



BEAUCHAMP HOUSE SURGERY

Patient Survey Results and Action Plan 2012

Patient Reference Group

The Beauchamp House Surgery Reference Group has twenty-six members at present:

Core Group - 7 members

Consultative Group – 19 members

Fifty-five patients have expressed an interest in joining the Consultative Group through the patient survey.

Patient Survey: Patient Consultation Version, EQUIP

The practice survey was designed by EQUIP and agreed by the Practice and Patient Reference Group (see attached). 85 % return rate achieved.

Meeting to agree Patient Survey

Meeting: Beauchamp House Surgery

Date: 4th November 2011

Present : Heather Tovey, Practice Manager
Dr Adiukwu, Partner

Meeting to discuss results and content of action plan:

Meeting: Beauchamp House Surgery

Date: 8th December 2011 - 12.30pm

Present: Heather Tovey, Practice Manager
Dr Adiukwu, Partner

EQUIP: Jill Warn, Audit and IT Lead, EQUIP
Linda Grimstead, Business Manager, EQUIP

Representatives: Representatives of Beauchamp House Surgery Patient Group

Meeting to agree action plan:

Meeting: Beauchamp House Surgery

Date: 31st January 2012 - 7pm

Present: Heather Tovey, Practice Manager
Dr Adiukwu, Partner

EQUIP: Jill Warn, Audit and IT Lead, EQUIP
Linda Grimstead, Business Manager, EQUIP

Representatives: Core representatives of Beauchamp House Surgery Patient Group

Total practice population: 11,600

Minutes of the meeting 4th November 2011 12.30pm at Beauchamp House

Patient Participation Group			
Minutes	4th November 2011	12.30	Boardroom
ATTENDEES	R H, S J, D F, C B, B F ,HT, Dr I A		
Agenda topics			
Matters arising			
DISCUSSION	Handling of DNAs as dealt with by dental profession. The Group would like the surgery to identify patterns of DNA. The PPG hoped that the Patient Survey data might be available for them at the next meeting.		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE	
Liaise re comparable practice's DNA rates at PM's meeting	HT		
	Terms of Reference		
DISCUSSION	Specialised "sub" groups would come under the responsibility of each member. CB had written "business plan" linked to terms of reference. This was discussed and agreed.		
CONCLUSIONS	Minutes would not be available on the website. A summary of decisions (using initials not full names) to be available on request. Consultative group would be used to recruit members for core group who would be required to give approval to any proposed new member.		
Group members would need to be resident in the area for more than six months & be registered at BHS.			
Technicalities of decisions and minuting were discussed			

ACTION ITEMS		PERSON RESPONSIBLE	DEADLINE
<p>Each member of the group will have a special interest and act as lead person for that area. The following was agreed:</p> <p>Pregnancy, babies and children under 5 – ask KF Children & young adults – ask KF Men – DF Women – SJ/ YA(offered help at 8.12.2011 mtg) Long term condition – CB Older people - BF</p> <p>KF to be asked to head 0-18 years group</p>			
Write to consultative group		CB	
	Patient Survey		
DISCUSSION	PPG felt that the Patient Survey was too long. After in-depth discussions suggestions were put forward for amendments. HT would liaise with EQUIP re final draft prior to the survey being conducted the week after next.		
CONCLUSIONS	PPG hoped to discuss results at their next meeting with EQUIP who can attend to help produce action plan and report.		
	Membership recruitment		
DISCUSSION	HT reiterated the need for a large group. The demographic profile of the PPG was circulated.		
CONCLUSIONS	It was agreed to hold meetings after Christmas at 19:00 in order to attract other/younger people. Meetings would go on for no longer than one hour thirty minutes.		

Any other business	
DISCUSSION	CB had written a short paragraph introducing herself to go on the website.
	Blood Testing - Deferred

MINUTES for meeting held on Tuesday 31st January 2012 7.00pm at Beauchamp House

Please make sure that the practice has your correct e-mail address and telephone number. If you do not have access to e-mail please speak to Heather about the best way to communicate.

