



## **BEAUCHAMP HOUSE SURGERY**

### **Patient Survey Results and Action Plan 2012/13**

#### **Patient Reference Group**

The Beauchamp House Surgery Reference Group

One hundred and three members in total, this has increased from twenty-six members last year.

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

**Total practice population:** 11,600

**Patient Survey:** Patient Consultation Version, EQUIP

The practice survey was designed by EQUIP and agreed by the Practice and Patient Reference Group (see attached). An excellent 97 % return rate achieved.

#### **Meeting to discuss results and content of action plan:**

Meeting: Beauchamp House Surgery

Date: 11<sup>th</sup> February 2013

Meeting: Beauchamp House Surgery

See minutes below

Members of the patient participation group and actions set to increase this number is set out below

### **Beauchamp House Patient Participation Group.**

At a meeting on 31st January 2012

Item 6; Selection process for new members

Agreed:

- To adopt in principle, the process of inviting new members from a demographically selected cohort to demonstrate their interest and suitability as outlined below, followed by informal conversation with the Chair and Practice Manager and appointed by the current members at a group meeting.
- The statement below forms the basis of an invitation to those who, demographically, fulfill our requirements for a diverse and representative Patient Participation Group
- The list of qualities required (as amended).

The following paragraph below will be sent to those having expressed an interest

'Members of the Patient Participation Group (PPG) act as independent representatives of all patients registered at the practice. We believe that when recruiting new members we should demonstrate that the process is as objective as possible and is proactive in encouraging under-represented groups.'

'To do this, we will ask all patients who express an interest in joining the PPG to offer a statement describing why they want to be a member of the PPG, based on the qualities and experience listed below.'

We are looking for patients who:

- Have an interest in how their GP practice serves its patients.
- Have a broad interest in health matters.
- Are prepared to attend regular meetings at approximately monthly intervals
- Are able and willing to contribute at meetings.
- Are able to be objective about important health issues and maintain a separateness from personal matters.
- Understand the importance of and are able to maintain confidentiality.

Agreed 31st January 2012 (meeting inquorate)

## Minutes of meeting held on Monday 11<sup>th</sup> February 2013 (postponed from 21st January due to bad weather)

7.00 pm at Beauchamp House

Please make sure that the practice has your correct e-mail address and tel. no. If you do not have 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	Action
<b>Present:</b> YA; CRB; BF; DCF; RH; RS; Dr IA; HJT (Practice Manager). None <b>Minutes</b> taken by CRB	<b>Apologies:</b>				BP/AP ref	
<b>1. Welcome and apologies.</b> There were no apologies. There had been some confusion over information sent to YA. CRB and HT to ensure everything goes to her that needs to. Refresh e-mail addresses..					BP 1.1.1 1.2; 1.3	
<b>2. Minutes</b> from 3 <sup>rd</sup> December meeting were agreed, although later it was realised DCF was listed as attending and not. He was no in attendance.						none
<b>3 Matters Arising</b> not on the agenda were put back to the end if they had not been dealt with otherwise.						
<b>4 Patients Survey Action Plan Progress:</b> <b>a. Noticeboards.</b> They seem to be up to date and used by everybody. <b>b. Entrance; improvement of access.</b> This is on the agenda at practice meetings. There are logistical problems as the car park is so small and any increase in the buildings footprint will impact unacceptably on the car park's capacity. Recently there have been issues with people abusing the use of the car park. <b>c. Newsletter.</b> The winter newsletter has two different versions on the reverse; one is PPG news and the other has information about using emergency services. <b>d. New survey</b> is a separate agenda item 5						HJT  HJT. Monitor and bring back if situation deteriorates
<b>5 New Patients Survey</b> <b>a.</b> Broadly speaking the survey results were quite pleasing. However, there is a very small but consistent downward trend in patients' levels of satisfaction with the service. This is replicated throughout the locality and, though not serious in itself, could be an indication of the increase in workload and associated stress on staff, from receptionists through to partners.						HJT; CRB; Dr IA.

