

Hampton Health GP Patient Survey 2013/2014

Please answer all the questions below by putting an x in ONE BOX for each question. We will keep your answers completely confidential.

If you would like to complete this survey on line please go to www.hamptonhealth.co.uk

SECTION A: ABOUT YOUR SURGERY

Q1	When visiting your GP surgery, how convenient is it for you to park your car?			
	<i>I haven't tried.....</i>	<i>Fairly easy</i>	<i>Not at all easy.....</i>	
	<i>Very easy.....</i>	<i>Not very easy</i>		

Q2	How easy do you find it to get into the building at your GP surgery?			
	<i>Very easy.....</i>	<i>Not very easy</i>		
	<i>Fairly easy.....</i>	<i>Not at all easy.....</i>		

Q3	In the reception area can other patients overhear what you say to the receptionist?			
	<i>Yes, but I don't mind.....</i>		<i>No, other patients can't overhear.....</i>	
	<i>Yes, and I am not happy about it</i>		<i>I don't know</i>	

Q4	How helpful do you find the receptionists at the GP surgery?			
	<i>Very helpful</i>	<i>Fairly helpful ...</i>	<i>Not very helpful .</i>	<i>Not at all helpful.</i>

Q5	Have you registered with the practice within the last 12 months?			
	<i>Yes(Go to Q6)</i>		<i>No(Go to Section B).....</i>	

Q6	How easy did you find the registration process?			
	<i>Very easy.....</i>	<i>Fairly easy</i>	<i>Not very easy ...</i>	<i>Not at all easy....</i>

Q7	Do you feel you received sufficient information about the practice when you registered?			
	<i>Yes.....</i>		<i>No.....</i>	

Q8	If no, please provide more details of what other information you would have found helpful and whether you would prefer this on paper or on our website.			

SECTION B: GETTING THROUGH ON THE PHONE

Now, please think about the times you have contacted your GP surgery.

Q9	When you rang the surgery for an appointment, how easy did you find the following? Please put an x in one box on each row	<i>Haven't tried</i>	<i>Very easy</i>	<i>Fairly easy</i>	<i>Not very easy</i>	<i>Not at all easy</i>	<i>Don't know</i>
	Getting through on the phone						
	Speaking to a doctor on the phone						
	Speaking to a nurse on the phone						
	Getting test results on the phone						

Q10	Does your practice operate an automated telephone system, for example asks you to press 1 for appointments?						
		Yes		No			

Q11	If yes, is it easy to obtain the correct department that you require?						
		Yes		No			

Q12	If no, please provide more detail about your concerns.						

SECTION C: ACCESS TO A DOCTOR OR NURSE

Q13	Have you tried to access a doctor or nurse on the same day or within 2 days that the surgery was open?						
		Yes		No			

Q14	On that occasion, how did you make contact with your doctor or nurse?						
		<i>I telephoned the surgery and made an appointment to see the doctor/nurse</i>					
		<i>The doctor/nurse rang me back</i>					
		<i>The doctor/nurse emailed me back</i>					
		<i>I was not able to contact a doctor/nurse or other health professional</i>					

Q15	Have you tried to book ahead for an appointment with a doctor more than 2 full days in advance.						
		Yes		No		I can't remember	

Q16	Last time you tried, were you able to get an appointment with a doctor more than 2 full days in advance?						
		Yes		No		I can't remember	

SECTION D: WAITING FOR YOUR APPOINTMENT

Q17	How long after your appointment do you normally wait to be seen?				
	<i>I am normally seen at my appointment time...</i>		<i>5 to 15 minutes.....</i>		<i>More than 30 minutes ...</i>
	<i>Less than 5 minutes...</i>		<i>16 to 30 minutes</i>		<i>I can't remember.....</i>

Q18	If you have to wait would you like to be kept informed?				
	<i>Yes.....</i>		<i>No.....</i>		<i>I am kept informed.....</i>
					<i>I don't mind</i>

SECTION E: SEEING THE DOCTOR YOU PREFER

Q19	Is there a particular doctor you prefer to see at your GP surgery?				
	<i>Yes.....</i>		<i>No.....</i>		

Q20	If yes, how long does it take to see the doctor you prefer to see at your surgery?				
	<i>1-5 days</i>		<i>1-2 weeks</i>		<i>Longer than 2 weeks.....</i>
					<i>I don't have to wait.....</i>

SECTION F: GP SURGERY OPENING HOURS

Q21	How satisfied are you with the hours that your GP surgery is open?				
	<i>Very satisfied</i>		<i>Fairly dissatisfied</i>		
	<i>Fairly satisfied.....</i>		<i>Very dissatisfied.....</i>		
	<i>Neither satisfied nor dissatisfied</i>		<i>I am not sure when my GP surgery is open</i>		

Q22	If you would like to comment on your surgery opening hours, please write in the box below.