Abbreviations	PPG Patients Participation Group	PS/AP Patients Survey /Action Plan	BP Business Plan	Cons. Gp Consultative Group	Core Gp. Core Group	
Present: RH, YA, CRB DCF. Attending: HT; Dr A & JW Apologies were received from KF and SJ who both expressed their wish to withdraw from the group for personal reasons.					BP 1.1	Action & timescale (to be agreed 27th Feb)
1. Minutes from December meeting were agreed					BP 1.1	
2. There were no Matters Arising not on the agenda.					BP 1.1	
3. Patients Survey Action Plan Report and 4. Action Plan agreement & timescale JW presented the draft Action Plan. The actions agreed were as follows: <ul style="list-style-type: none"> a. Practice noticeboard - is in hand b. A designated line for cancelling appointments - was felt to be cumbersome to implement. Setting up new patients (followed by established ones later) on a text message reminder system of their appointment would be less labour intensive (the practice computer system already has a programme to do this) and as effective. Targeting new patients would solve the potential data protection issue by asking each patient to sign a waiver when they register and putting the 					PSAP 1 PSAP 2 BP 1.3	HT March HT; Dr A. June

<p>responsibility on them to notify the surgery of any changes.</p> <p>c. Signage.- Members were unsure whether the difficulty was, precisely. HT will contact those who were concerned to clarify. JW emphasised that any road signage was beyond the remit of the Practice Partners.</p> <p>d. Entrance and automatic doors. - It was agreed to investigate the options there might be on this. A fully comprehensive entrance will be costly. Dr A said that partners were due to discuss this at their next business meeting.</p> <p>e. WC - HT to compose notice informing patients to notify reception of any issues in the cloakrooms. JW will laminate it.</p>	<p>PSAP 2 BP 2.2; 4.1</p>	<p>HT March</p> <p>HT to report back to Feb meeting</p>
--	-------------------------------	---

<p>The Action Plan as a whole has a two year timeframe.</p>	<p>PSAP 4BP 2.3.3; 4.1. PSAP 5 BP 3.3; 4.1</p>	<p>HT; Dr A and partners decision by October 2012 HT by March JW by mid April</p>
<p>4. See 3</p>		
<p>5. Members confirmed the format of the Business Plan. It is still not clear quite how to run the Patients Survey Action Plan alongside the wider Business Plan. CRB will update it to include decisions made this evening.* (To follow)</p> <p>The practice newsletter was discussed. CRB to agree with HT the PPG input to newsletter.</p>	<p>BP 3.3. PSAP 5</p>	<p>CRB for Feb meeting</p> <p>CRB & HT by May</p>
<p>6. Process of selecting new members for the Consultative Group and Core Group.</p> <p>This was discussed and amended. CRB;HT& Dr A to action urgently as we are down to 5 and need another four people.</p> <p>APP 2 as amended</p>	<p>BP 1.2; 1.3.; 1.4; 2.2.2.</p>	<p>HT, IA, CRB part by Feb mtng. Complete by</p>

		March mtng
7. Agreed that Dr A and HT consider those who have expressed an interest to create a shortlist of those demographically most suitable. They will then be contacted with the note and list of preferred qualities (see 6)	BP 1.3.3; 2.2.2;	HT, Dr IA, CRB by end Feb (part) and end March
8. Any other business. The issue of quoracy was raised. Were we to have a formal quorum this could be difficult. At present there is no reference to a quorum in the Terms of Reference.	BP 1.1.1.	Bring to next agenda
9. Next meeting: Monday 27th February at 7.00pm at Beauchamp House	BP 1	Apologies to HT on 01245 262255

How to read the Business Plan:

The Objectives 1-6 were decided at the start and are in our 'Aims and Objectives document.

'What will we do?' sets out what we need to do to attain the objective: eg;

In order to 'set up and maintain a diverse and proactive PPG that will be an effective vehicle for patient participation in the improvement of services' as detailed in the first objective, we need to act on items 1-5 in the second column. Thus for objective 1; read across to the 'what will we do?' column (1.3;) to read 'Identify what needs to be done to improve effectiveness & participation.' Then column 3 'How will we do it?' (1.3.3) says we will do this by; the Patients Survey Action Plan (PSAP); newsletter and one to one; (that is speaking to individuals.)

Christine Barrett, Chair.

Patient Survey Results and Action Plan - General Introduction

The patient survey used was agreed by both Partners and the Patient Participation Group (see attached).

The meeting was attended by the Patient Group representatives. All attendees were given a copy of the practice report and patient comments at the meeting. A presentation was given by EQUIP discussing each of the questions individually with the group.

Patient Satisfaction Score

The satisfaction results are compared with the practice satisfaction results and national satisfaction results from the National GP Patient Survey 2010-11.

