

Please rate the following by circling your response

1. How do you rate your experience in accessing GP service?		Very poor	Poor	Fair	Good	Very good	Comments
1.1	Ease of getting an appointment						
1.2	Getting through on the telephone						
1.3	Online appointments						

2. How do you rate your experience at the reception desk?		Very poor	Poor	Fair	Good	Very good	Comments
2.1	Waiting time						
2.2	Privacy						
2.3	Friendliness of staff						
2.4	Helpfulness of staff						
2.5	Understanding of staff						

3. Experience at reception		Often	Occasionally	Never	Comments
3.1	Do you get asked personal / intimate questions at the reception desk				

4. Privacy and Dignity		Yes	Usually	No	Comments
4.1	Are you happy with the level of privacy, dignity and respect within the GP practice				

5. Appointments		Same Day	1 – 3 days	4 – 7 days	1 – 2 weeks	More than 2 weeks	Comments
5.1	When you book an appointment, how long on average do you have to wait						
5.2	How satisfied are you with the time you have to wait for an appointment	Extremely unsatisfied	Unsatisfied	Neutral	Satisfied	Extremely satisfied	

6. Seeing other health professionals		Yes	No	Which other health professionals were you offered as an alternative to the GP, i.e. Nurse Practitioner, Nurse, Occupational Therapist, Physiotherapist etc.
6.1	When you booked your appointment, were the options of seeing other health professionals offered to you			

7. Alternative Services		Yes	No	Comments
7.1	Have you used alternative services due to being unable to arrange a suitable GP appointment, i.e. 111, Pharmacy, A & E			

8. Referrals		Yes	No	Comments
8.1	Have you ever had a referral to another NHS service from your GP			
8.2	Were you given a choice of where you would like to be referred to			
8.3	Would you like a choice of where you are referred to			

9. How do you rate the waiting area and facilities?		Very poor	Poor	Fair	Good	Very good	Comments
9.1	Clean						
9.2	Comfortable						
9.3	Accessible						
9.4	Cleanliness of toilets						
9.5	Information (poster, leaflets etc.)						
9.6	Tranquil and reasonably quiet						
9.7	Signage						

10. Who are you here to see today?		Please tick	Comments
10.1	Doctor		
10.2	Nurse		
10.3	Other, please state		

11. How long past your appointment time have you been waiting to see the person you are here to visit?		Please tick	Comments
11.1	Up to 5 minutes		
11.2	6-10 minutes		
11.3	11-20 minutes		
11.4	Longer than 20 minutes		

12. Do you know if your surgery offers extended hours appointments		Please tick	Comments
12.1	Yes		
12.2	No		

13. How do you rate the doctors on the following?		Very poor	Poor	Fair	Good	Very good	Comments
13.1	Friendliness						
13.2	Helpfulness						
13.3	Informative						
13.4	Seeing a doctor of your choice						

14. How do you rate the nurses on the following?		Very poor	Poor	Fair	Good	Very good	Comments
14.1	Friendliness						
14.2	Helpfulness						
14.3	Informative						

15. How do you rate other healthcare staff on the following?		Very poor	Poor	Fair	Good	Very good	Comments
15.1	Friendliness						
15.2	Helpfulness						
15.3	Informative						

16. Do you know how to make a compliment or raise a complaint about your GP surgery?		Please tick	Comments
16.1	Yes		
16.2	No		

17. Do you know if your surgery has a patient participation group?		Please tick	Comments
17.1	Yes		
17.2	No		

18. What was the overall experience of your visit today?		Very poor	Poor	Fair	Good	Very good	Comments
18.1	Your experience of your visit today						

Any other comments