

Please answer the questions below by putting an **X** in one box for each question unless more than one answer is allowed (these questions are clearly marked). We will keep your answers completely confidential.

THE VERNON STREET & LANES MEDICAL CENTRE

Q1

Generally, how easy is it to get through to someone at your GP practice on the phone?

- ☐ Very easy
- ☐ Fairly easy
- ☐ Not very easy
- ☐ Not at all easy
- ☐ Haven't tried

Q2

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

- ☐ Very helpful
- ☐ Fairly helpful
- ☐ Not very helpful
- ☐ Not at all helpful
- ☐ Don't know

Q3

In the past 12 months, have you booked general practice appointments in any of the following ways?

Please put an X in all the boxes that apply to you.

- ☐ In person
- ☐ By phone
- ☐ By automated telephone booking
- ☐ Online including on an app
- ☐ Via another route, such as NHS 111
- ☐ Doesn't apply / none of these

Q4

As far as you know, which of the following online services does your GP practice offer?

By 'online' we mean on a website or smartphone app.

Please put an X in all the boxes that apply to you.

- ☐ Booking appointments online
- ☐ Ordering repeat prescriptions online
- ☐ Accessing my medical records online
- ☐ None of these
- ☐ Don't know

Q5

Which of the following general practice online services have you used in the past 12 months?

By 'online' we mean on a website or smartphone app.

Please put an X in all the boxes that apply to you.

- ☐ Booking appointments online
- ☐ Ordering repeat prescriptions online
- ☐ Accessing my medical records online
- ☐ None of these

Q6

How easy is it to use your GP practice's website to look for information or access services?

- ☐ Very easy
- ☐ Fairly
- ☐ easy
- ☐ Not very easy
- ☐ Not at all easy
- ☐ Haven't tried

Q7

As far as you are aware, what general practice appointment times are available to you?

Please put an X in all the boxes that apply to you.

- ☐ Before 8am on at least one weekday
- ☐ Weekdays between 8am and 6.30pm
- ☐ After 6.30pm on a weekday
- ☐ On a Saturday
- ☐ On a Sunday
- ☐ Don't know

- Q8** How satisfied are you with the general practice appointment times that are available to you?
- ☐ Very satisfied
 - ☐ Fairly satisfied
 - ☐ Neither satisfied nor dissatisfied
 - ☐ Fairly dissatisfied
 - ☐ Very dissatisfied
 - ☐ I'm not sure when I can get an appointment

- Q9** Is there a particular GP you usually prefer to see or speak to?
- ☐ Yes, for all appointments
 - ☐ Yes, for some appointments but not others
 - ☐ No..... **Go to Q11**
 - ☐ There is usually only one GP in my GP practice..... **Go to Q11**

- Q10** How often do you see or speak to your preferred GP when you would like to?
- ☐ Always or almost always
 - ☐ A lot of the time
 - ☐ Some of the time
 - ☐ Never or almost
 - ☐ never I have not tried

MAKING AN APPOINTMENT

- Q11** When did you last try to make a general practice appointment, either for yourself or for someone else?

Please include general practice appointments with different healthcare professionals. This could be with a GP, nurse or other healthcare professional.

- ☐ In the past 3 months
- ☐ Between 3 and 6 months ago
- ☐ Between 6 and 12 months ago
- ☐ More than 12 months ago
- ☐ 12 months ago
- ☐ Don't know
- ☐ I haven't tried to make an appointment since being registered with my current GP practice **Go to Q23**

If you tried to make more than one appointment, please think about just one of these when answering the next questions.

- Q12** Who was this appointment for?
- ☐ Me
 - ☐ A child under 16
 - ☐ An adult aged 16 or over who I am a carer for
 - ☐ Another adult aged 16 or over (including family members)

- Q13** How concerned were you at the time about your health, or the health of the person you were making this appointment for?
- ☐ Very concerned
 - ☐ Fairly concerned
 - ☐ Not very concerned
 - ☐ Not at all concerned
 - ☐ Can't remember

- Q14** Before you tried to get this appointment, did you do any of the following?

