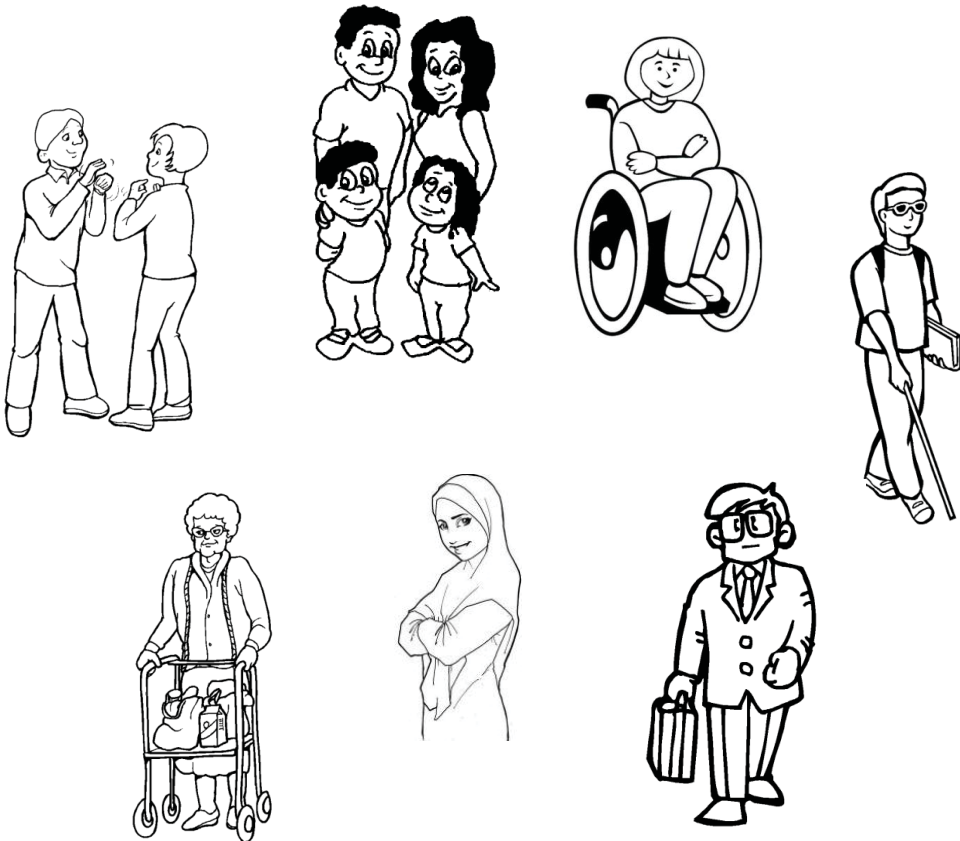


Please remember to think about your own circumstances when you answer the questions

## Questionnaire about how well GP surgeries respond to the needs of their patients

GP surgeries try their best to provide healthcare for everybody, whatever their health needs, ethnicity, age, disabilities, or lifestyle. But some groups of patients might find it more difficult than others to use the GP surgery. This questionnaire is about how well this GP surgery meets the needs of patients from different groups.

When you answer the questions, please think about how well the GP surgery meets your needs, taking into account **your own circumstances**.



If you would like to complete the questionnaire online, please go to:

[web address]

Please remember to think about your own circumstances when you answer the questions

## About arranging an appointment...

---

**Q1** The last time you used the GP surgery, what did you want?

To see a doctor or nurse at the surgery.....

To speak to a doctor or nurse on the phone.....

To arrange a home visit.....

I wanted something else.....

(please state what you wanted .....)

I didn't mind / wasn't sure what I wanted.....

Were you able to get what you wanted?

Yes  No

---

**Q2** The last time you used the GP surgery, did you have any preferences about who the appointment was with?

Yes, I wanted a particular doctor.....

Yes, I wanted a particular nurse.....

Yes, I wanted someone of my own sex...

No, I didn't mind who I saw.....

*If yes:* Were you able to get an appointment with the right person for you?

Yes  No

---

**Q3** The last time you used the GP surgery, did you have any preferences about when the appointment was?

Yes, I wanted it as soon as possible.....

Yes, I wanted to make an advance appointment for a particular time.....

No, I didn't mind when it was.....

*If yes:* Were you able to arrange an appointment at a time that was right for you?

Yes  No

---

**Q4** Did the GP surgery make it easy for you to arrange this appointment?

very easy  quite easy  quite difficult  very difficult  no opinion

Please tell us about any difficulties you have had arranging an appointment, and how the GP surgery could make this easier for you:

Please remember to think about your own circumstances when you answer the questions

## About how well reception staff treat you...

---

**Q5** At this GP surgery, do reception staff...

Make you feel welcome?

yes  to some extent  no  no opinion

Treat you with respect?

yes  to some extent  no  no opinion

Take time to listen to you?

yes  to some extent  no  no opinion

Make efforts to communicate well with you (e.g. using language you can understand)?

yes  to some extent  no  no opinion

Understand your circumstances?

yes  to some extent  no  no opinion

Seem willing to try their best to help you?

