



# General Practice Assessment Questionnaire

We would be grateful if you would complete this survey about your general practice. Your doctors want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you by clicking 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.

**Thank you.**

## About Your Visit to the GP Today

**How good was the GP at:**

**Q1. Putting you at ease?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very Poor
- 6 Does not apply

**Q2. Being polite and considerate?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very poor
- 6 Does not apply

**Q3. Listening to you ?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very poor
- 6 Does not apply

**Q4. Giving you enough time?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very poor
- 6 Does not apply

**Q5. Assessing your medical condition ?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very poor
- 6 Does not apply

**How good was the GP at:**

**Q6. Explaining your condition and treatment?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very Poor
- 6 Does not apply

**Q7. Involving you in decisions about your care?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very Poor
- 6 Does not apply

**Q8. Providing or arranging treatment for you?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very Poor
- 6 Does not apply

**Q9. Did you have confidence that the GP is honest and trustworthy?**

- 1 Yes, definitely
- 2 Yes to some extent
- 3 No, not at all
- 4 Don't know / can't say

**Q10. Did you have any confidence that the doctor will keep your information confidential?**

- 1 Yes, definitely
- 2 Yes to some extent
- 3 No, not at all
- 4 Don't know / can't say

**Q11. Would you be completely happy to see this GP again?**

- 1 Yes
- 2 No

**Q12. How helpful do you find the receptionists at your GP practice?**

- 1 Very helpful
- 2 Fairly helpful
- 3 Not very helpful
- 4 Not at all helpful
- 5 Don't know

**Q13. How easy is it to get through to someone at your GP practice on the phone?**

**Before 9 am**

- 1 Very easy
- 2 Fairly easy
- 3 Not very easy
- 4 Not at all easy
- 5 Don't know
- 6 Haven't tried

**After 9am**

- 1 Very easy
- 2 Fairly easy
- 3 Not very easy
- 4 Not at all easy
- 5 Don't know
- 6 Haven't tried

**Q14. How easy is it to speak to a doctor or nurse on the phone at your GP practice?**

- 1 Very easy
- 2 Fairly easy
- 3 Not very easy
- 4 Not at all easy
- 5 Don't know
- 6 Haven't tried

**Q15. If you need to see a GP urgently, can you normally get seen on the same day?**

- 1 Yes
- 2 No
- 3 Don't know / never needed to

**Q16. How important is it to you to be able to book appointments ahead of time in your practice?**

- 1 Important
- 2 Not important

**Q17. How easy is it to book ahead in your practice?**

- 1 Very easy
- 2 Fairly easy
- 3 Not very easy
- 4 Not at all easy
- 5 Don't know
- 6 Haven't tried

**Q18. How do you normally book your appointments at your practice?  
(please X all boxes that apply)**

- 1 In person
- 2 By phone
- 3 Online
- 4 Doesn't apply

**Q19. Which of the following methods would you prefer to use to book appointments at your practice?  
(please X all boxes that apply)**

- 1 In person
- 2 By phone
- 3 Online
- 4 Doesn't apply

**Thinking of times when you want to see a particular doctor:**

**Q20. How quickly do you usually get seen?**

- 1 Same day or next day
- 2 2 - 4 days
- 3 5 days or more
- 4 I don't usually need to be seen quickly
- 5 Don't know, never tried

**Q21 How do you rate how quickly you were seen?**

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Satisfactory
- 5 Poor
- 6 Very poor
- 7 Does not apply

**Thinking of times when you are willing to see any doctor:**

**Q22 How quickly do you usually get seen?**

- 1 Same day or next day
- 2 2 - 4 days
- 3 5 days or more
- 4 I don't usually need to be seen quickly
- 5 Don't know, never tried

**Q23 How do you rate how quickly you were seen?**

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Satisfactory
- 5 Poor
- 6 Very poor
- 7 Does not apply

**Thinking of your most recent consultation with a doctor or nurse**

**Q24. How long did you wait for your consultation to start?**

- 1 Less than 5 minutes
- 2 5 – 10 minutes
- 3 11 – 20 minutes
- 4 21 – 30 minutes
- 5 More than 30 minutes
- 6 There was no set time for my consultation

**Q25. How do you rate how long you waited?**

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Satisfactory
- 5 Poor
- 6 Very poor
- 7 Does not apply

