



# Healthwatch Wolverhampton

GP Access: Patient experiences in  
Wolverhampton

April 2017





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## Project Brief

Healthwatch Wolverhampton relies on feedback from the public to inform its work priorities for the year ahead. For the year 2016/17, Wolverhampton residents informed us that a priority area to review was GP access. Access to GP's has been a recurrent theme in the patient feedback data we have received and the interest in this area is often highlighted as a negative aspect of patient experience. The purpose of this report is to clarify the public perception and experience, often reflected in the media, of problems accessing GPs.

Nine out of ten public interactions with the health and social care systems are through primary care, including GP services.<sup>1</sup> Accessibility issues are frequently attributed in a lack of available appointments, with patients often explaining that they are having to wait up to two weeks or more for an appointment with their GP, yet national research has demonstrated that patients with more timely access to GP appointments make fewer visits to A&E departments<sup>2</sup>.

There have been a number of other Healthwatch studies nationally carried out in response to perceptions that there are issues affecting access to GP services. These include long waiting times for appointments; inflexible booking systems and rigid surgery hours. In March 2015 Healthwatch England brought together the findings of a number of studies by



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<sup>1</sup> (Department of Health (2012) Primary Care. Available at [http://www.dh.gov.uk/health/category/policy\\_areas/nhs/primary-care/](http://www.dh.gov.uk/health/category/policy_areas/nhs/primary-care/))

<sup>2</sup> (T.E Cowling et al. "Access to Primary Care and Visits to Emergency Departments in England: A Cross Sectional Population-Based Study. PLOS One (2013).)





different Healthwatch saying that access to primary care services, including GP's was the public's number one health concern. The findings of local Healthwatch when they have gone out and talked to consumers has often been at odds with the findings of the Patient Surveys and have led to Healthwatch England questioning the top level findings of the survey. The survey in 2015 showed that 85 per cent of respondents were satisfied with their GP practice, however, by talking to people, Healthwatch has identified significant issues with access and experience.

Healthwatch Wolverhampton has received feedback from the public on GP access, with common issues including difficulties encountered when booking appointments, a lack of appointment availability and communication problems. However, some feedback received by Healthwatch also provides patient experiences of areas of good practice that should be shared.

## Our Aim

We wanted to understand people's experiences of making GP appointments and be equipped with a greater understanding and body of evidence to identify where problems exist and suggest improvements that will benefit the local community, as well as service providers. The findings of this project may inform future Healthwatch projects for further in depth analysis of GP accessibility.

The project outcomes will help to inform recommendations which can contribute towards improving the commissioning, delivery and monitoring of GP services and contribute to recommendations for service improvement to ensure patients are accessing the most appropriate service for their needs.





## How did we go about it?

Healthwatch staff and our trained volunteers conducted surveys of patients at a variety of locations throughout the city, including community centres, GP surgeries, local events and at New Cross Hospital throughout December 2016, January and February 2017. The survey was also sent out online to our volunteers and partner organisations and distributed through Facebook and on Twitter.

We talked directly with patients who called us on the phone to share their experiences and also in person.

In total, we heard from **379 patients** from the following GP practices across the city:

- All Saints Surgery
- Alfred Squire Surgery
- Ashfield Road Surgery
- Ashmore Park Health Centre
- Bilston Health Centre
- Bilston Medical Centre
- Bilston Urban Village
- Bradley Medical Centre
- Cannock Road Medical Practice
- Castlecroft Surgery
- Church Street Surgery
- Coalway Road Surgery
- Duncan Street Surgery
- East Park Medical Practice
- Ettingshall Medical Centre
- Keats Grove Surgery
- Lea Road Medical Practice
- Leicester Street Medical Centre
- Lower Green Health Centre
- Marsh Lane Surgery
- Mayfield Medical Practice
- Primrose Lane Surgery
- Probert Road Surgery
- Thornley Street Surgery
- Tudor Medical Centre
- Warstones Health Centre
- Whitmore Reans Health Centre
- Woden Road Surgery





## What did we learn?

We surveyed **379 patients** to gather their views of accessing their GP and this is a summary of the findings:

- 61% of people had visited their GP within the last 3 months. Only 7 % had not visited within the last year.
- 73 % of patients rated their overall experience of their last visit as either good or very good.
- 79% of respondents usually book their GP appointments by phone.
- 61% of respondents stated it was either easy or fairly easy to get through to the GP practice on the phone, although
- 37% of people stated it was not easy at all to get through on the phone when trying to book an appointment.
- 39% of patients stated they are always given a choice of appointment time when they book to see their GP.
- When making an appointment 52% of people said the receptionist asks them the reason they need the appointment.
- When in the reception area, 33% of patients stated that other patients could overhear their conversations with the reception staff and they were unhappy about this.
- 72 % of respondents stated they knew how to contact an out of hours GP service when their surgery is closed, but 28% of patients did not know who to contact.
- When asked if their GP practice was open at times that were convenient,
- 76% of respondents confirmed that opening times were convenient, but 18% of respondents stated that opening times were not convenient at all.





- When asked which additional opening times would make it easier to see or speak to someone at the GP surgery, the most commonly reported answers were after 6:30pm (24%), before 8am (24%) and on a Saturday (20%). Additionally, 12% answered that opening at lunchtimes would make it easier and 3% answered they would like their surgery to be open on a Sunday.
- 69% of respondents were not aware of the complaints process within the GP surgery.
- When referred to hospital, 32% of respondents reported having a choice of which hospital they would like to go to. However 38% of respondents were not given a choice.





## What did people tell us?

The details...

- I don't think the GP reception staff should ask what your problem is
- The reception staff are excellent
- There is no privacy when I need to speak to the receptionist. People can overhear and it makes me embarrassed
- You have to phone at 8am the same day for an appointment else it can be two weeks' wait
- If when I call I can't get an appointment for the same day, I am offered a call back later on in the afternoon
- The phone is engaged a lot of the time. You have to keep trying
- I'm unsure how to see a Doctor- I don't know if you're supposed to call on the day or book in advance
- GP's need to have British Sign Language (BSL) interpreters more readily available and not assume Deaf patients do not require an interpreter or that a family member can be there instead of a trained interpreter
- Sometimes, the BSL interpreter does not turn up to my appointments
- I have been with my practice since last March, but never seen a GP. I always get a Nurse Practitioner- I want to see a GP but there are no appointments
- I see a different GP every time I go for an appointment
- I think the GP surgeries should be open longer hours; it's hard if you work in the week to get an appointment
- I needed an appointment with a phlebotomist, but they are not there every day so I had to wait until they were next in the surgery
- A facetime service out of hours would be useful as it is easier for me to speak with someone after work in the evenings which I could do from home







## Our recommendations

- 1) Patients expressed frustration when trying to telephone the surgeries at busy times. As most patients confirmed they currently book appointments on the telephone, online booking should be promoted to patients with support to help them register online if needed
- 2) Offer a range of ways to book appointments for people who work or have other issues
- 3) Effectively publicise extended opening hours, pre-bookable appointments, online appointment booking and interpretation services or British Sign Language for patients if required
- 4) Ensure that information regarding booking British Sign Language interpreters is made readily available to patients and staff are also aware of the process to follow if an interpreter is required. Offer Deaf awareness training to all staff.
- 5) Have systems in place that listen and respond to patient feedback, also ensuring that all patients are aware of Patient Participation Groups and how they can join
- 6) Ensure that all patients are given a choice of where they are to be referred to in accordance with the Choice agenda
- 7) Ensure that all patients can easily access information on how to make a complaint and also advocacy services should they require support. Visibly display information in surgeries on making a complaint or how to leave positive feedback
- 8) Provide patients with information on the other alternative services available to them e.g. Pharmacies, Urgent Care Centre.
- 9) The role of the Nurse Practitioner could be better explained to patients as a valuable alternative to the GP, patients who had used them tended to view them positively and welcomes the fact they were easier to book appointments with, but others remained unsure of the role of the Nurse Practitioner compared with their GP.