A random selection of 404 (3.5%) patients was selected from the practice population by the Department of Health for the distribution of the survey questionnaire during the financial year 2010-11. 178 questionnaires were completed and returned, a response rate of 44%.

For this year's survey, the practice handed out the patient survey to patients attending appointments. 600 were given out with 507 questionnaires completed, a response rate of 85%.

One GP's results have been analysed separately from the remainder due to an extended leave. Each GP received individual feedback as well as a practice overall result.

This year's survey results are based on patient experience of those who use the service unlike the national survey where patients are randomly picked from the list regardless of the date of the last visit.

Summary of the results

Patient Experience	National Survey Results for England 2010-11	Practice National Survey Results 2010-11	Practice Survey 2011
Overall care received	90%	92%	94%
Recommend the practice to someone who has just moved into the area	83%	87%	98%
Your Consultation – Satisfactory Score			
Giving you enough time	88%	93%	98%
Make you feel at ease	-	-	98%
How well the doctor listens	88%	90%	99%
Explaining treatment and tests	78%	80%	98%
Involving you in decisions about your care	72%	76%	98%
Treating you with care and concern	84%	87%	98%
Confidence and trust in your doctor	94%	95%	100%
Happy to see GP again	-	-	100%

Building and Parking

The cleanness of the building was considered excellent, the issues seem to be with the entrance to the practice. It is an old building with heavy doors. It was suggested automatic doors would solve a lot of the issues. This was discussed but will need further research to assess the cost implications.

Parking is a real issue for patients and the lack of parking and spaces was discussed at length. There is, however no further space available and therefore the practice is unable to improve this facility. It was suggested the parking spaces be increased in size but it was agreed this will reduce the number of spaces available which will increase the parking problems. The patient group agreed to discuss this further. There had been requests for handrails for those with walking problems and to assist the disabled. The practice could explore encouraging people to walk to the practice or cycle. A poster setting out this objective could be displayed prominently on a Patient Notice Board displayed prominently in the Reception Area

Appointments

The practice is open from 8.30am – 6.30pm Monday to Friday and closed at weekends. The receptionists scored a high satisfaction of 98%. This is an improvement of 3% from the Practice National Survey Result of 95% and the National Survey Result across England of 93%.

Getting through to the practice on the telephone - 76% satisfaction score. This is a 6% improvement from the Practice National Survey Result of 70% and a difference of 8% compared to the National Survey Result across England of 69%. The practice offers online booking and prescription requests which has taken a little of the pressure away from the phones. The online services may need further advertising to ensure patients are aware of services available.

Number of days before seeing a GP - 60%. Number of days waiting to see a GP was the second lowest satisfaction score and this was discussed with the patient group in-depth. The result is a 3% improvement on the Practice National Survey Result of 57% and a 2% improvement on the National Survey Result across England of 58%.

Seeing the GP of choice has the lowest satisfaction scores overall. This was discussed with the patient group in-depth. The result gives one of lowest satisfaction scores achieved by the practice. However it is a 9% improvement compared to the practice results of 49% on the Practice National Survey. The National Survey Results for England show a 52% satisfaction of patients seeing a GP of choice and Beauchamp House is 6% higher.

DNA's are considered a problem and it is felt by the Core Group that it is a contributing fact for the above results. ¹Nationally 6.5% (12 million) GP appointments are not attended each year at an average cost of £162 million. Patients not attending booked appointments have been an issue for many years and, although solutions have been put into place, it still has not been solved. Compared to the national average the practice has on average (250) 6.5% to (280) 7.3% of appointments DNA'd in a calendar month.

Consultations

"Waiting times" was discussed with the Patient Group. 87% satisfaction score is a good result compared with the Practice National Survey Results of 62% satisfaction. The acceptable waiting time nationally from appointment time to being seen is 15 minutes.

The consultation scores are excellent and there are significant differences between the National Survey and the Practice Survey. This we suspect is due to patients who use the service being asked the questions directly. Based on the questionnaire results the practice has proved that they are a very friendly, caring practice that offers an excellent service. This is not only reflected in the patient satisfaction score but also in the comments.

¹ Developing Patient Partnerships. The forgotten millions: missed GP appointments figures.

Main issues raised by patients

Access - Saturday morning surgery

Patients would like later opening times or a Saturday morning opening.

Improved Signage to Practice

This was discussed with the Patient Group representatives. This is a County Council issue. The practice is unable to improve the signage. It was suggested the Patient Group take responsibility for campaigning for the signage to be improved.