Please put an X in all the boxes that apply to you.

- ☐ I looked for information online
- ☐ Spoke to a pharmacist
- ☐ Tried to treat myself / the person I was making this appointment for (for example with medication)
- ☐ Called an NHS helpline, such as NHS 111
- ☐ Went to or contacted another NHS service
- ☐ Asked for advice from a friend or family member
- ☐ Tried to get information or advice elsewhere (from a non-NHS service)
- ☐ I did not try to get information or advice

- Q15** When would you have liked this appointment to be?

Please choose one option only.

- ☐ On the same day
- ☐ On the next day
- ☐ A few days later
- ☐ A week or more later
- ☐ I didn't have a specific day in mind
- ☐ Can't remember

- Q16** On this occasion, were you offered a choice of appointment?

This could be a choice of place, time or healthcare professional.

Please put an X in all the boxes that apply to you.

- ☐ Yes, a choice of place
- ☐ Yes, a choice of time or day
- ☐ Yes, a choice of healthcare professional
- ☐ No, I was not offered a choice of appointment
- ☐ Can't remember
- ☐ Doesn't apply



Q17 Were you satisfied with the type of appointment (or appointments) you were offered?

- ☐ Yes, and I accepted an appointment
- ☐ No, but I still took an appointment
- ☐ No, and I did not take an appointment

**PLEASE
GO TO
Q20**

Q18 If you did not take any appointments you were offered, why was that?

Please put an **X** in all the boxes that apply to you.

- ☐ There weren't any appointments available for the time or day I wanted
- ☐ The appointment was at too short notice
- ☐ The appointment wasn't soon enough
- ☐ I couldn't book ahead at my GP practice
- ☐ There weren't any appointments at the place I wanted
- ☐ The appointment was too far away / too difficult to get to
- ☐ I couldn't see my preferred GP
- ☐ There weren't any appointments with the healthcare professional I wanted
- ☐ The type of appointment I wanted was not available
- ☐ I was unable to use the online consultation service
- ☐ Another reason

Q19 What did you do when you did not take the appointment you were offered?
Please put an **X** in all the boxes that apply to you.

- ☐ Got an appointment for a different day **Go to Q20**
- ☐ Called an NHS helpline, such as NHS 111
- ☐ Went to A&E
- ☐ Spoke to a pharmacist
- ☐ Went to or contacted another NHS service
- ☐ Decided to contact my practice another time
- ☐ Looked for information online
- ☐ Used the online consultation
- ☐ Spoke to a friend or family member
- ☐ Didn't see or speak to anyone

**PLEASE
GO TO Q22**



Q20 What type of appointment did you get?
I got an appointment...

- ☐ ...to speak to someone on the phone
- ☐ ...to see someone at my GP practice
- ☐ ...to see someone at another general practice location
- ☐ ...to speak to someone online, e.g. on a video call, email, text
- ☐ ...for a home visit

Q21 How long after initially trying to book the appointment did the appointment take place?

- ☐ On the same day
- ☐ On the next day
- ☐ A few days later
- ☐ A week or more later
- ☐ Can't remember

Q22 Overall, how would you describe your experience of making an appointment?

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor

YOUR LAST APPOINTMENT

The next few questions are about the last time you personally had a general practice appointment.

Q23 When was your last general practice appointment?

Please include appointments with different healthcare professionals, at different locations, as well as telephone and online appointments.

- ☐ In the past 3 months
- ☐ Between 3 and 6 months ago
- ☐ Between 6 and 12 months ago
- ☐ More than 12 months ago
- ☐ I haven't had an appointment since being registered with my current GP practice. **Go to Q31**

**PLEASE
GO TO Q24**

**Q24**

Who was your last general practice appointment with?

Please choose one option only.