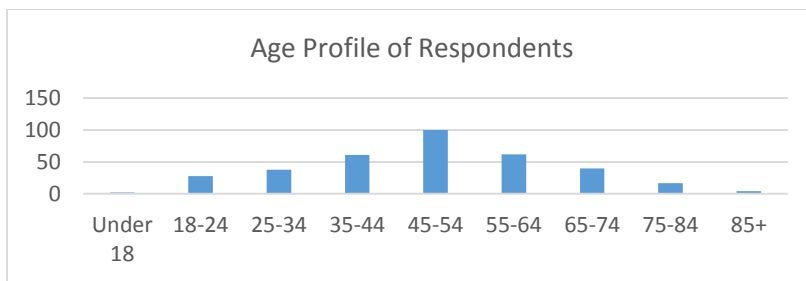




## Appendix 1 – Survey Data Analysis

### Demographics

Data was collected from individuals within all Wolverhampton postcodes, with the largest number of respondents being from WV3, WV4, WV6, and WV10 areas. 72% of respondents were female and 27% male, with 1% having had a gender reassignment. The age profile of the respondents was normally distributed, with the majority being between the ages of 35 and 64. The full age profile of respondents is shown in Figure 2.



*Figure 1. Age profile of respondents*

92% of respondents were heterosexual; 56% of all respondents were married and 25% reported their marital status as single. The large majority of respondents were white (78%; Chart 2), and either Christian (50%) or not religious (28%).





	%	n
White	78%	268
Asian / Asian British	13%	45
Black / Black British	4%	15
Other	2%	7
Mixed	1%	2
Prefer not to say	1%	5

Figure 2. Ethnic origin of respondents

47 respondents reported having a disability, and 136 had a long-standing health condition. The most commonly reported long-term health conditions were diabetes, high blood pressure, mental health problems, asthma, and arthritis.

## Overall experience

### When did you last visit your GP?

Of 379 respondents, 233 (61%) had last visited their GP within the previous 3 months; an additional 31% had last been between 4 and 12 months prior. Only 26 (7%) had not visited their GP within the last year.

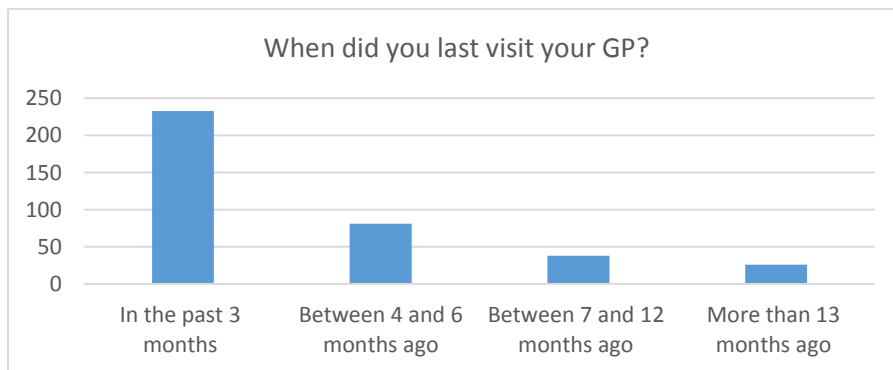


Figure 3. When did you last visit your GP?





## Who was your appointment with?

307 (83%) respondents had their appointment with a GP, whilst 61 (16%) saw a nurse. 4 respondents reported seeing either or both, and 3 had visited a specialist professional, such as a midwife.

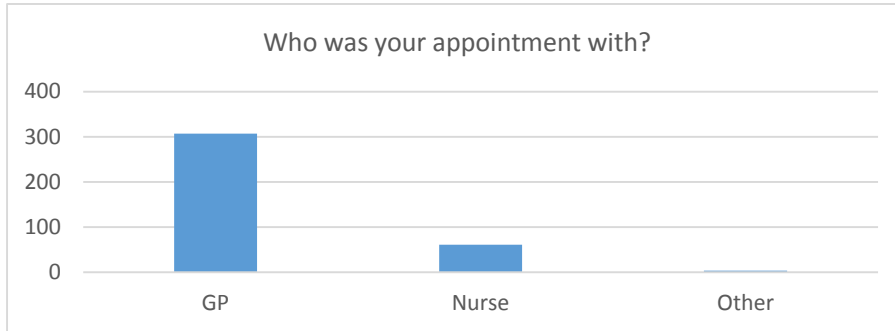


Figure 4. Who was your appointment with?

## Overall experience

When rating their overall experience, almost three quarters of respondents (275; 73%) gave a rating of very good or good. This was reflected in open-ended responses, such as:

*'I feel very lucky to have an excellent GP surgery and doctors, nurses, healthcare assistants and receptionist are all very helpful and kind.'*

However, 15 (4%) respondents reported their overall experience of their GP practice to be very poor. This dissatisfaction with the service is illustrated by comments such as:

*'GP need to show more empathy when dealing with children. My children are now fearful of going to see this dr.'*

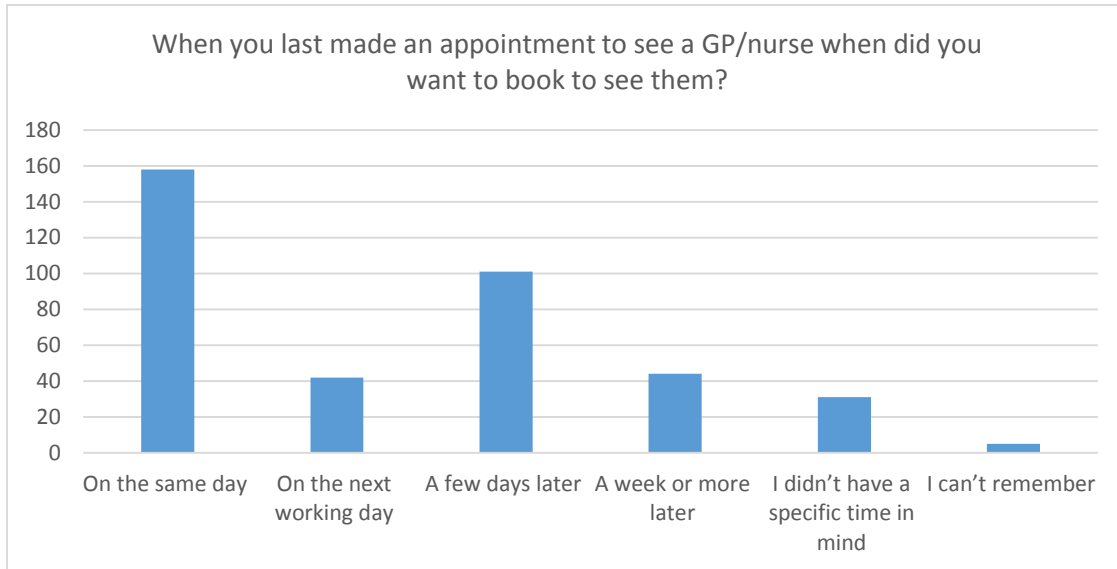
## Appointment Availability

*When you last made an appointment to see a GP/nurse when did you want to book to see them?*





When last booking to see the GP/nurse, 41% of respondents wanted an appointment on the same day, 11% on the next working day, and 26% within a few days. Only 12% wanted to be seen a week or more later, whilst 8% did not have a specific day in mind.