<p>b. The nature of dissatisfaction was very similar to that of last years, with insufficient car parking featuring high on patients' list. In view of the predominance of public car parks in addition to the practice one, no action was felt appropriate at this time.</p> <p>c. It was noted that car parking tensions are regular, but there have been no accident or serious incident to date.</p> <p>d. Lively discussion about confidentiality at the reception desk sprung from a suggestion that the wording be changed in question 'Could the conversation be heard' or 'did you mind if the conversation could be heard' Space restraints rule out increased confidentiality. Therefore left to staff skills. ACTION (should this be in Action Plan?) to ensure continuous training of front line staff in interacting sensitively about the patients reason for attendance.</p> <p>e. It was resolved to keep the Action Plan as last year with the addition of: <b>Text messaging</b></p> <p>To promote its use and monitor the effects against the 'Failed to arrive' statistics, so as to participate in the national picture</p>		Dr IA; HJT
<p><b>6 MEMBERSHIP</b></p> <p>a. Following the last recruitment drive there are now 100 potential members; over 70% of whom are over 51. Heather invited ten of the youngest to our last meeting but there had been very little response. From then we shall recruit to the core group. It was decided to ask both 21-30 year olds;, 5 of 9 31-40 year olds and 6 of 16 41-50 year olds. The remainder will be written to try to retain their interest. All agreed that HRT and CRB to work on this.</p>		CRB/HJT
<p><b>b. Care Quality Commission</b> registration. The practice met their target.</p>		HJT & Dr A
<p><b>7 Practice News.</b> Dr (Ms) Harshini will remain with the practice until the end of July. There is a reception vacancy but the number of hours has been increased to allow for five on in the mornings. A full time experienced practice receptionist has been recruited. Internal decorating is almost complete.</p> <p>Nurse (Polly) Pauline Filby retires on 31<sup>st</sup> March.</p>		none
<p><b>8 Any other business.</b></p> <p><b>Diabetes &amp; obesity.</b> DCF tabled some information about diabetes and the walking time bomb of obesity. After lively discussion it was agreed that CRB write to the Clinical Commissioning Group to ask to ask for their plans relating to obesity and diabetes. We specifically request greater use of dieticians to advise pre-diabetic patients and promotion of such initiatives as the gym referral scheme and the Health Trainer service.</p> <p><b>Phlebotomy.</b> It would be nice to have a space for taking blood, but the surgery just has insufficient space and is unlikely to gain any more. Christchurch is the nearest.</p>		CRB/ DCF  None
<p><b>9 Next meeting at 7.00pm at the surgery Monday 8<sup>th</sup> April 2013</b></p> <p><b>Meeting finished at 20.45 hrs</b></p>		HJT; CRB

## **Patient Survey Results and Action Plan - General Introduction**

The patient survey used was agreed for the second year 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.

### **Patient Satisfaction Score**

The satisfaction results are compared with last year's Patient Survey 2010-11.

The response rate again this year was an excellent 97% return rate. This is a 12% improvement on last year's 85% return rate.

For this year's survey, the practice handed out the patient survey to patients attending appointments. 475 were given out with 465 questionnaires completed, a response rate of 97%.

Each clinician 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 surveys in the past where patients were randomly picked from the list regardless of the date of the last visit.

### **Summary of the results**

<b>Patient Experience</b>	<b>Practice Survey 2012-13</b>	<b>Practice Survey 2011-12</b>	<b>Practice National Survey Results 2010-11</b>
Overall care received	96%	94%	92%
Recommend the practice to someone who has just moved into the area	96%	98%	87%
<b>Your Consultation – Satisfactory Score</b>			
Giving you enough time	99%	98%	93%
Make you feel at ease	98%	98%	-
How well the doctor listens	98%	99%	90%
Explaining treatment and tests	97%	98%	80%
Involving you in decisions about your care	97%	98%	76%
Treating you with care and concern	98%	98%	87%
Confidence and trust in your doctor	99%	100%	95%
Happy to see GP again	100%	100%	-

## **Building and Parking**

The cleanness of the building was considered excellent again this year, with a satisfaction score of 99.8%, this has increased slightly by 0.4%. The issue again this year seems 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. The feasibility of this was discussed but due to the age of the building this is difficult to solve.

Parking is a real issue for patients and the lack of parking and spaces was discussed at length again. The situation has not changed in the last year there is no further space available and therefore the practice is unable to improve this facility. Last year it was suggested that the size of the parking spaces be increased but this would reduce the number of spaces available and ultimately exacerbate the parking problems. The parking problem has been enhanced by patients parking for reasons other than visiting the Doctors. This will be addressed through the noticeboard and Newsletter.

