

THE GP PATIENT SURVEY

Your Doctor, Your Experience, Your Say

Thank you for taking the time to answer these questions. Please answer the questions below and return as soon as possible. Your answers will be completely confidential. Please place a ✓ in ONE BOX for each question which comes closest to your own opinion or experience.



If you would prefer to complete the survey online, please go to www.gp-patient.co.uk and follow the instructions.

Before you start

- The following questions are about making appointments with a doctor at your GP surgery
- **By appointments we mean either seeing a doctor at your GP surgery or speaking to a GP on the phone**
- Please only include appointments you have made for yourself, not for children or other people

Q1 When was the last time you made an appointment with a doctor at your GP surgery?

- Less than 3 months ago
 Between 3 and 6 months ago
 More than 6 months ago

Q2 In general, are you satisfied with how easy it is to get through to someone on the phone at your doctor's surgery?

- Yes No

Q3 In the last 6 months, have you tried to get an appointment with a doctor fairly quickly about any matter?
By 'fairly quickly' we mean on the same day or on the next 2 days the surgery was open.

- YesPlease answer Q4
 NoPlease go to Q5

Q4 Think about the last time you tried to get an appointment with a doctor fairly quickly. Were you able to get the appointment on the same day or on the next 2 days the surgery was open?

- Yes No

Thinking about less urgent appointments...

Q5 In the last 6 months, have you wanted to book ahead for an appointment with a doctor?

By 'booking ahead' we mean booking an appointment more than 2 full days in advance.

- YesPlease answer Q6
 NoPlease go to Q7

Q6 Last time you wanted to, were you able to get an appointment with a doctor more than 2 full days in advance?

- Yes No

Q7 In the last 6 months, have you ever wanted to make an appointment with a particular doctor at your GP surgery?

- YesPlease answer Q8
 NoPlease go to Q9

Q8 Last time you wanted to, were you able to make an appointment with a particular doctor – even if it meant waiting longer?

- Yes No

Now a question about your GP surgery's opening hours

Q9a Over the last 6 months or so, were you satisfied with the hours your GP surgery was open?

- Yes, I was satisfied with the opening hoursPlease go to Q10
- No, I was dissatisfied with the opening hoursPlease answer Q9b

Q9b I was dissatisfied because... Please tick the ONE box closest to your views

- ... the surgery was not open early enough in the morning
- ... the surgery was not open around lunchtime
- ... the surgery was not open late enough in the evening
- ...the surgery was not open on a Saturday
- ...the surgery was not open on a Sunday
- ...of some other reason

Finally, some questions about you

Q10 How many appointments have you made with a doctor at your GP surgery in the last 12 months?

- | | |
|-------------------------------|-------------------------------------|
| <input type="checkbox"/> None | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 7-10 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 11-15 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 16-25 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 26 or more |
| <input type="checkbox"/> 5 | |

Q11 Are you male or female?

- Male
- Female

Q12 How old are you?

- | | |
|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 55-59 |
| <input type="checkbox"/> 18-19 | <input type="checkbox"/> 60-64 |
| <input type="checkbox"/> 20-24 | <input type="checkbox"/> 65-74 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 85 or over |
| <input type="checkbox"/> 45-54 | |

Q13 What is your ethnic group? Choose one section from A to E, then select the appropriate option to indicate your ethnic group

A. White

- British
- Irish
- Any other White background

(Please write in)

B. Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed background

(Please write in)

C. Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

(Please write in)

D. Black or Black British

- Caribbean
- African
- Any other Black background

(Please write in)

E. Chinese or other ethnic group

- Chinese
- Any other

(Please write in)

Thank you for taking the time to answer these questions.

Please return the questionnaire in the envelope provided to:c/o Data Capture Scanning, FREEPOST PLUS RLST-XGSL-ZJYK, Ipsos MORI, Research Services House, Elmgrove Road, Harrow, HA1 2QG

Reference/ Username:

Online password: ABCDE