*Figure 5. When you last made an appointment to see a GP/nurse when did you want to book to see them?*

### ***Do you get a choice of appointment time?***

Of 382 respondents, 39% reported being able to have a choice of appointment time, and 46% said that this is sometimes the case. However, 12% claimed that they do not have a choice.



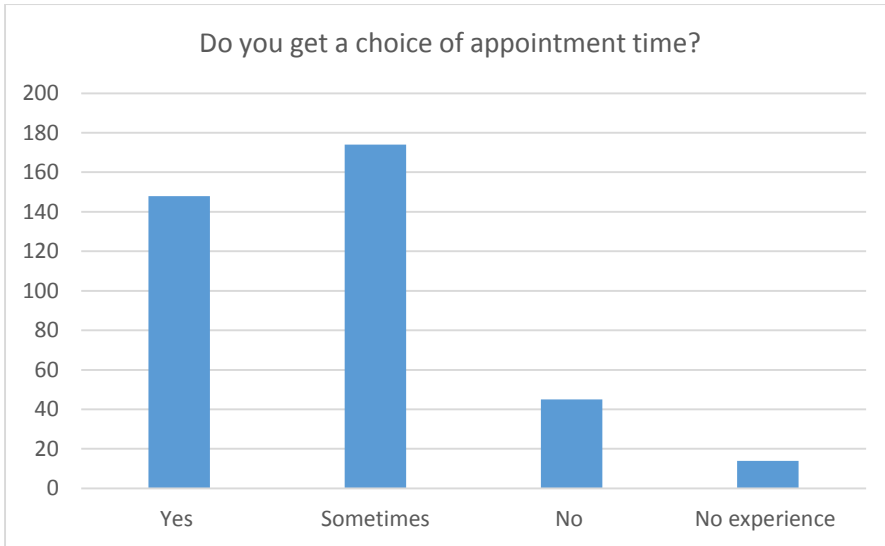


Figure 6. Do you get a choice of appointment times?

***If you weren't able to get an appointment or the appointment you offered wasn't convenient, why was that?***

Whilst 171 (47%) of the 366 respondents found the question not to be applicable, when asked why they were not able to secure a convenient appointment, the most common responses were that there were no appointments for the preferred day (27%) or time (13%).

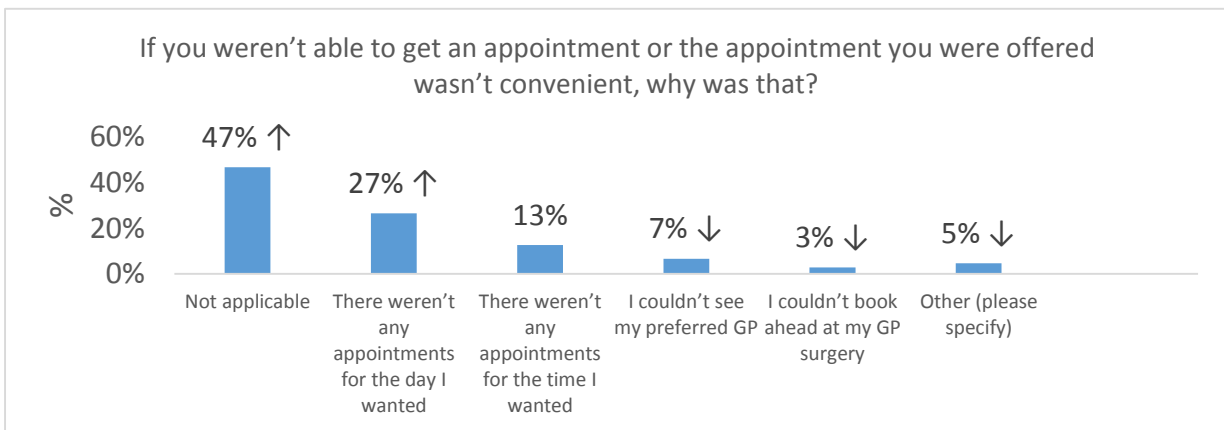


Figure 7. If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?

Of the 17 respondents that reported 'other' reasons, examples ranged from not being able to fit an appointment in around work, always having home visits, no



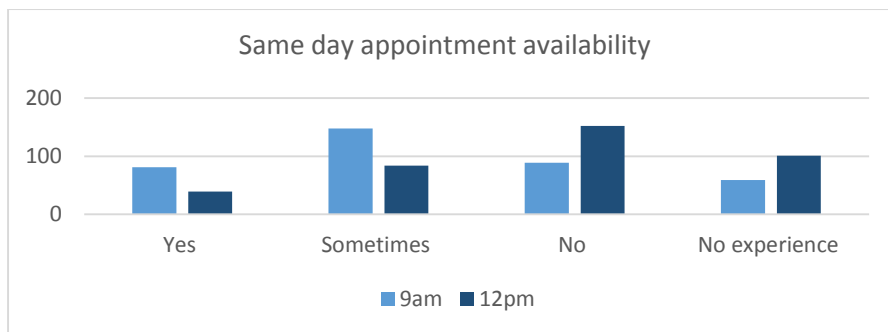


appointments being available at the practice, or specific requirements of the surgery, for example:

*‘Patients are required to speak to the Doctor by telephone (on a call back service) before the Doctor determines if an appointment can be offered’*

### ***Same day appointment availability***

Regarding same day appointments, when contacting the surgery after 9am, 24% reported there being no availability; after 12pm this increased to 40%. However, 39% reported that there are sometimes same day appointments available when calling at 9am, and 21% reported appointments being available. When calling after 12pm, 22% claimed there are sometimes appointments available, whilst only 10% reported being able to book a same day appointment.



*Figure 8. Same day appointment availability*

Open-ended responses often referred to the problems in getting appointments, for example:

*‘There aren't enough GPs and you can NEVER get an appointment you need. There is always an extremely long wait.’*

## **Appointment Booking Procedure**

***Can you book your next appointment before leaving the practice?***





68% of respondents reported being able to book their next appointment before leaving the practice, whilst 16% claimed that this was not the case, and 16% had no experience.

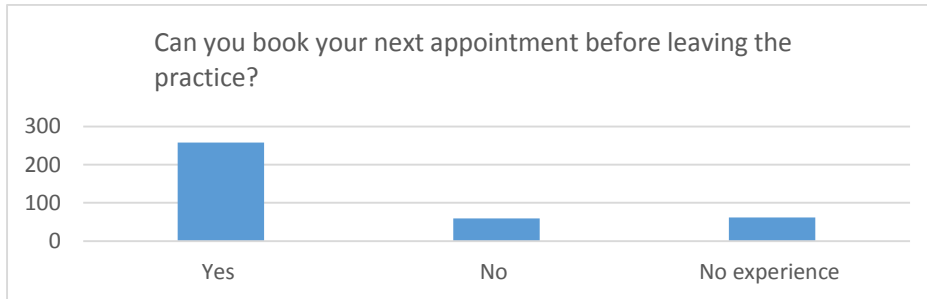


Figure 9. Can you book your next appointment before leaving the practice?

### ***Can you book an appointment 2 weeks or more ahead?***

Over half of respondents (203; 53%) reported being able to book an appointment 2 weeks or more ahead. However, 19% reported that they were not able to do so. 27% had no experience of this.