**Q26. Is your GP practice currently open at times that are convenient to you?**

1 Yes ..... **Go to Q28**

2 No

3 Don't know

**Q27. Which of the following additional opening hours would make it easier for you to see or speak to someone?**

**(please X all boxes that apply)**

- 1 Before 8am
- 2 At lunchtime
- 3 After 6.30pm
- 4 On a Saturday
- 5 On a Sunday
- 6 None of these

**Q28 Is there a particular GP you usually prefer to see or speak to?**

1 Yes

2 No ..... **Go to Q30**

3 There is usually only one doctor in my surgery ..... **Go to Q30**

**Q29. How often do you see or speak to the GP you prefer?**

- 1 Always or almost always
- 2 A lot of the time
- 3 Some of the time
- 4 Never or almost never
- 5 Not tried at this GP practice

**(If you haven't seen a nurse in the last 6 months please go to Q37)**

**How good was the Nurse you last saw at:**

**Q30. Putting you at ease?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very poor
- 6 Does not apply

**Q31. Giving you enough time?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very poor
- 6 Does not apply

**Q32. Listening to you?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very poor
- 6 Does not apply

**Q33. Explaining your condition and treatment?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very poor
- 6 Does not apply

**Q34. Involving you in decisions about your care?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very poor
- 6 Does not apply

**Q35. Providing or arranging treatment for you?**

- 1 Very good
- 2 Good
- 3 Satisfactory
- 4 Poor
- 5 Very poor
- 6 Does not apply

**Q36. Would you be completely happy to see this nurse again?**

- 1 Yes
- 2 No

## About care from your doctors and nurses

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:

### Q37. Understand your health problems?

- 1 Very well
- 2 Fairly well
- 3 Not very well
- 4 Poor
- 5 Very poor

### Q38 Cope with your health problems

- 1 Very well
- 2 Fairly well
- 3 Not very well
- 4 Poor
- 5 Very poor

### Q39 Keep yourself healthy

- 1 Very well
- 2 Fairly well
- 3 Not very well
- 4 Poor
- 5 Very poor

### Q40 Overall, how would you describe your experience of your GP surgery?

- 1 Excellent
- 2 Very good
- 3 Good
- 4 Satisfactory
- 5 Poor
- 6 Very poor

### Q41 Would you recommend your GP surgery to someone who has just moved to your local area?

- 1 Yes, definitely
- 2 Yes, probably
- 3 No, probably not
- 4 No, definitely not
- 5 Don't know

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

### Q42 Are you ?

- 1 Male
- 2 Female

### Q43 How old are you?

- 1 Under 16
- 2 16 to 44
- 3 45 to 64
- 4 65 to 74
- 5 75 or over

### Q44 Do you have a long-standing health condition?

- 1 Yes
- 2 No
- 3 Don't know / cant say

### Q45 What is your ethnic group?

- 1 White
- 2 Black or Black British
- 3 Asian or Asian British
- 4 Mixed
- 5 Chinese
- 6 Other ethnic group

### Q46 Which of the following best describes you?

- 1 Employed  
(full or part time, including self- employed)
- 2 Unemployed / looking for work
- 3 At school or in full time education
- 4 Unable to work due to long term sickness
- 5 Looking after your home / family
- 6 Retired from paid work
- 7 Other

## Dispensing

**Q41** How would you rate the surgery's dispensing service?

- <sub>1</sub> Very good
- <sub>2</sub> Good
- <sub>3</sub> Fair
- <sub>4</sub> Poor
- <sub>5</sub> Very poor
- <sub>6</sub> Does not apply

**Q42** If you have raised a medication query with dispensary , how would you rate the response?

- <sub>1</sub> Very good
- <sub>2</sub> Good
- <sub>3</sub> Fair
- <sub>4</sub> Poor
- <sub>5</sub> Very poor
- <sub>6</sub> Does not apply

**Q43** How do you rate our prescription ordering and collection services?

- <sub>1</sub> Very good
- <sub>2</sub> Good
- <sub>3</sub> Fair
- <sub>4</sub> Poor
- <sub>5</sub> Very poor
- <sub>6</sub> Does not apply

**Q44** How would you rate your chemist's service?

- <sub>1</sub> Very good
- <sub>2</sub> Good
- <sub>3</sub> Fair
- <sub>4</sub> Poor
- <sub>5</sub> Very poor
- <sub>6</sub> Does not apply

Finally please add any other comments you would like to make about your GP Practice.

Please return form to the front desk.

Thankyou.