## **Appointments**

The practice is open from 8.30am – 6.30pm Monday to Friday and closed at weekends. The receptionists scored a high satisfaction score of 98% again this year. The front of house staff should be congratulated in maintaining this high score. The average satisfaction score across Mid Essex PCT for 2011/12 was 89%

The satisfaction score, 69%, for getting through to the practice on the telephone has dropped this year by 7% from 76% in 2011/12. Telephone access has always been an issue for practices and this could be a reflection of the ever increasing demand on the services offered. The average satisfaction score for Mid Essex PCT from the national survey was 72% for 2011/12 with a 43% return rate.

The practice offers online booking and prescription requests which should have taken a little of the pressure away from the phones. Of the 465 patients only 10 used the online booking appointment. The online service needs further advertising to ensure patients are aware of services available.

Number of days before seeing a GP – 58%, this has dropped slightly from last year's score of 60%. Number of days waiting to see a GP was the second lowest satisfaction score. It is not possible to give a comparison of this score with the Mid Essex national results due to the difference in the wording of the question.

Seeing the GP of choice has the lowest satisfaction scores overall again for this year. This was discussed with the patient group in depth. The result, 58% gives one of lowest satisfaction scores achieved by the practice. This is 4% below the Mid Essex PCT average satisfaction score of 62%. The low score achieved by the practice and the low average score across Mid Essex reflects the high demand on seeing the GP.

15% of patients who returned the patient survey said they had missed an appointment, a third of these said it was due to forgetting they had booked the appointment. 10% said they could not get through to the practice, this is an on-going issue. 41% were delayed and did not make it to the practice, it is difficult for the practice to have a solution for this problem. DNA's are considered a problem.

<sup>1</sup>Nationally 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

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<sup>1</sup> Developing Patient Partnerships. The forgotten millions: missed GP appointments figures.

appointments DNA'd in a calendar month.

### **Consultations**

"Waiting times" 85% satisfaction score is a good result compared with the Mid Essex PCT national average Survey Results of 61% 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 Mid Essex PCT average score and the Practice Survey. This reflects the good service offered by the practice.

### **Main issues raised by patients**

#### **Access - Saturday morning surgery**

Patients would like Saturday morning opening.

#### **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. The parking problem has been enhanced by patients parking for reasons other than visiting the Doctors. This will be addressed through the noticeboard and Newsletter.

#### **Access**

Twenty-nine patients would like the entrance doors and entrance area improved. Due to the age of the building this is difficult to solve.

#### **Phoning through to the Practice**

Phone access has improved since the introduction of on-line booking of appointments. This information does not appear to be reaching patients. The service will remove pressure from the phones once usage increases

#### **Phlebotomy service**

The practice space is used to its maximum and although the practice would like to offer the service it is not possible because of the space restriction.

**The actions below are 'suggested actions' set for 2012/13 and it was agreed by the patient group to continue to improve of these areas. The action have already made a difference but still have a little way to go before being considered complete**

#### **2012/13 actions**

##### **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.

This has been a success in the practice keeping up to date information ready available for patients. There is a regular turnover of information displayed.

##### **Newsletter.**

This has proven a very popular way to inform patients of change and will continue in the future.

## **Cloakrooms**

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

Problems are reported to reception and are dealt with at the time. There have been no further comments about the facilities available at the practice.

## **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 with reference to hand rails and this too will need to be explored.

A way forward to resolve this issue is an on-going investigation by the practice.

# **BEAUCHAMP HOUSE SURGERY**



**37 BADDOW ROAD  
CHELMSFORD  
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## Patient Questionnaire Results 2012/13

### 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

<input type="checkbox"/> Ease of getting in to the building	Satisfaction score	95%
<input type="checkbox"/> How clean is the waiting room	Satisfaction score	100%
<input type="checkbox"/> How helpful are the receptionist	Satisfaction score	98%
<input type="checkbox"/> To see a particular Doctor	Satisfaction score	58%
<input type="checkbox"/> Surgery opening times	Satisfaction Score	91%
<input type="checkbox"/> Consultation waiting time	Satisfaction Score	85%
<input type="checkbox"/> Speak to practice on the phone	Satisfaction Score	69%
<input type="checkbox"/> Speak to a Doctor on phone	Satisfaction Score	64%
<input type="checkbox"/> Seen same day	Satisfaction Score	86%

#### Consultation

<input type="checkbox"/> Listening	Satisfaction Score	98%
<input type="checkbox"/> Put at ease in examination	Satisfaction Score	98%
<input type="checkbox"/> Involved in decisions	Satisfaction Score	97%
<input type="checkbox"/> Explanations	Satisfaction Score	97%
<input type="checkbox"/> Time spent	Satisfaction Score	99%
<input type="checkbox"/> Caring and concern	Satisfaction Score	98%
<input type="checkbox"/> Confidence in your GP	Satisfaction Score	100%
<input type="checkbox"/> Seeing the GP again	Satisfaction Score	99%