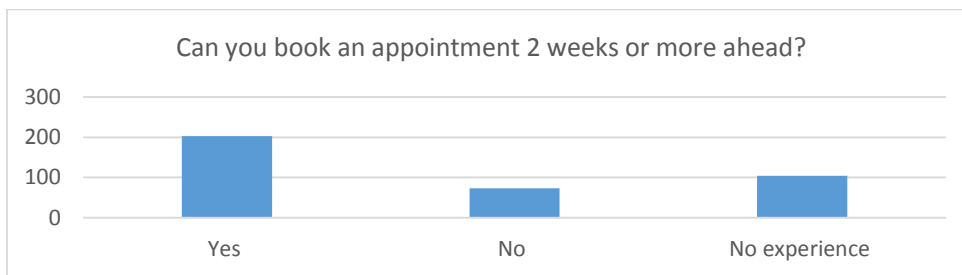


Figure 10. Can you book an appointment 2 weeks or more ahead?

### ***Do you have to make separate appointments for each health concern?***

167 (44%) respondents reported not having to make separate appointments for each health concern, whilst 119 (31%) reported that within their GP practice they did have to make separate appointments. 95 respondents were either unsure or reported the question as not applicable.





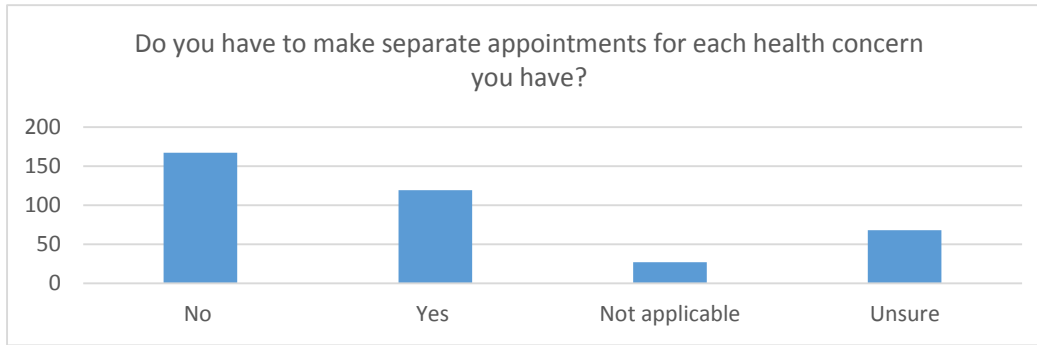


Figure 11. Do you have to make separate appointments for each health concern you have?

### Appointment booking preferences

79% of respondents usually book their appointments by phone, yet only 59% report the method to be their preference. Whilst only 5% currently book by email, 22% reported that to be their preferred method. The number booking in person (14%) and preferring to book in person (12%) was similar.

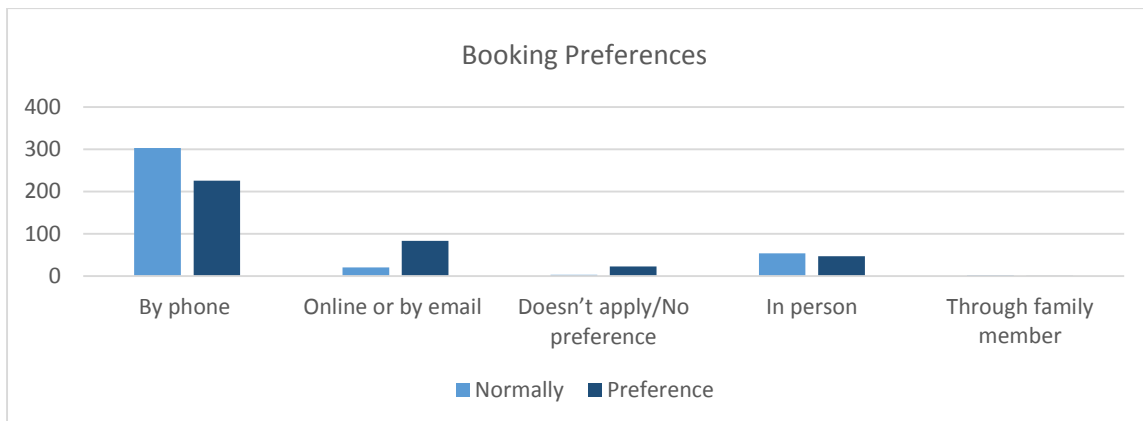


Figure 12. Actual vs preferred methods of booking an appointment at GP surgery

### What happens if you are late for your appointment?

233 (61%) had no prior experience. Of the 146 that did know, 81 reported that they would be seen if they waited, and 51 reported that they would have to make a new booking. 14 reported an answer of 'Other', with responses including that the outcome varies from time to time, that they attend an open surgery with no appointments, and that their doctor is often late anyway. Furthermore, many





within the ‘other’ response reiterated that they had no experience of the procedure.



Figure 13. What happens if you are late for your appointment?

***Overall, how would you describe your experience of making an appointment?***

Of 372 respondents, 57% reported their experience as very good or good.

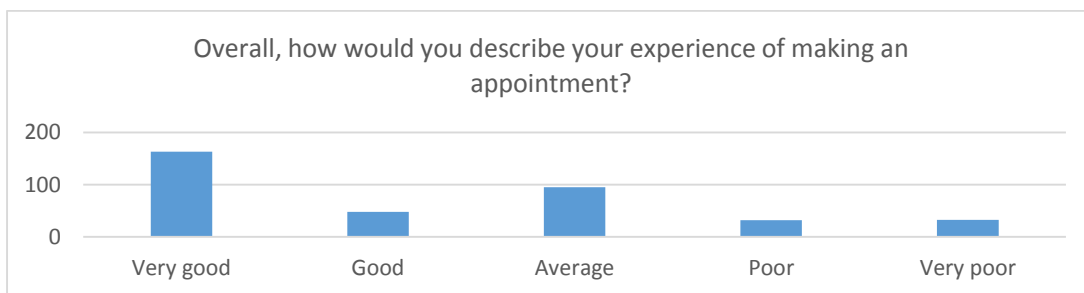


Figure 14. Overall, how would you describe your experience of making an appointment?

**Reception**

***When making an appointment does the receptionist ask you for the reason for wanting the appointment?***

When making an appointment, 197 (52%) reported that the receptionist asks the reason for wanting the appointment. However, 136 (36%) said that the receptionists do not ask for a reason, and 42 (11%) were unsure.



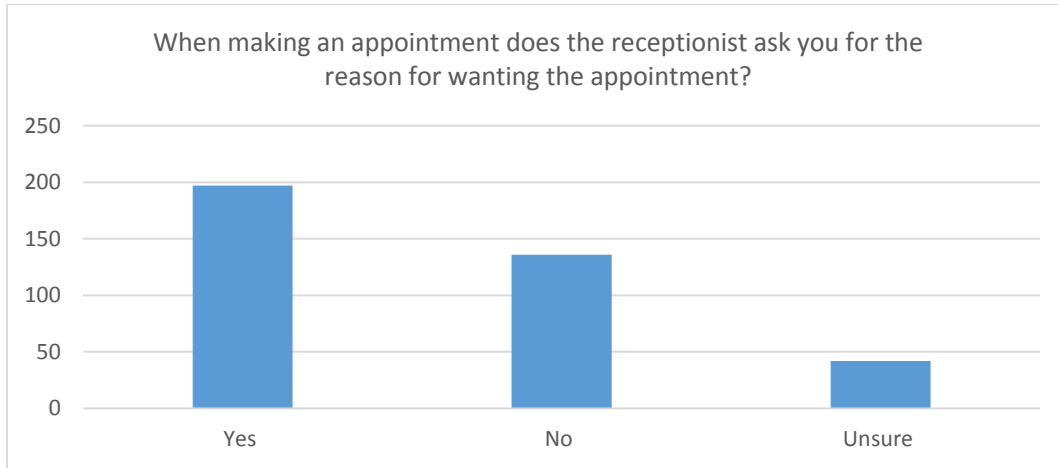


Figure 15. When making an appointment does the receptionist ask you for the reason for wanting the appointment?