SECTION G: SEEING A DOCTOR IN THE GP SURGERY

Please answer the next questions thinking about the last time you saw a doctor at your GP surgery.

Q23	GP appointments are booked to last 10 minutes, although longer appointments can be arranged. Thinking about the last time you saw a doctor at your GP surgery, how good was the doctor at each of the following? Please put an x in one box for each row.						
		<i>Very good</i>	<i>Good</i>	<i>Neither good nor poor</i>	<i>Poor</i>	<i>Very poor</i>	<i>Doesn't apply</i>
	Giving you enough time						
	Asking about your symptoms						
	Listening to you						
	Explaining tests and treatment						
	Involving you in decisions about your care						
	Treating you with care and concern						
	Taking your problems seriously						

Q24	Did you have confidence and trust in the doctor you saw? If the answer is no, please tell us about it.						
	<i>Yes, definitely</i>		<i>No, not at all</i>				
	<i>Yes, to some extent</i>		<i>Don't know/can't say</i>				
Comments							

Q25	For those with ongoing/long term health conditions Do you feel there is continuity of care i.e. information is shared by the doctors so that you can see any doctor about your condition?						
	<i>Yes</i>		<i>No</i>				

Q26	If no, please provide more detail.						

SECTION H: SEEING A PRACTICE NURSE AT THE GP SURGERY

Q27	Have you seen a practice nurse at your GP surgery?			
	Yes	No		

Q28	How easy is it to get an appointment with a practice nurse at your GP surgery?			
	Haven't tried	Fairly easy	Not at all easy	
	Very easy	Not very easy	I don't know	

Q29	Last time you saw a practice nurse at your GP surgery, how good was the practice nurse at each of the following? Please put an x in one box for each row.						
		<i>Very good</i>	<i>Good</i>	<i>Neither good nor poor</i>	<i>Poor</i>	<i>Very poor</i>	<i>Doesn't apply</i>
	Giving you enough time						
	Asking about your symptoms						
	Listening to you						
	Explaining tests and treatment						
	Involving you in decisions about your care						
	Treating you with care and concern						
	Taking your problems seriously						

SECTION I: SERVICES OFFERED BY THE PRACTICE

Q30	The practice offers a range of services. Please put an X in the box for ones that you currently use or would like to use.		
		<i>Currently use</i>	<i>Would like to use</i>
	On line ordering of prescriptions		
	On line booking of appointments		
	Telephone appointments with the doctor or Advanced Nurse Practitioners		
	Early morning appointments		
	Late evening appointments		
	Practice Website		
	Patient Participation Group		

Q31	Are there any other questions you would like included on future surveys? If yes, please write them in the box below.

Thank you for taking part in this survey. Your participation in this survey helps with continuing efforts to provide compassionate, professional healthcare which meets the highest standards.

SECTION J: ABOUT YOU

This additional information will help to make sure we have tried to reach a representative sample of the patients who are registered at this practice.

Q32 Are you male or female?

	<i>Male</i>	<i>Female</i>		
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Q33 What is your age?

	<i>Under 16</i>	<i>35-44</i>	<i>65-74</i>	
	<i>17-24</i>	<i>45-54</i>	<i>75-84</i>	
	<i>25-34</i>	<i>55-64</i>	<i>Over 84</i>	

Q34 What is your ethnic origin?

	<i>White British</i>	<i>Mixed (Other)</i>	<i>Asian or Asian British - Bangladeshi</i>	
	<i>White Irish</i>	<i>Black or Black British - African</i>	<i>Asian Other</i>	
	<i>White Other</i>	<i>Black or Black British - Caribbean</i>	<i>Chinese</i>	
	<i>Mixed (White and Black African)</i>	<i>Black Other</i>	<i>Any other ethnic group</i>	
	<i>Mixed (White and Black Caribbean)</i>	<i>Asian or Asian British - Indian</i>		
	<i>Mixed (White and Asian)</i>	<i>Asian or Asian British - Pakistani</i>		
	<i>If 'other' please write here</i>			

Q35 How would you describe how often you come to the practice?

	<i>Regularly</i>	<i>Occasionally</i>	<i>Rarely</i>	
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Q36 Do you consider yourself to have a disability?

	<i>Yes</i>	<i>No</i>		
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Please note that no medical information or questions will be responded to.

The information you supply us will be used lawfully, in accordance with the Data Protection Act 1998. The Data Protection Act 1998 give you the right to know what information is held about you and sets out rules to make sure that this information is handled properly.