Parking – Size and number of parking bays

This will continue to be an issue as the practice is unable to increase the number of bays or expand the size of the bays for patient parking. It was acknowledged by the group that although the bays are very narrow, to increase the size would cause more problems as there would be less parking bays available.

Bicycle ramps

A small number of patients would like to see a secure place for their bikes to be left while seeing the GP. This could be encouraged to improve patient parking although an area for cycles will need to be identified in which cycles can be locked.

Access

Thirty-four patients would like the entrance doors and entrance area improved. The practice will need to explore the cost implications of improving or changing the entrance doors. External pathways leading to the surgery were discussed in relation to inclement weather. The practice is unable to do anything about this and the group advised that the Council is responsible for gritting and making roads and pavements safe. Again, this is something that the group may be able to take up on behalf of the practice.

Phoning through to the Practice

Phone access has improved since the introduction of on-line booking of appointments. The patient group discussed other options available to the practice such as a separate line with an answer phone for cancelling appointments which would help with the DNA rates. This would require a new telephone line. The clinical system has the ability to send text message reminders and messages. This is being explored by the practice as it has reduced DNA's for other local practices.

The actions below are 'suggested actions' and there may be reasons as to why actions are not viable. The suggested actions have been agreed by the practice and patient group.

Practice Noticeboard

A practice noticeboard specifically for practice information may help with getting the message out to the patients regarding all services offered by the practice. It is really important to make patients aware of the on-line services offered via the practice website.

Text Messaging

The clinical system has the ability to send a confirmation and reminder of an appointment to patients' mobile phones. The practice will enquire the steps needed to activate this service on at Beauchamp House. It has been proven locally to have helped reduce DNAs.

Cloakrooms

A notice will be displayed in the surgery toilets reminding patients to report any problems to reception.

Entrance and Automatic Doors

The practice has made many improvements to the surgery over the last 12 months. The practice will investigate the cost implications of improving door access. This action will be considered at a time when financially possible. A small number of requests were made in reference of the hand rails and this too will need to be explored.

BEAUCHAMP HOUSE SURGERY



**37 BADDOW ROAD
CHELMSFORD
ESSEX
CM2 ODB**

**Dr S P Schultz Dr S P Dilley
Dr J D L Bulkeley Dr M Sarjudeen
Dr I Adiukwu & Dr Okon**

**Tel. (01245) 262255
Fax. (01245) 262256**

The actions below are 'suggested actions' and there may be reasons as to why actions are not viable. The suggested actions have been agreed by the Practice and Patient Group.

Practice Noticeboard

A practice noticeboard specifically for practice information may help with getting the message out to the patients regarding all services offered by the practice. It is really important to make patients aware of the on-line services offered via the practice website.

Text Messaging

The clinical system has the ability to send a confirmation and reminder of an appointment to patients' mobile phones. The practice will enquire about the steps needed to activate this service on at Beauchamp House. It has been proven locally to have helped reduce DNAs.

Cloakrooms

A notice will be displayed in the surgery toilets reminding patients to report any problems to reception.

Entrance and Automatic Doors

The practice has made many improvements to the surgery over the last 12 months. The practice will investigate the cost implications of improving door access. This action will be considered at a time when financially possible. A small number of requests were made in reference of the hand rails and this too will need to be explored.

Patient Questionnaire Results 20011/12

Beauchamp House Surgery

Thank you to all the patients that took the time to fill in our patient questionnaire.

This is what you had to say:



Access

✚ Ease of getting in to the building	Satisfaction score	95%
✚ How clean is the waiting room	Satisfaction score	99%
✚ How helpful are the receptionist	Satisfaction score	98%
✚ To see a particular Doctor	Satisfaction score	58%
✚ Surgery opening times	Satisfaction Score	91%
✚ Consultation waiting time	Satisfaction Score	87%
✚ Speak to practice on the phone	Satisfaction Score	76%
✚ Speak to a Doctor on phone	Satisfaction Score	69%
✚ Seen same day	Satisfaction Score	74%

Consultation

✚ Listening	Satisfaction Score	99%
✚ Put at ease in examination	Satisfaction Score	98%
✚ Involved in decisions	Satisfaction Score	98%
✚ Explanations	Satisfaction Score	98%
✚ Time spent	Satisfaction Score	98%
✚ Caring and concern	Satisfaction Score	98%
✚ Confidence in your GP	Satisfaction Score	100%
✚ See the GP again	Satisfaction Score	100%

Overall experience of your GP Surgery	Satisfaction Score	100%
Would you recommend the Surgery	Satisfaction Score	98%



Primary Health Care

General Practice Questionnaire

Practice Code: Beauchamp House Number returns:484



About you

Q1. Are you

Male	Female	No Answer
169	313	2

Q2. How old are you?