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

When asked if other patients can overhear what is said within the reception area, 11% reported that other patients cannot overhear, and 48% reported that although other people can overhear, they do not mind. However, 33% reported that others can overhear and that they are not happy about it.

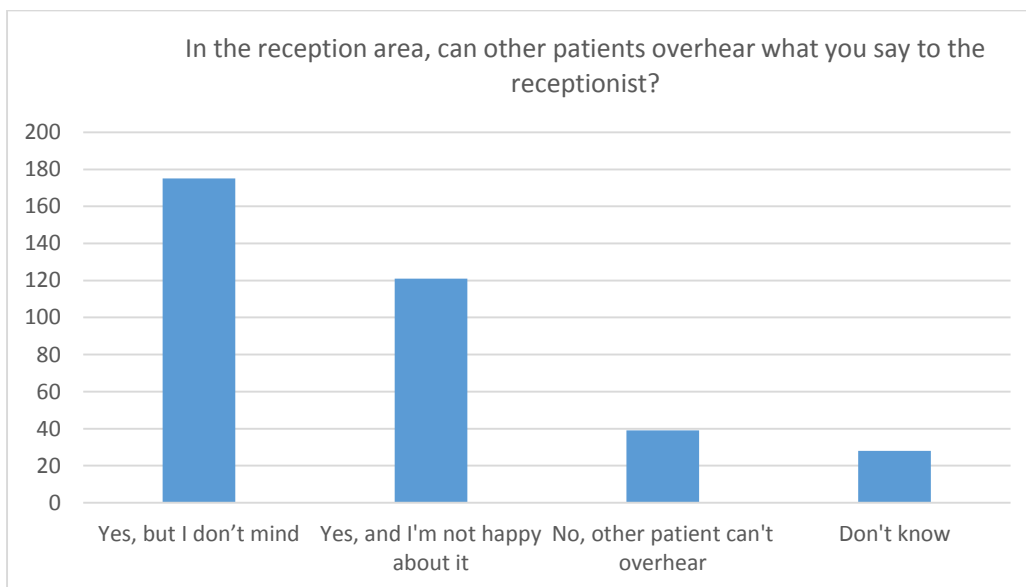


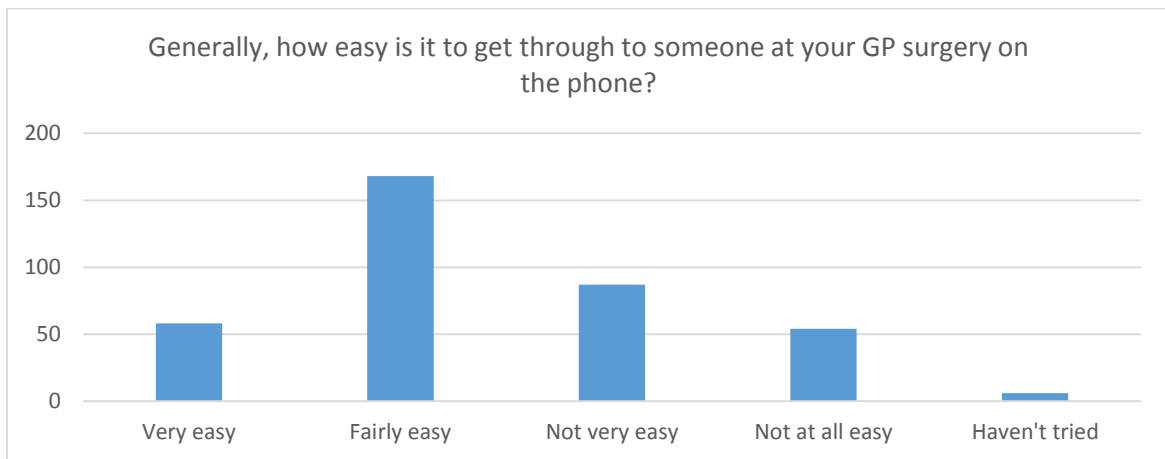
Figure 16. In the reception area, can other patients overhear what you say to the receptionist?





***Generally, how easy is it to get through to someone at your GP surgery on the phone?***

61% reported it to be very or fairly easy to get through to someone at the GP surgery by phone. Only 2% had not tried to get through by phone, whilst 37% found it not very easy or not at all easy.



*Figure 17. Generally, how easy is it to get through to someone at your GP surgery on the phone?*

***How helpful do you find the receptionist at your GP surgery?***

Of 370 respondents, 86% found their receptionists to be very or fairly helpful, whilst only 13% reported them as being not very helpful or not at all helpful.



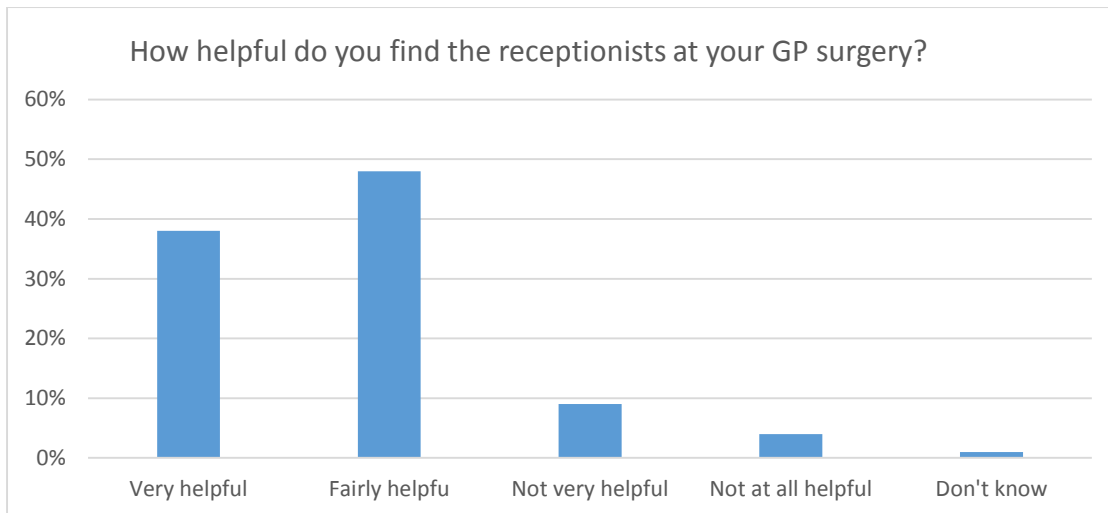


Figure 18. How helpful do you find the receptionists at your GP surgery?