**Overall experience of you GP Surgery Satisfaction Score 96%**  
**Would you recommend the Surgery Satisfaction Score 96%**



Primary Health Care  
General Practice Questionnaire

Practice Code: Beauchamp House Surgery

Number returns:465

**Q1. Are you**

Male	Female	No Answer
165	300	0

**Q2. How old are you?**

<20yrs	20-30 yrs	31yrs-40yrs	41yrs – 50yrs	51yrs – 60yrs	61yrs – 70yrs	71yrs - 80yrs	80+yrs	No answer
13	48	82	63	65	80	75	35	4

**Q3. Which Ethnic group do you belong to?**

<b>A: White</b>		<b>B: Mixed/multiple ethnic Groups</b>		<b>C: Asian/Asian British</b>	
English/Welsh/Scottish/Northern Irish/British	419	White and Black Caribbean	3	Indian	6
Irish	5	White and Black African	2	Pakistani	6
Gypsy or Irish Traveller	0	White and Asian	3	Bangladeshi	0
Any other white background	11	Any other mixed/multiple ethnic background	2	Chinese	2
				Any other Asian background	2
<b>D: Black/African/Caribbean/Black British</b>		<b>E: Other ethnic groups</b>		<b>F: No Answer</b>	1
African	1	Arab	0		
Caribbean	1	Any other ethnic group	0		
Any other Black/African/Caribbean Background	1				

**Q4. Which of the following best describes you?**

Employed	Unemployed	Full time education	Unable to work	Looking after home/family	Retired	Other	No Answer
201	21	10	23	29	165	8	8

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

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Yes	No	Don't know /can't say	No answer
203	156	21	85

## **Your Practice**

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

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Very easy	Fairly easy	Not very easy	Not at all easy	No answer
307	119	23	2	14

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

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Number of suggestions

For suggestions on how getting into the building please see attached.

**Q8.** How clean is the practice waiting room?

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Very clean	Fairly clean	Not very clean	Don't know	No answer
320	128	0	1	16

## **Reception**

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

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Very helpful	Fairly helpful	Not very helpful	Don't know	No answer
331	109	10	0	15

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

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Yes 325	No 27	Don't know 83	No Answer 30
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## **Appointments**

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

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None 18	1-3times 183	4-6 times 134	6 or more times 115	No answer 15
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**Q12.** How do you normally book your appointment to see a GP/Nurse?

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In person 32	By Phone 367	Online 10	No answer 56
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**Q13.** How easy is it to get through to reception, at your GP practice on the phone?

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Very easy 53	Fairly easy 255	Not very easy 107	Not at all easy 31	No answer 19
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**Q14.** How easy is it to speak to a GP or Nurse on the phone at your GP practice?

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Very easy 40	Fairly easy 198	Not very easy 116	Not at all easy 22	No answer 89
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**Q15.** How many days do you usually have to wait to get an appointment with a GP/Nurse of your choice?

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Same or next day 123	2-4 days 110	5 days or more 166	Don't know, never tried 32	No answer
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**Q16.** How often do you get to see your GP/Nurse you have requested?

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Always 79	A lot of the time 177	Some of the time 133	Never 5	N/A 49	No answer 22
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**Q17.** How long did you have to wait for your consultation to start today?

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Less than 5minutes	5-10 minutes	11-20 minutes	21-30 minutes	more than 30 minutes	No answer
90	117	66	27	23	142

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

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Yes	No	Don't know, never tried	No answer
301	49	92	23

**Q19.** Have you ever missed an appointment because?

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Yes	No	No answer
60	388	17

Reasons for missing an appointment?

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I recovered	I forgot	I was delayed	Too difficult to cancel	Could not get through on the phone	No answer/NA
4	20	25	0	6	5

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

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Yes	No	No answer
402	39	27

## **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?

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A: Giving you enough time?

