to the Receptionist?

Yes, but don't mind	
Yes and am not happy about it	
No, other patients cannot overhear	
Don't know	

Q4. If the surgery were to extend into the existing car-park this would provide additional accommodation and services for our patients. Do you feel the benefits of this would outweigh the reduction in the amount of on-site parking?

Your comments please

Thinking about your Practice, how easy is it to

Q5. Get through to a Receptionist on the telephone

Very easy	
Fairly easy	
Not very easy	
Not at all easy	
Don't know	
Have not tried	

Q6. Speak to a Doctor or Nurse on the telephone

Very easy	
Fairly easy	
Not very easy	
Not at all easy	
Don't know	
Have not tried	

Q7. Booking ahead

Very easy	
Fairly easy	
Not very easy	
Not at all easy	
Don't know	
Have not tried	

Q8. If you require urgent medical advice are you able to speak to, or see, a Health Care Professional on the same day?

Yes	
No	
Don't know/never needed to	

Q9. How important is it to you to be able to book appointments ahead of time at Blue Dykes Surgery?

Important	
Not important	

Q10. How many appointments have you had at the surgery with any healthcare professional in the last 6 months?

0-3	
4-6	
7-10	
10-14	
15+	

Thinking of your most recent consultation with a Doctor or Nurse

Q11. How long did you wait for your most recent consultation to start?(After your allocated appointment time.)

Less than 5 minutes	
5-10 minutes	
11-20 minutes	
21-30 minutes	
More than 30 minutes	
There was not a set time for my consultation	

Q12. How do you rate the waiting time for your consultation to start?

Excellent	
Very good	
Good	
Fair	
Poor	
Very poor	
Does not apply	

Your Doctor

On your last visit to a Doctor

Q13. On that occasion, in your opinion, did the doctor know enough about your condition or treatment?

Knew enough	
Something but not enough	
Little or nothing	
Can't say	

Q14. On that occasion, did the Doctor answer the question you asked?

Yes	
Some	
None	
I did not ask any	

Q15. How good was the last Doctor you saw at each of the following

Giving you enough time

Very good	
Good	
Fair	
Poor	
Very poor	
Does not apply	

Listening to you

Very good	
Good	
Fair	
Poor	
Very poor	
Does not apply	

Explaining tests and treatments

Very good	
Good	
Fair	
Poor	
Very poor	
Does not apply	

Involving you in decisions about your care

Very good	
Good	
Fair	
Poor	
Very poor	
Does not apply	

Treating you with care and concern

Very good	
Good	
Fair	
Poor	
Very poor	
Does not apply	

The Nurses at Blue Dykes Surgery

Q16. Thinking about the last time you saw a Nurse at the Surgery on your own behalf in your opinion did the Nurse know enough about your condition or treatment?

Yes	
Something but not enough	
Little or nothing	
Can't say	
Have not seen a nurse	Go to Q19.

Q17. On that occasion did the Nurse answer the questions you asked?

Yes	
Some	
None	
I did not ask any	

Q18. How good was the last Nurse you saw at each of the following?

Giving you enough time

Very good	
Good	
Fair	
Poor	
Very poor	
Does not apply	

Listening to you

Very good	
Good	
Fair	
Poor	
Very poor	
Does not apply	

Treating you with care and concern

Very good	
Good	
Fair	
Poor	
Very poor	
Does not apply	

Care from Blue Dykes Surgery

Q19. Overall, how would you describe your experience of Blue Dykes Surgery?

Excellent	
Very good	
Good	
Fair	
Poor	
Very poor	

Q20. Would you recommend your Blue Dykes Surgery to someone who has just moved to your local area?

Yes, definitely	
Yes, probably	
No, probably not	
No, definitely not	
Don't know	

Q.21 How helpful do you find the Receptionists at Blue Dykes Surgery?

Extremely helpful	
Very helpful	
Fairly helpful	
Not very helpful	
Not at all helpful	
Don't know	

About you

Q22. Are you?

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>

Q23. How old are you?

Under 16	<input type="checkbox"/>
16-44	<input type="checkbox"/>
45-64	<input type="checkbox"/>
65-74	<input type="checkbox"/>
75 or over	<input type="checkbox"/>

Q24. Do you have a long-standing health condition?

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know/Can't say	<input type="checkbox"/>

Q25. What is your ethnic group?

White	<input type="checkbox"/>
Black or Black British	<input type="checkbox"/>
Asian or Asian British	<input type="checkbox"/>
Mixed	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
Other ethnic group	<input type="checkbox"/>

Q26. Which of the following best describes you?

Employed (full or part-time)	<input type="checkbox"/>
Unemployed/looking for work	<input type="checkbox"/>
At school or in full time education	<input type="checkbox"/>
Unable to work due to long term sickness	<input type="checkbox"/>
Looking after your home/family	<input type="checkbox"/>
Retired	<input type="checkbox"/>
Other	<input type="checkbox"/>

Q27. Finally, we value your opinions so would you please add any other comments you would like to make about your GP practice

Your comments please