However, some open-ended responses showed issues with receptionists, for example:

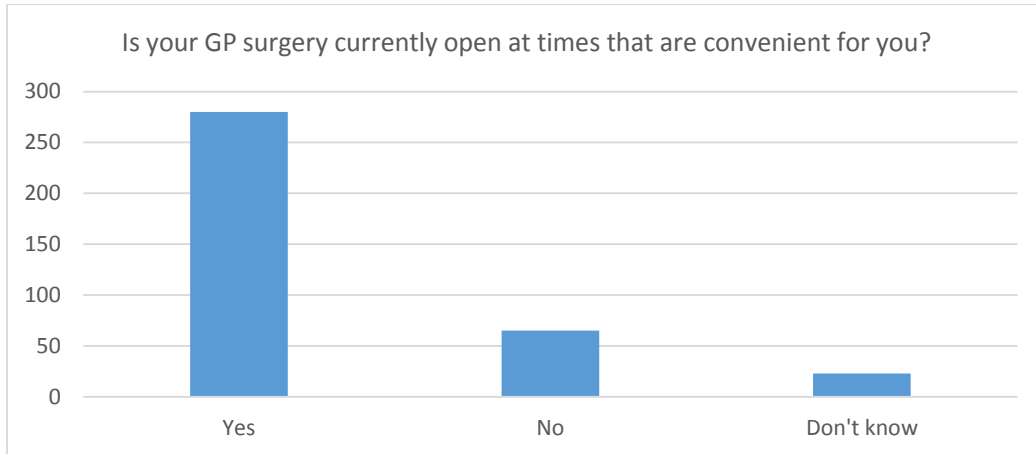
*‘The receptionists should be more respectful which includes leaving you waiting at the front desk as well as the length of time it takes for someone to answer the phone.’*

## Opening Hours

*Is your GP surgery currently open at times that are convenient for you?*

280 (76%) of 369 respondents reported that the GP surgery was open at times that were convenient to them. In contrast, 64 (18%) reported that the opening times were not convenient.





*Figure 19. Is your GP surgery currently open at times that are convenient for you?*

This was also illustrated through open-ended responses, for example:

*'I would like more flexibility with opening times, later appointments that recognise the needs of workers.'*

***Which of the following additional opening times would make it easier for you to see or speak to someone?***

When asked which additional opening times would make it easier to see or speak to someone at the practice, the most commonly reported answers were after 6:30pm (24%), before 8am (24%) and on a Saturday (20%). Additionally, 12% answered that opening at lunchtimes would make it easier and 3% on a Sunday. However, 17% did not think that any of the options would make it easier to see or speak to someone.



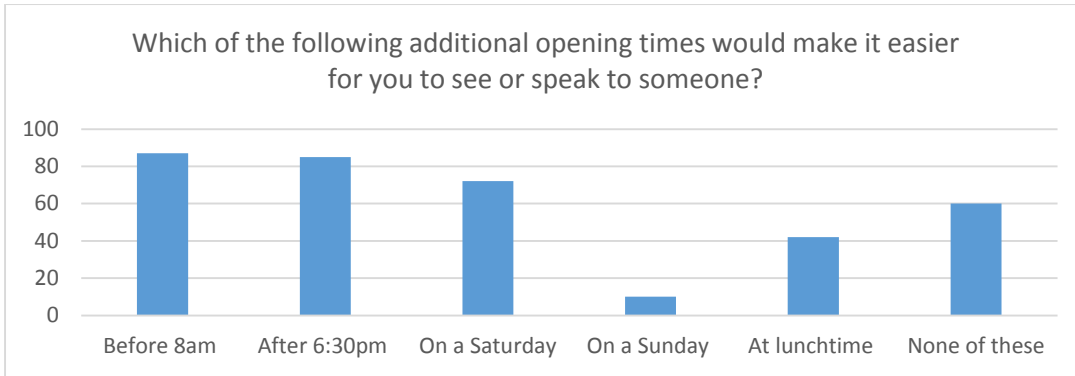


Figure 20. Which of the following additional opening times would make it easier for you to see or speak to someone?

## Out of Hours Service

*Do you know how to contact an out-of-hours GP service when the surgery is closed?*

72% knew how to contact an out-of-hours GP service.

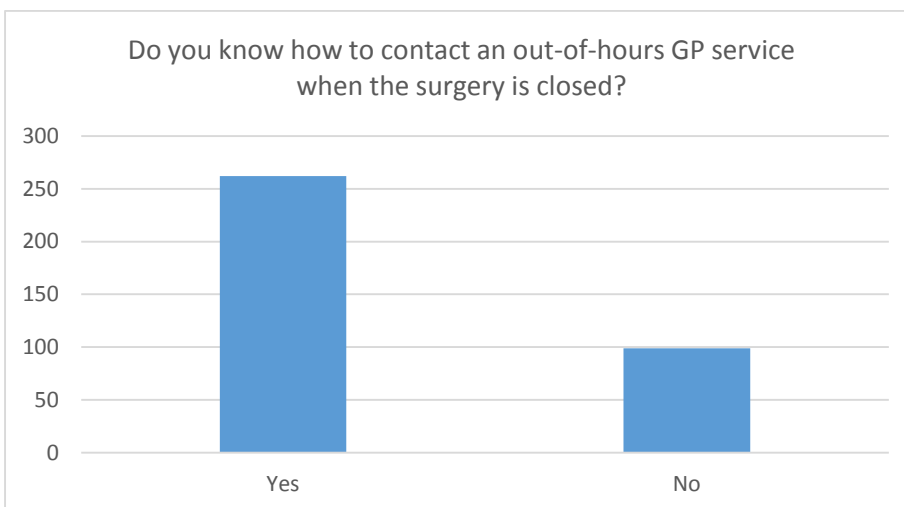


Figure 21. Do you know how to contact an out-of-hours GP service when the surgery is closed?

*How easy was it to contact the out-of-hours GP service by telephone?*

Whilst 49% of respondents did not know or did not make contact with the service, 41% reported it to be very or fairly easy to contact the service by telephone. 9% reported it to be not very easy, and 1% reported it to be not at all easy.



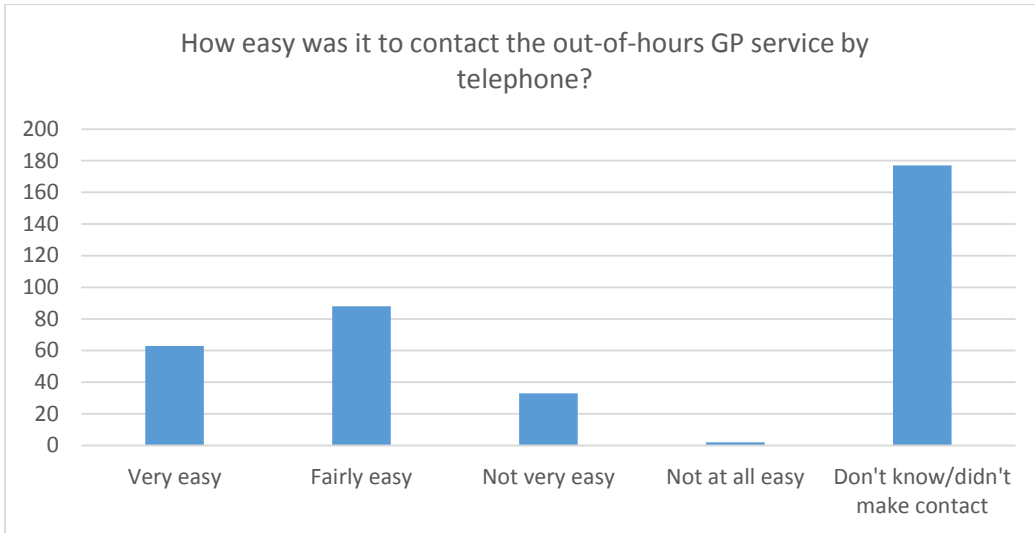


Figure 22. How easy was it to contact the out-of-hours GP service by telephone?

## Patient Participation Groups (PPGs)

### *Are you aware of the PPGs in your practice?*

211 (58%) asked were aware of the PPGs in their practice.