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
19	56	70	78	56	95	68	31	11

Q3. Which Ethnic group do you belong to?

A: White	268	B: Mixed	1	C: Asian or Asian British	6
British	174	White and Black Caribbean	3	Indian	4
Irish	9	White and Black African	1	Pakistani	5
Black	3	White and Asian	3	Bangladeshi	1
Other White background	0	Other Mixed background	0	Other Asian background	0
No answer	6				

Q4. Which of the following best describes you?

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
221	21	16	21	32	166	0	7

Q5. Do you have a long-standing health condition?

Yes	No	Don't know /can't say	No answer
239	217	14	14

Your Practice

Q6. How easy do you find getting into the building?

Very easy
306

Fairly easy
149

Not very easy
13

Not at all easy
4

No answer
12

Q7. How do you think getting in to the building can be made easier?

Number of suggestions

Q8. How clean is the practice waiting room?

Very clean
339

Fairly clean
135

Not very clean
3

Don't know
0

No answer
7

Reception

Q9. How helpful do you find the receptionists at your surgery?

Very helpful
344

Fairly helpful
124

Not very helpful
10

Don't know
1

No answer
5

Q10. In the reception area, can other patients overhear what you say to the receptionist?

Yes
341

No
45

Don't know
87

No Answer
11

Appointments

Q11. In the last 12 months how many times have you see a GP/Nurse at your practice?

None	1-3times	4-6 times	6 or more times	No answer
18	197	125	136	8

Q12. How do you normally book your appointment to see a GP/Nurse?

In person	By Phone	Online	No answer
53	414	12	5

Q13. How easy is it to get through to reception,at your GP practice on the phone?

Very easy	Fairly easy	Not very easy	Not at all easy	No answer
61	301	97	17	8

Q14. In the reception area, can other patients overhear what you say to the receptionist?

Very easy	Fairly easy	Not very easy	Not at all easy	No answer
42	213	100	15	114

Q15. How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

Same or next day	2-4 days	5 days or more	Don't know, never tried	No answer
155	123	166	21	19

Q16. How often do you get to see your GP/Nurse you have requested?

Always	A lot of the time	Some of the time	Never	N/A	No answer
98	174	143	20	36	13

Q17. How long did you have to wait for your consultation to start today?

Less than 5minutes	5-10 minutes	11-20 minutes	21-30 minutes	more than 30 minutes	No answer
126	137	93	31	20	77

Q18. If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

Yes 341	No 41	Don't know, never tried 75	No answer 27
------------	----------	-------------------------------	-----------------

Q19. Have you ever missed an appointment because?

I recovered 36	I forgot 49	I was delayed 37	Too difficult to cancel 3	Could not get through on the phone 10	No answer/NA 349
-------------------	----------------	---------------------	------------------------------	--	---------------------

Q20. Is your practice currently open at times that are convenient to you?

Yes 418	No 40	No answer 26
------------	----------	-----------------

Your Consultation

Q21. Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

A: Giving you enough time?

Excellent 262	Very good 145	Good 45	Fair 8	Poor 0	Very poor 0	No answer 24
------------------	------------------	------------	-----------	-----------	----------------	-----------------

B: Make you feel at ease?

Excellent 269	Very good 142	Good 45	Fair 9	Poor 0	Very poor 0	No answer 19
------------------	------------------	------------	-----------	-----------	----------------	-----------------

C: Listening to you?

Excellent 274	Very good 137	Good 47	Fair 6	Poor 0	Very poor 0	No answer 20
------------------	------------------	------------	-----------	-----------	----------------	-----------------

D: Explaining treatment and tests?

Excellent 260	Very good 139	Good 50	Fair 7	Poor 0	Very poor 0	No answer 28
------------------	------------------	------------	-----------	-----------	----------------	-----------------

E: Involving you in decisions about your care?

Excellent 250	Very good 132	Good 59	Fair 8	Poor 0	Very poor 0	No answer 35
------------------	------------------	------------	-----------	-----------	----------------	-----------------

F: Treating you with care and concern?