- ☐ A GP
- ☐ A nurse
- ☐ A general practice pharmacist
- ☐ A mental health professional
- ☐ Another healthcare professional
- ☐ Don't know / not sure who I saw

If a face to face appointment, how long after your appointment time did you wait to see or speak to the healthcare professional?

Q25

- ☐ 5 minutes or less
- ☐ Between 5 and 15 minutes
- ☐ 15 to 30 minutes
- ☐ More than 30 minutes
- ☐ I didn't have an appointment at a set time
- ☐ Can't remember

Q26

Last time you had a general practice appointment, how good was the healthcare professional at each of the following?

Giving you enough time

- ☐ Very good
- ☐ Good
- ☐ Neither good nor poor
- ☐ Poor
- ☐ Very poor
- ☐ Doesn't apply

Listening to you

- ☐ Very good
- ☐ Good
- ☐ Neither good nor poor
- ☐ Poor
- ☐ Very poor
- ☐ Doesn't apply

Treating you with care and concern

- ☐ Very good
- ☐ Good
- ☐ Neither good nor poor
- ☐ Poor
- ☐ Very poor
- ☐ Doesn't apply

**Q27**

During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ I did not have any mental health needs
- ☐ Did not apply to my last appointment

Q28

During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ Don't know / doesn't apply

During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?

Q29

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ Don't know / can't say

Thinking about the reason for your last general practice appointment, were your needs met?

Q30

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ Don't know / can't say

OVERALL EXPERIENCE

Overall, how would you describe your experience of your GP practice?

Q31

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor

YOUR HEALTH

Have you experienced any of the following over the last 12 months?

Q32

Please put an X in all the boxes that apply to you.

- ☐ Problems with your physical mobility, for example, difficulty getting about your home
- ☐ Two or more falls that have needed medical attention
- ☐ Feeling isolated from others
- ☐ None of these



Q33 Do you take 5 or more medications on a regular basis?

Please think about prescribed medications as well as those bought over the counter.

- ☐ Yes
☐ No

Q34 Do you have any long-term physical or mental health conditions, disabilities or illnesses?

By long-term, we mean anything lasting or expected to last for 12 months or more. Please include issues related to old age.

- ☐ Yes
☐ No
☐ Don't know / can't say
☐ I would prefer not to say..... **Go to Q44**

Q35 Which, if any, of the following long-term conditions do you have?

Please put an **X** in all the boxes that apply to you.

- ☐ Alzheimer's disease or other cause of dementia
☐ Arthritis or ongoing problem with back or joints
☐ Blindness or partial sight
☐ A breathing condition such as asthma or COPD
☐ Cancer (diagnosis or treatment in the last 5 years)
☐ Deafness or hearing loss
☐ A developmental disability, such as autism or ADHD
☐ Diabetes
☐ A heart condition, such as angina or atrial fibrillation
☐ High blood pressure
☐ Kidney or liver disease
☐ A learning disability
☐ A mental health condition
☐ A neurological condition, such as epilepsy
☐ A stroke (which affects your day-to-day life)
☐ Another long-term condition or disability
☐ I do not have any long-term conditions..... **Go to Q44**

**PLEASE
GO TO Q36**



Q36 Do any of these conditions reduce your ability to carry out your day-to-day activities?

- ☐ Yes, a lot
☐ Yes, a little
☐ No, not at all

Q37 How confident are you that you can manage any issues arising from your condition (or conditions)?

- ☐ Very confident
☐ Fairly confident
☐ Not very confident
☐ Not at all confident
☐ Don't know

Q38 In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)? Please think about all services and organisations, not just health services.

- ☐ Yes, definitely
☐ Yes, to some extent
☐ No
☐ I haven't needed support
☐ Don't know / can't say

Q39 In the last 12 months have you had any unexpected stays in hospital because of your condition (or conditions)?

- ☐ Yes
☐ No



The next few questions are about support you have had to plan and manage care relating to your long-term condition (or conditions).

Q40

Have you had a conversation with a healthcare professional from your GP practice to discuss what is important to you when managing your condition (or conditions)?