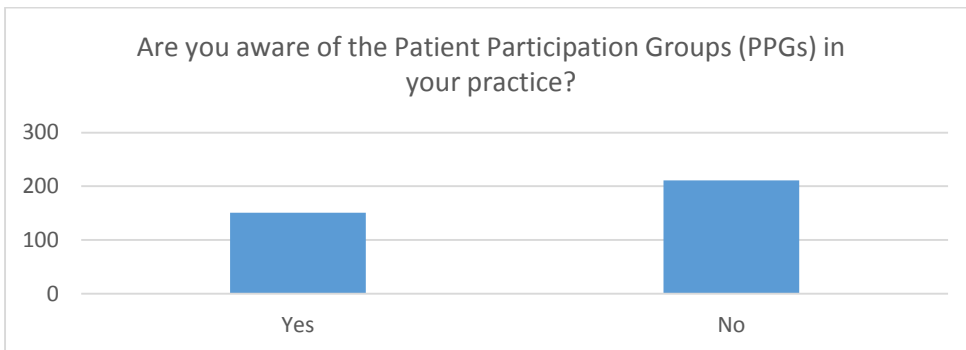


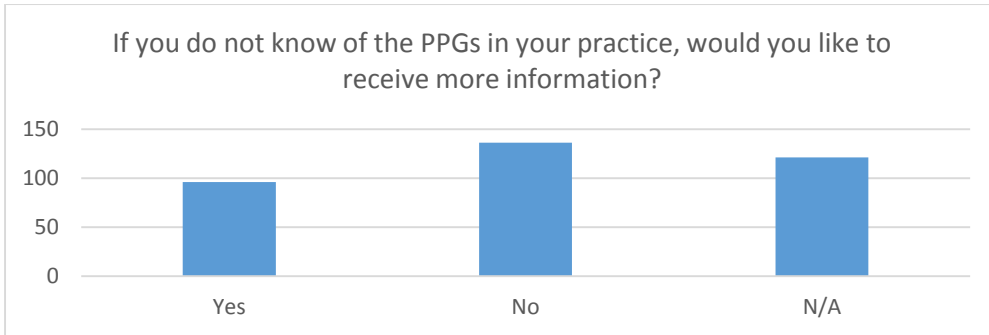
Figure 23. Are you aware of the PPGs in your practice?

### *If you do not know of the PPGs in your practice, would you like to receive more information?*

96 respondents would like to receive more information; 136 did not want to receive information.



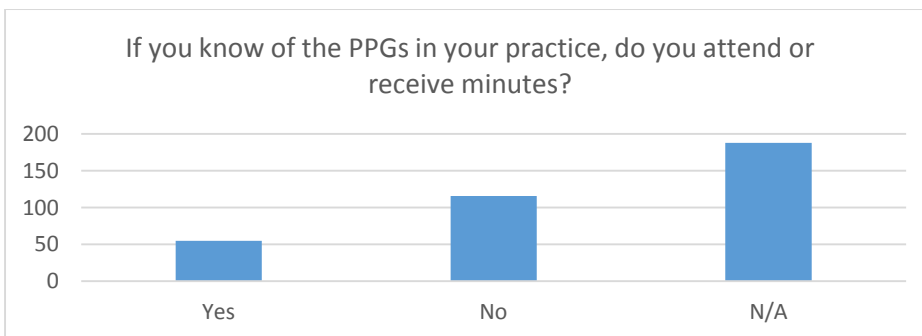




*Figure 24. If you do not know of the PPGs in your practice, would you like to receive more information?*

***If you know of the PPGs in your practice, do you attend or receive minutes?***

55 respondents attend or receive minutes, and 52 found the information to be useful – however 79% reported this question as not applicable or answered it as not sure.



*Figure 25. If you know of the PPGs in your practice, do you attend or receive minutes?*

## **Information from Practices**

***Do you receive newsletters from your practice?***

Only 40 (11%) of the 361 respondents reported receiving newsletters from their GP practice. 31 (9%) were not sure whether they did or did not, and the large majority (289; 80%) do not receive newsletters.





Figure 26. Do you receive newsletters from your practice?

### Do you get notified of any changes within the practice?

42% were not notified of changes within the practice, and 28% were unsure.

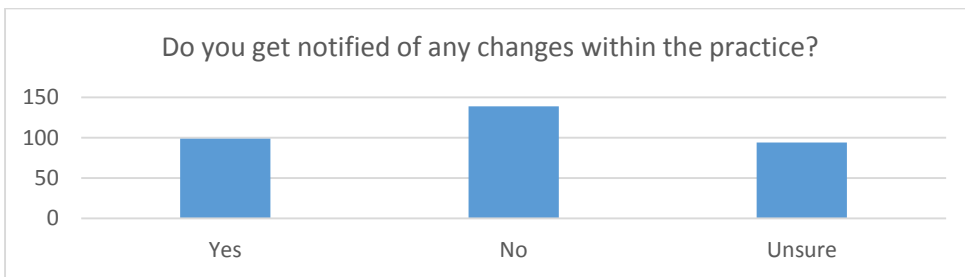


Figure 26. Do you get notified of any changes within the practice?

### Medical records

Of 364, 11% of respondents had experience of asking to access their medical records. 23 asked in person, 10 by phone, and 6 online. ‘Other’ responses included by post and through a solicitor.

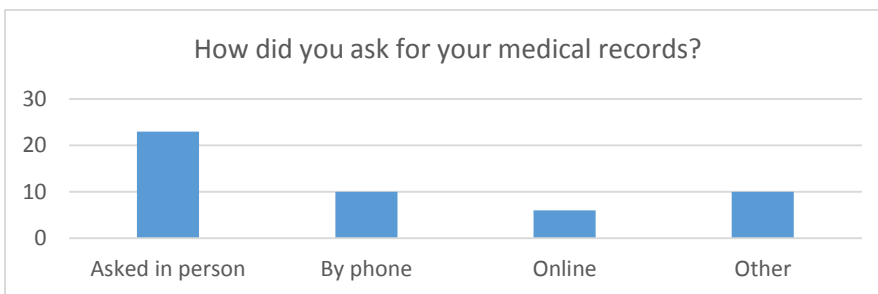


Figure 27. How did you ask for your medical records?

Of 363 respondents, the large majority (69%) were not aware of the complaints process within their practice.

