

GP PATIENT SURVEY QUESTIONNAIRE 2018 – 2019 – DR SHANTIR'S PRACTICE

1. When did you last attend your GP surgery?

Less than 6 months Between 6-12 months More than 12 months

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

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

3. 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

4. How satisfied are you with the general practice appointment times that are available to you?

Very satisfied Neither satisfied nor dissatisfied Fairly satisfied
Fairly dissatisfied Very dissatisfied I'm not sure when I can get an appointment

5. 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

6. On this occasion, were you offered a choice of appointment?

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

7. 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

8. Overall, how would describe your experience of making an appointment?

Very good Fairly good Neither good/poor Fairly poor Very poor

9. The last time that you had a general practice appointment, how good was your healthcare professional at listening to you?

Very good Fairly good Neither good/poor Fairly poor Very poor
Doesn't apply

10. The last time that you had a general practice appointment, how good was your healthcare professional at listening to you?

Very good Fairly good Neither good/poor Fairly poor Very poor
Doesn't apply

11. The last time that you had a general practice appointment, how good was your healthcare professional at treating you with care and concern?

Very good Fairly good Neither good/poor Fairly poor Very poor
Doesn't apply

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

Yes, definitely Yes, to some extent No, not at all Don't know
Doesn't apply

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

Yes, definitely Yes, to some extent No, not at all Don't know
Doesn't apply

14. 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 Don't know
I did not have any mental health needs Did not apply to my last appointment

15. Thinking about the reason (s) for your last general practice appointment, were your needs met?

Yes, definitely Yes, to some extent No, not at all Don't know
Doesn't apply

16. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (s)?

Yes, definitely Yes, to some extent No, not at all
I haven't needed support Don't know Can't say

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

Very good Fairly good Neither good/poor Fairly poor Very poor
Doesn't apply

THANK YOU FOR YOUR PARTICIPATION

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 GDPR (GENERAL DATA PROTECTION REGULATION) of May 2018. the GDPR (GENERAL DATA PROTECTION REGULATION) of May 2018 gives you the right to know what information is held about you and sets out the rules to make sure that this information is handled properly.