Excellent 276	Very good 126	Good 51	Fair 7	Poor 0	Very poor 0	No answer 24
------------------	------------------	------------	-----------	-----------	----------------	-----------------

G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

Excellent 387	Very good 71	Good 7	Fair 0	Poor 0	Very poor 0	No answer 19
------------------	-----------------	-----------	-----------	-----------	----------------	-----------------

H: Would you be completely happy to see this GP/ Nurse again?

Excellent 432	Very good 22	Good 9	Fair 1	Poor 0	Very poor 0	No answer 20
------------------	-----------------	-----------	-----------	-----------	----------------	-----------------

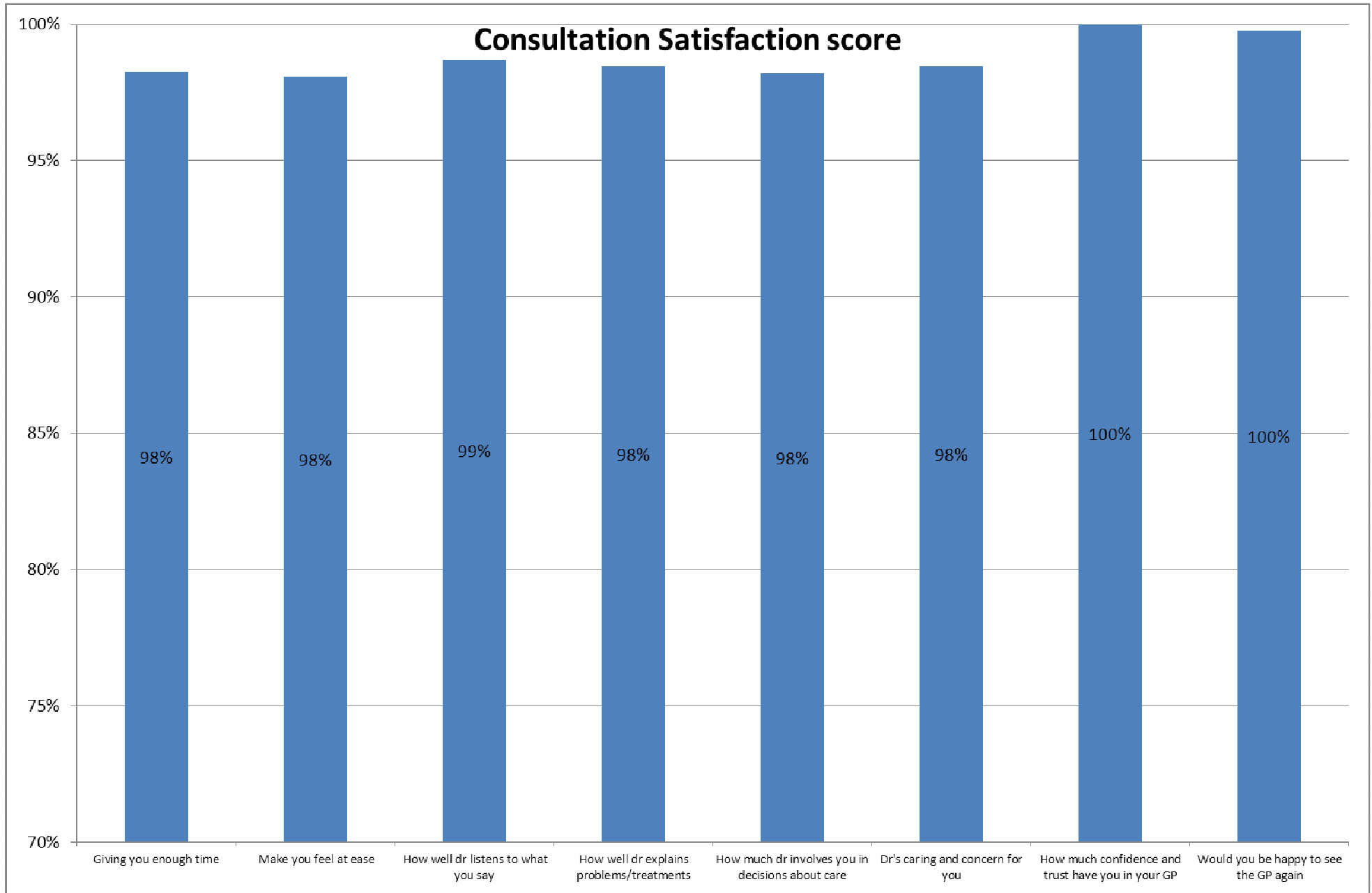
Patient Experience

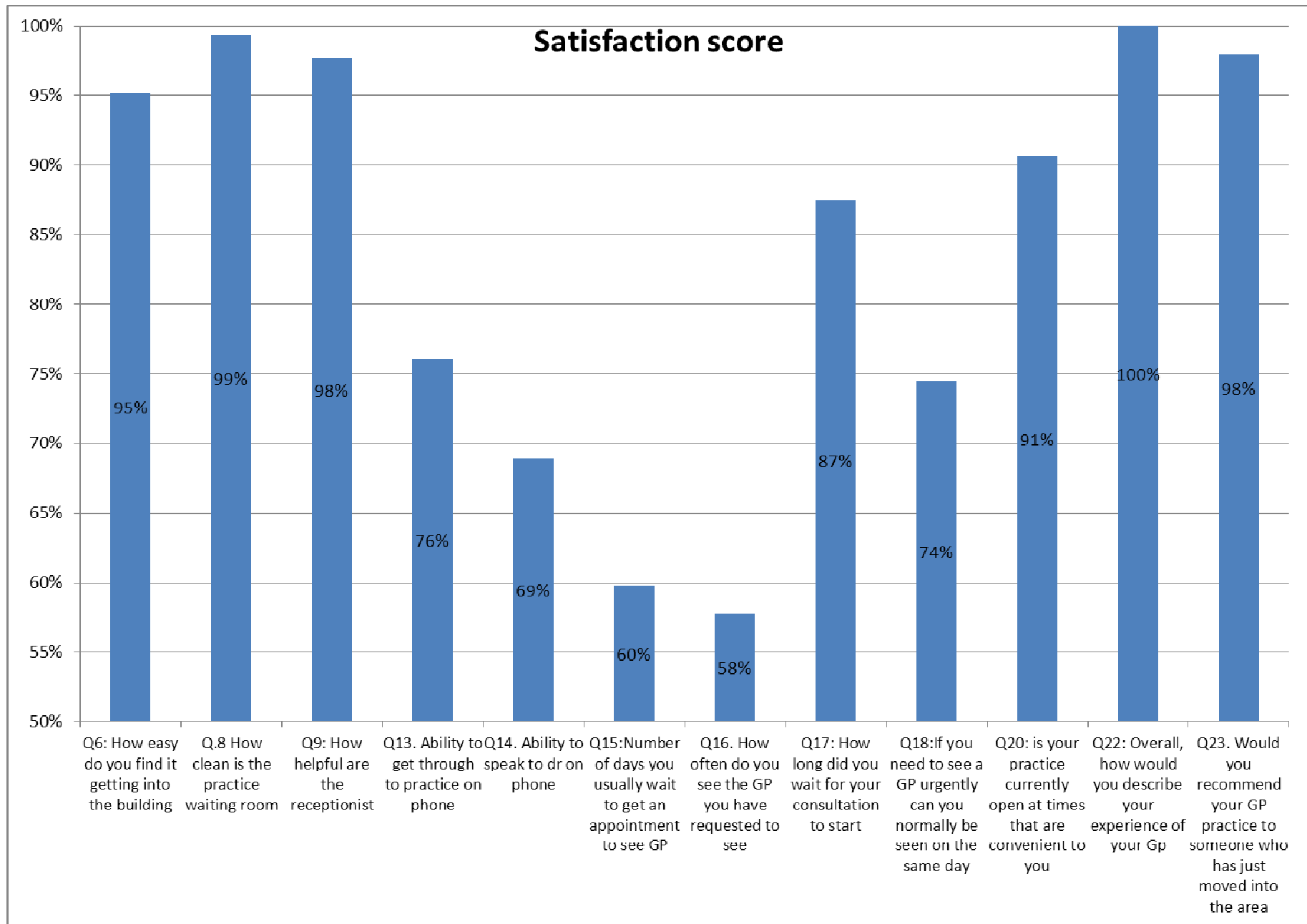
22: Overall, how would you describe your experience of your GP practice?

Excellent 209	Good 213	Fair 25	Poor 0	N/A 0	No answer 37
------------------	-------------	------------	-----------	----------	-----------------

23: Would you recommend you GP Practice to someone who has just moved to your local area?