yes  to some extent  no  no opinion

Please tell us about any problems you have with the way reception staff treat you, and what would make this better for you:

Please remember to think about your own circumstances when you answer the questions

## About how easy it is for you to visit the GP surgery...

---

**Q6** How easy is it for you to...

Travel to the surgery?

very easy  quite easy  quite difficult  very difficult  no opinion

Get into the building?

very easy  quite easy  quite difficult  very difficult  no opinion

Get around, once you are inside the building?

very easy  quite easy  quite difficult  very difficult  no opinion

Use the facilities at the surgery (e.g. toilets)?

very easy  quite easy  quite difficult  very difficult  no opinion

Book in when you arrive?

very easy  quite easy  quite difficult  very difficult  no opinion

Talk to receptionists without being overheard?

very easy  quite easy  quite difficult  very difficult  no opinion

Know when it is your turn to be seen?

very easy  quite easy  quite difficult  very difficult  no opinion

**Q7** Can you wait in comfort?

yes  to some extent  no  no opinion

Please tell us about any problems you have when using the GP surgery and its facilities, and what would make this easier for you:

Please remember to think about your own circumstances when you answer the questions

## About how good this GP surgery is at organising your care...

---

**Q8** Is this GP surgery good at...

Helping you keep up to date with your health care (e.g. letting you know about test results, making it easy to get repeat prescriptions)?

very good  quite good  not very good  not at all good  no opinion

Organising your health care with hospitals?

very good  quite good  not very good  not at all good  no opinion

Helping you to get other community care services you need (e.g. family planning, counselling, social care)?

very good  quite good  not very good  not at all good  no opinion

Please tell us how the GP surgery could improve the way they organise your care:

## About how good this GP surgery is at listening and communicating with patients...

---

**Q9** Is this GP surgery good at...

Keeping you informed about their services?

very good  quite good  not very good  not at all good  no opinion

Listening to patients' complaints and suggestions?

very good  quite good  not very good  not at all good  no opinion

Please tell us how the GP surgery could be better at listening and communicating with patients:

Please remember to think about your own circumstances when you answer the questions

## About how good the GP surgery is at meeting your needs...

---

**Q11** Is this GP surgery willing to be flexible, to fit you in when it really matters to you?

very willing  quite willing  not very willing  not at all willing  no opinion

---

**Q12** Is this GP surgery willing to do all they can to help and support you?

very willing  quite willing  not very willing  not at all willing  no opinion

---

**Q13** Does this GP surgery take steps to organise your care?

yes, completely  yes, to some extent  no, not really  no not at all  no opinion

---

**Q14** Does this GP surgery provide good services and support for people in your circumstances?

yes, completely  yes, to some extent  no, not really  no not at all  no opinion

---

**Q15** Overall, do you feel comfortable using this GP surgery?

very comfortable  quite comfortable  not very comfortable  not at all comfortable  no opinion

---

Please tell us how the GP surgery could be better at meeting your needs:

## About you...

The following questions are important for finding out how well the GP surgery meets the needs of different groups of people. However, if there are any questions you would strongly prefer not to answer, please leave them blank.

### Are you male or female?

male       female

### How old are you?

under 18            55 to 64        
18 to 24            65 to 74        
25 to 34            75 to 84        
35 to 44            85 or over        
45 to 54     

### What is your ethnic group?

White British        
Black or Black British        
Asian or Asian British        
Mixed British        
Chinese        
Other ethnic group       (please state.....)

### Do you have any of the following conditions? *Please tick any that apply*

deafness or severe hearing impairment        
blindness or severe visual impairment        
a condition that substantially limits your ability to  
carry out basic activities, e.g. walking, climbing stairs,  
lifting or carrying        
a learning disability        
a long-standing mental health problem        
any other long-standing illness

**Which of these describes what you are doing at present?** (tick as many as you need to)

- full-time paid work (30 hours or more each week)
- part-time paid work (under 30 hours each week)
- full-time education at school, college or university
- not in paid work / retired

**If you are working, is it easy for you to take time away from your work to see a doctor?**

- yes  no  not applicable

**Are you registered at this GP surgery?**

- yes  no

*If no:* please explain why are you visiting today .....

(e.g. you are away from home, you are a traveller, you have no fixed address)

**Are you a parent or a legal guardian for any children aged under 16 living in your home?**

- yes  no

*If yes:* please give the ages of the children.....

**Are you a carer for anyone with an ongoing health problem or disability?**

- yes  no

**Which of the following best describes how you think of yourself?**

- heterosexual / straight
- gay / lesbian
- bisexual
- other
- I would prefer not to say

**Would you say that English is your first language?**

- yes  no  bilingual / multi-lingual

If English is not your first language, what language(s) do you speak?.....



**Research study: Measuring how responsive primary care services are to patients' needs**

**(Interviews)**

I am interested in taking part in an interview, and I am happy to be contacted by a study researcher.

**Name:**

**Address:**

**Postcode:**

**Telephone number:**

*(that can be used to call you)*

**When is the best time to contact you?**

.....

**Signature:**

**Date:**

Please return this reply slip to [redacted] in the envelope provided or contact her by telephone [redacted] or email [redacted]