Excellent	Very good	Good	Fair	Poor	Very poor	No answer
240	135	56	4	0	0	30

**B: Make you feel at ease?**

Excellent 250	Very good 136	Good 42	Fair 7	Poor 1	Very poor 0	No answer 29
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**C: Listening to you?**

Excellent 256	Very good 132	Good 38	Fair 9	Poor 0	Very poor 0	No answer 30
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**D: Explaining treatment and tests?**

Excellent 242	Very good 136	Good 43	Fair 13	Poor 1	Very poor 0	No answer 30
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**E: Involving you in decisions about your care?**

Excellent 232	Very good 134	Good 52	Fair 14	Poor 0	Very poor 0	No answer 33
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**F: Treating you with care and concern?**

Excellent 234	Very good 148	Good 40	Fair 9	Poor 1	Very poor 0	No answer 33
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**G: How much confidence and trust did you have in the GP/Nurse you last saw or spoke to?**

Excellent 360	Very good 66	Good 1	Fair 1	Poor 0	Very poor 0	No answer 37
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**H: Would you be completely happy to see this GP/ Nurse again?**

Excellent 414	Very good 4	Good 8	Fair 1	Poor 0	Very poor 0	No answer 38
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**Patient Experience**

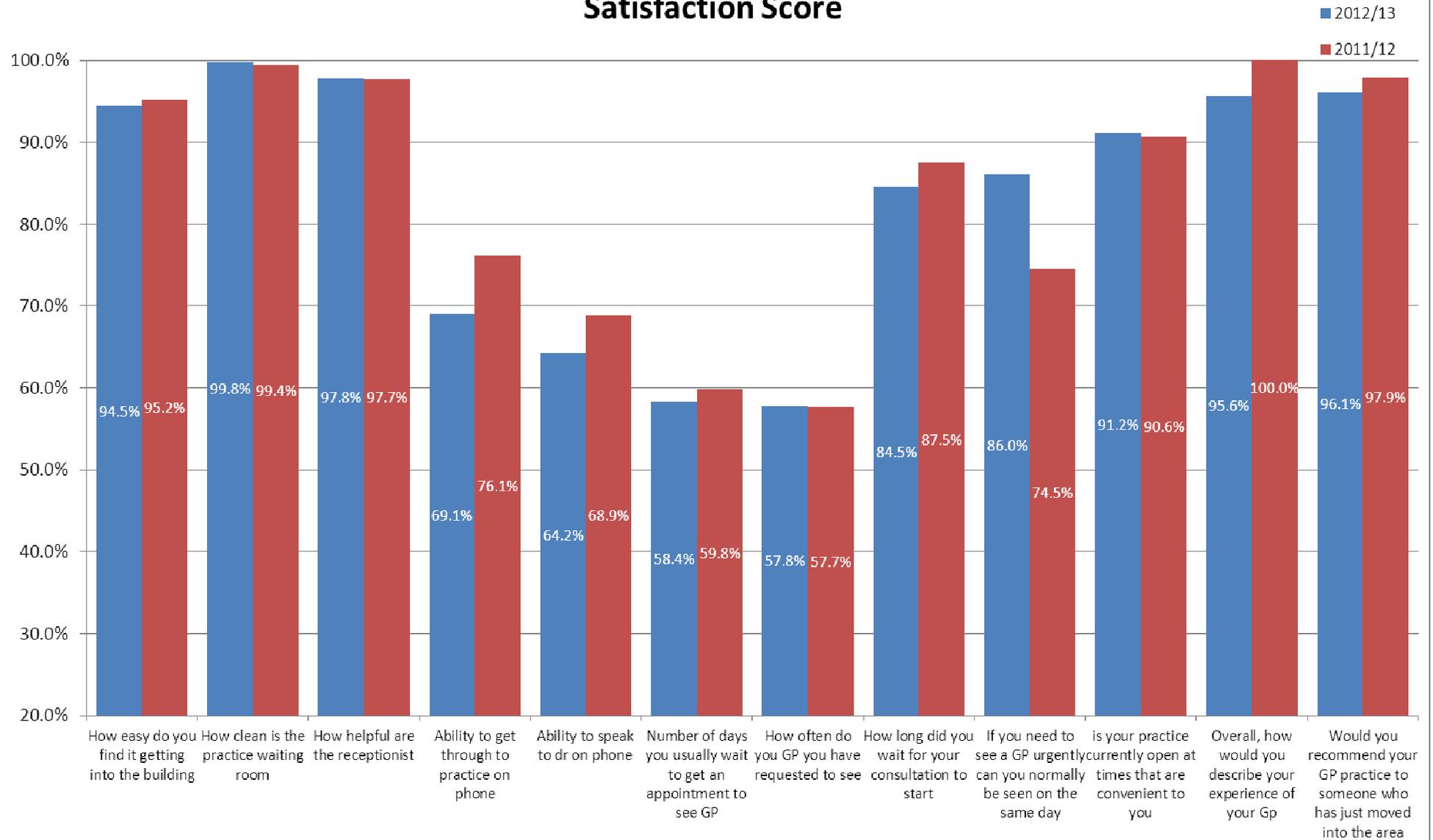
22: Overall, how would you describe your experience of your GP practice?