Yes 430	No 9	No answer 45
------------	---------	-----------------





Results - See attached

**BEAUCHAMP
HOUSE
SURGERY**



**37 BADDOW
ROAD
CHELMSFORD
ESSEX
CM2 0DB**

**Dr S P Schultz Dr S P Dilley
Dr J D L Bulkeley Dr M Sarjudeen
Dr I Adiukwu & Dr Okon**

**Tel. (01245) 262255
Fax. (01245) 262256**

Dear Patient

We would be grateful if you would take some time to complete this patient survey. Your Doctors and Nurses want to provide the highest standard of care. Feedback from this survey will help them to identify areas that may need improvement. Your opinions are very valuable.

Please answer ALL the questions that apply to you by putting an X in one box unless more than one answer is required. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers.

Thank you.

About You:

1: Are you? Male Female

2: How old are you? _____

3: What is your ethnic group?

- A: White
- British
- Irish
- Black

Any other White background

- B: Mixed

- White and Black Caribbean
- White and Black African
- White and Asian

Any other Mixed background

- C: Asian or Asian British

- Indian
- Pakistani
- Bangladeshi

Any other Asian background

4: Which of the following best describes you?

Employed

(full, part time, including self-employed)

Unemployed

(includes looking for work)

Full time education

Unable to work

due to long term sickness

Looking after

family and home.

Retired from paid work

Other _____

5: Do you have a long-standing health condition?

Yes

No

Don't know/can't say

Your practice

6: How easy do you find getting into the building at the surgery?

Very easy

Fairly easy

Not very easy

Not at all easy

7: How do you think getting in to the building can be made easier?

8: How clean is the practice waiting room?

Very Clean

Fairly clean

Not very clean

Don't know

Reception

9: How helpful do you find the receptionists at the Surgery?

Very Helpful

Fairly helpful

Not very helpful

Don't know

10: In the Reception Area, can other patients overhear what you say to the Receptionist?

Yes

No

Don't know

Appointments

11: In the last 12 months how many times have you seen a GP/Nurse at your practice?

- None 1-3times 4-6 times 6 or more times

12: How do you normally book your appointments to see a GP?

- In person By Phone online

13: How easy is it to get through to Reception, at your GP practice on the phone?

- Very easy Fairly easy Not very easy Not at all easy

14: How easy is it to speak to a doctor or nurse on the phone at your GP practice?

- Very easy Fairly easy Not very easy Not at all easy

15: How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

- Same or next day 2-4 days 5 days or more Don't know, never tried

16: How often do you get to see your Gp/ Nurse you have requested?

- Always A lot of the time some of the time Never N/A

17: How long did you have to wait for your consultation to start today?

- Less than 5minutes 5-10 minutes 11-20 minutes 21-30 minutes more than 30 minutes

18: If you need to see a GP/Nurse urgently, can you normally be seen on the same day?

- Yes No Don't know, never tried

19: Have you ever missed an appointment because?

- I recovered I forgot I was delayed Too difficult to cancel Could not get through on the phone

20: Is your practice currently open at times that are convenient to you?

- Yes No

Your Consultation

21: Referring to your face to face / telephone consultation with the Doctor/ Nurse today, how highly would you score the Doctor/ Nurse at each of the following?

A: Giving you enough time?

- Excellent Very good Good Fair Poor Very poor

B: Make you feel at ease?

- Excellent Very good Good Fair Poor Very poor

C: Listening to you?

- Excellent Very good Good Fair Poor Very poor

D: Explaining treatment and tests?

- Excellent Very good Good Fair Poor Very poor

E: Involving you in decisions about your care?

- Excellent Very good Good Fair Poor Very poor

F: Treating you with care and concern?

- Excellent Very good Good Fair Poor Very poor

G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?

- Full confidence moderate little confidence no confidence

H: Would you be completely happy to see this GP/ Nurse again?

- yes no Maybe do not know

Please add any other comment you want to make about this Doctor/ Nurse.

Patient Experience

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

- Excellent Good Fair Poor N/A

23: Would you recommend you GP Practice to someone who has just moved to your local area?

Yes No

Further comments

We are interested in any other comments you may have about your experience?

We would like to contact our patients from time to time to ask their opinion on any new service, or changes to the existing service, that we are considering in the future. Would you be prepared in principle to participate? Yes, if yes please give your name to Reception, Thank you

No thank you

Thank you for taking time to complete this questionnaire