- ☐ Yes
- ☐ No [Go to Q44](#)
- ☐ Don't know [Go to Q44](#)

A care plan is an agreement between you and healthcare professionals to help you manage your health day-to-day. It can include information about your medicine, an eating or exercise plan, or goals you want to achieve such as returning to work.

Q41

Have you agreed a plan with a healthcare professional from your GP practice to manage your condition (or conditions)?

- ☐ Yes
- ☐ No [Go to Q44](#)
- ☐ Don't know [Go to Q44](#)

How helpful have you found this plan in managing your condition (or conditions)?

Q42

- ☐ Very helpful
- ☐ Fairly helpful
- ☐ Not very helpful
- ☐ Not at all helpful
- ☐ Don't know

Have you been given (or offered) a written or printed copy of this plan?

Q43

- ☐ Yes
- ☐ No
- ☐ Don't know



WHEN YOUR GP PRACTICE IS CLOSED

Q44

In the past 12 months, have you contacted an NHS service when you wanted to see a GP but your GP practice was closed?

- ☐ Yes, for myself
- ☐ Yes, for someone else
- ☐ No [Go to Q49](#)

Please think about the last time you contacted an NHS service (for yourself or for someone else) when you wanted to see a GP but your GP practice was closed.

Q45

Considering all of the services you contacted, which of the following happened on that occasion?

Please put an **X** in all the boxes that apply to you

- ☐ I contacted an NHS service by telephone
- ☐ A healthcare professional called me back
- ☐ A healthcare professional visited me at home
- ☐ I went to A&E
- ☐ I saw a pharmacist
- ☐ I went to another general practice service
- ☐ I went to another NHS service
- ☐ Can't remember

Q46

How do you feel about how quickly you received care or advice on that occasion?

- ☐ It was about right
- ☐ It took too long
- ☐ Don't know / doesn't apply



Q47

Considering all of the people that you saw or spoke to on that occasion, did you have confidence and trust in them?

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ Don't know / can't say

Q48

Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP practice was closed?

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor
- ☐ Don't know / can't say



COVID19

Q49

During the pandemic have you felt you had enough information from the Practice informing you about how to contact the surgery for help

- ☐ Yes, definitely
- ☐ Yes, to some extent
- ☐ No, not at all
- ☐ Don't know / can't say

Q50

How has the GP communicated COVID19 information

- ☐ Text
- ☐ Surgery phone message
- ☐ Surgery Notices
- ☐ Practice website
- ☐ Unable to locate any COVID19 updates regarding changes to the GP service.

Q51

How would you prefer to receive pandemic and Surgery Information?

- ☐ Practice Website
- ☐ Text
- ☐ Surgery Notices
- ☐ Surgery phone message
- ☐ Other (please specify).....

Q52

Have you had an appointment at the GPs during the pandemic?

- ☐ Yes
- ☐ No..... [Go to Q56.](#)

Q53

How was your appointment conducted?

- ☐ Face to Face
- ☐ Telephone
- ☐ Video
- ☐ Via the website
- ☐ Text
- ☐ Other (please specify).....

Q54

How safe did you feel during your appointment?

- ☐ Very safe
- ☐ Fairly safe
- ☐ Not very safe
- ☐ Not at all safe
- ☐ Don't know

Q54

How would you describe your appointment during the pandemic?

- ☐ Very good
- ☐ Fairly good
- ☐ Neither good nor poor
- ☐ Fairly poor
- ☐ Very poor
- ☐ Don't know / can't say

Q55

How would you prefer to have future consultations?

- ☐ Face to Face
- ☐ Telephone
- ☐ Video
- ☐ Via the website
- ☐ Text
- ☐ Other (please specify).....



Q56

Please leave any further comments here:

Thank you for your time.

Please return this questionnaire to reception via post or to DDCCG.reception-vsmc@nhs.net . The results from our questionnaires are published to our Patient Reference Group for feedback and action. Please ask reception should you require a printed version of this questionnaire.

Originally developed
with