Excellent	Good	Fair	Poor	N/A	No answer
212	202	19	0	0	32

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

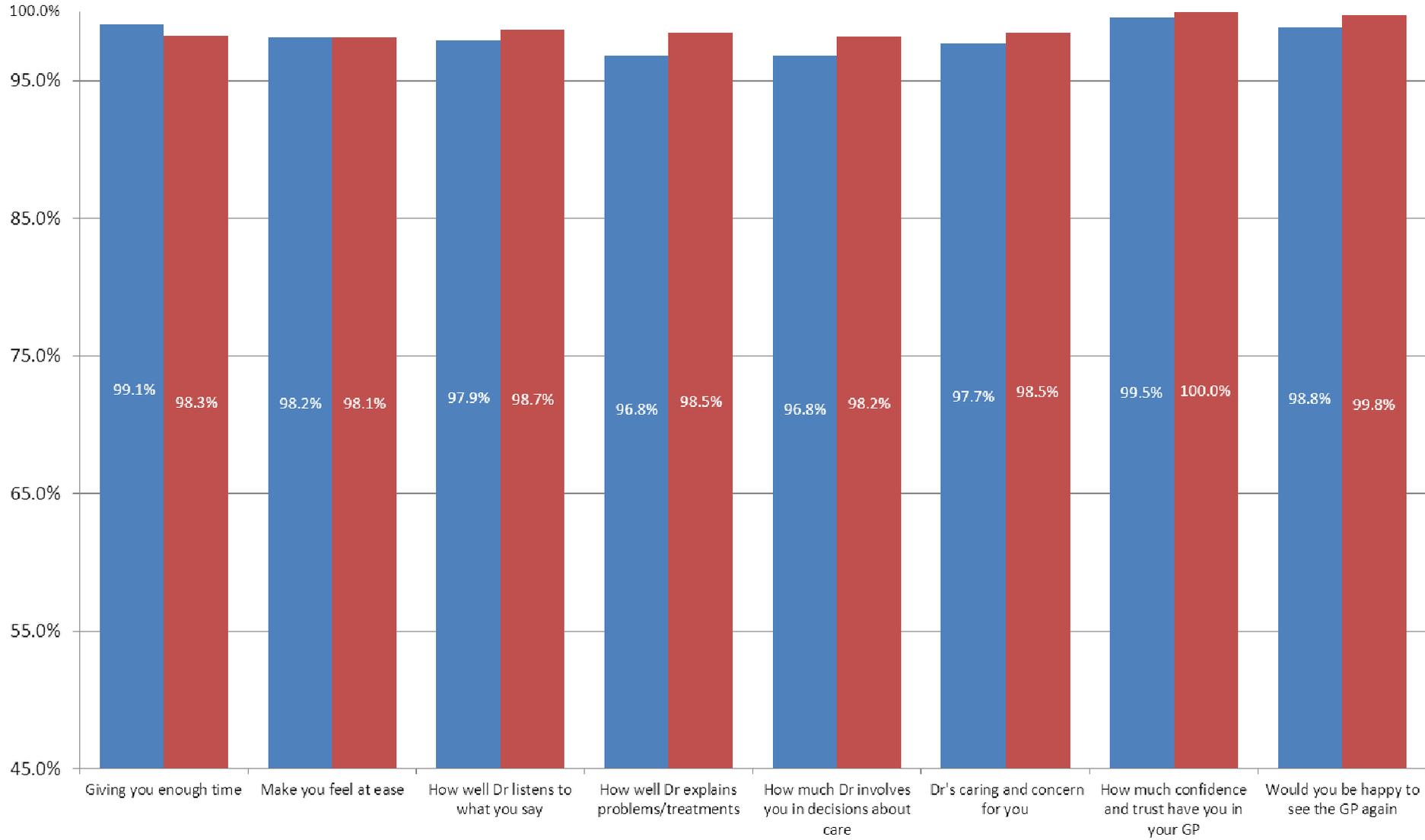
Yes	No	No answer
419	17	29

## Satisfaction Score



### Consultation Satisfaction Score

■ 2012/13  
■ 2011/12



Results - See attached

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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**