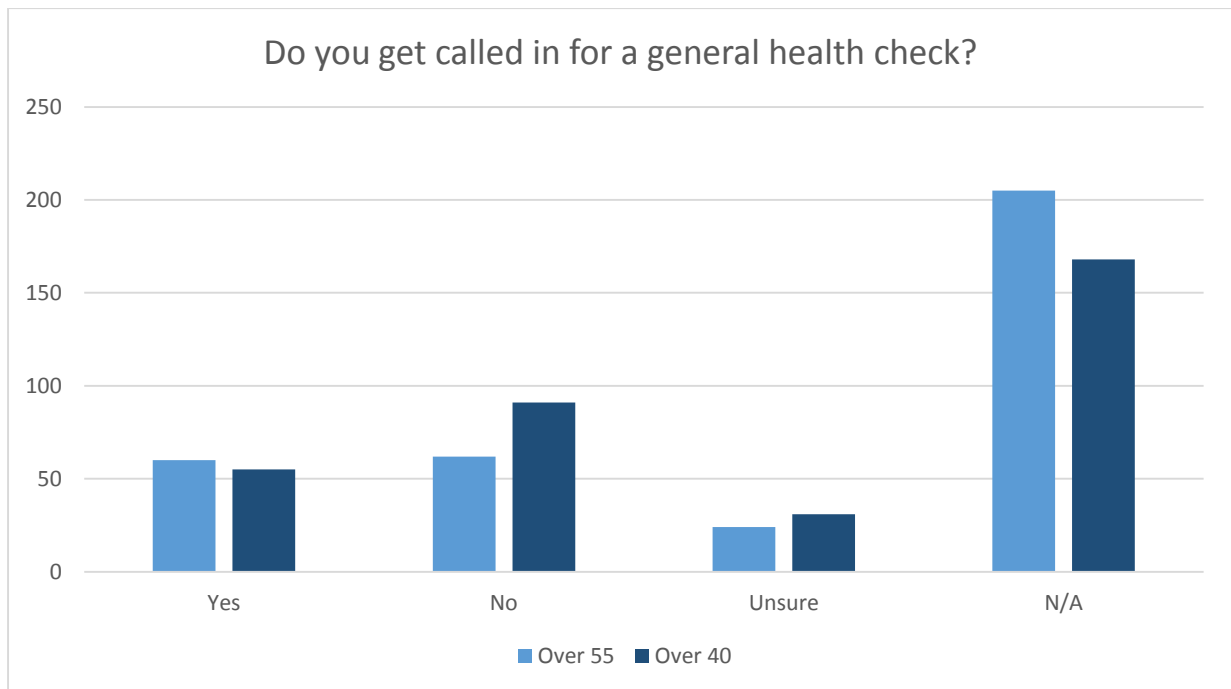




## General Health Checks

### *Do you get called in for a general health check?*

59 respondents over 55 had been called in for a general health check. 55 respondents over 40 reported having being called in for a general health check.



*Figure 28. Do you get called in for a general health check?*

## Accessing the Services

When you have been referred to a hospital, are you given a choice of which hospital you would like to go to for it?

When referred to hospital, 32% reported having a choice of which hospital they would like to go to. However 38% did not have a choice.



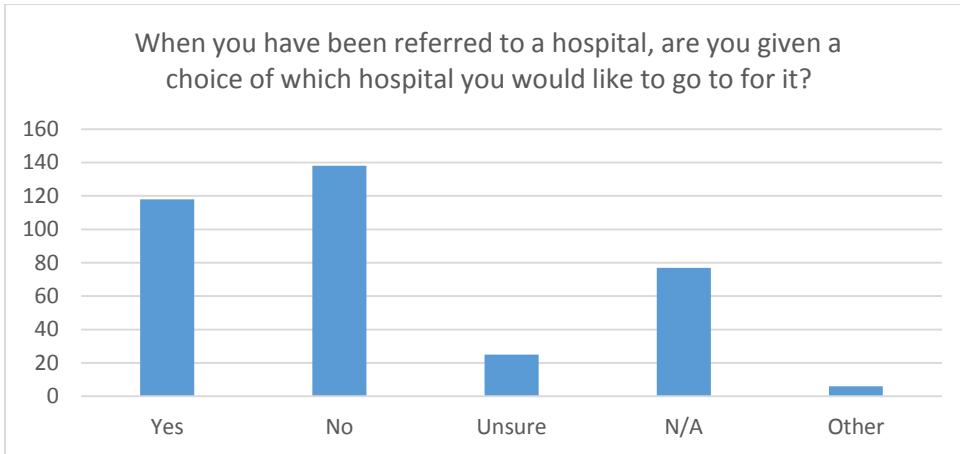


Figure 29. When you have been referred to a hospital, are you given a choice of which hospital you would like to go to for it?

One respondent reported that they:

*‘Wanted to transfer to New Cross Cardio unit as this is near to stick with Birmingham city even though it is approx 20 mile away’*

### ***Is your GP surgery made accessible for people with disabilities?***

294 (81%) reported their GP surgery to be accessible for those with disabilities, whilst 16% were not sure. Only 10 (3%) reported their surgery to not be accessible for those with disabilities.

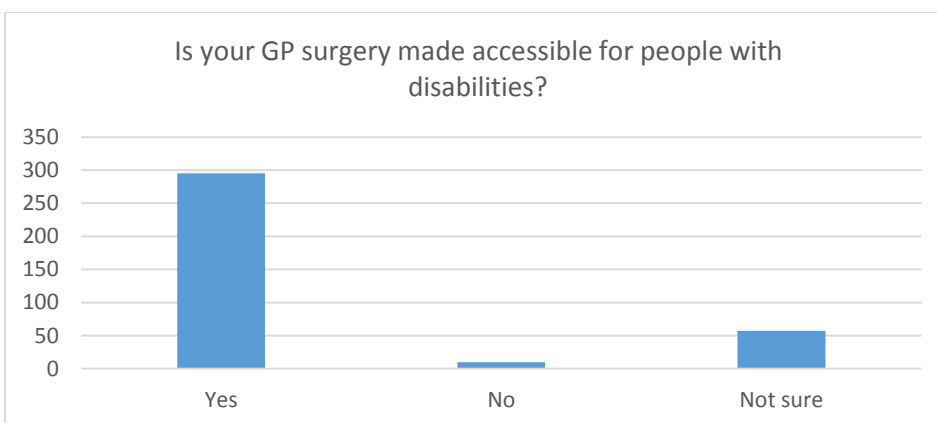


Figure 30. Is your GP surgery made accessible for people with disabilities?



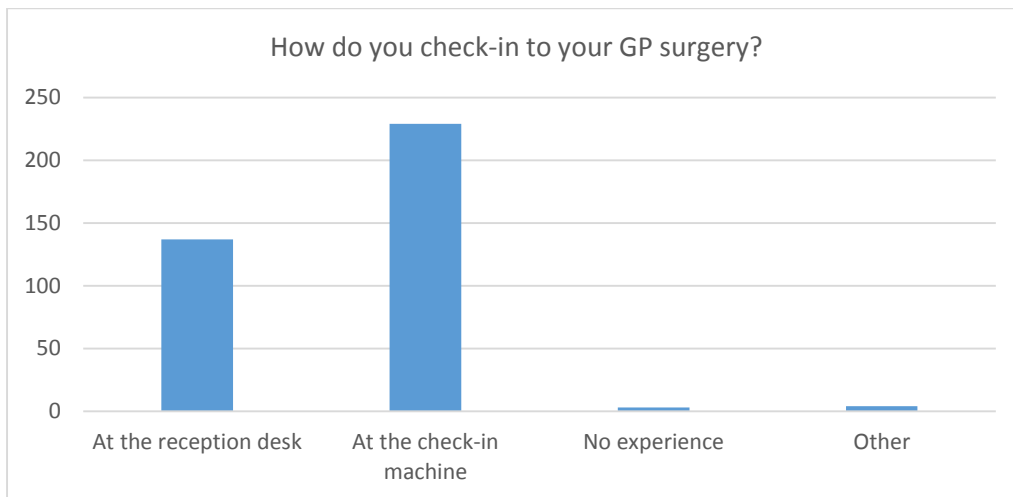


Of the 10 responses, main issues reported were wheelchair access and no alarms for the deaf community. For example:

*‘Reception desk is not suitable for wheelchair users and privacy is an issue’*

***How do you check-in to your GP surgery?***

When checking into the surgery, 229 (63%) check-in at the check-in machine, and 127 (35%) at the reception desk. Of the 1% that reported ‘other’, the main method reported was a combination of the reception or machine, depending on which they preferred or which was available.



*Figure 31. How do you check-in to your GP surgery?*

***When you are at the practice, how do you get called in to see the doctor?***

73% reported that they are called into the appointment via their name being put on the screen, and for 21%, their doctor comes to get them. Only 3% are informed by reception. Other answers included a combination of methods, or through a loudspeaker.



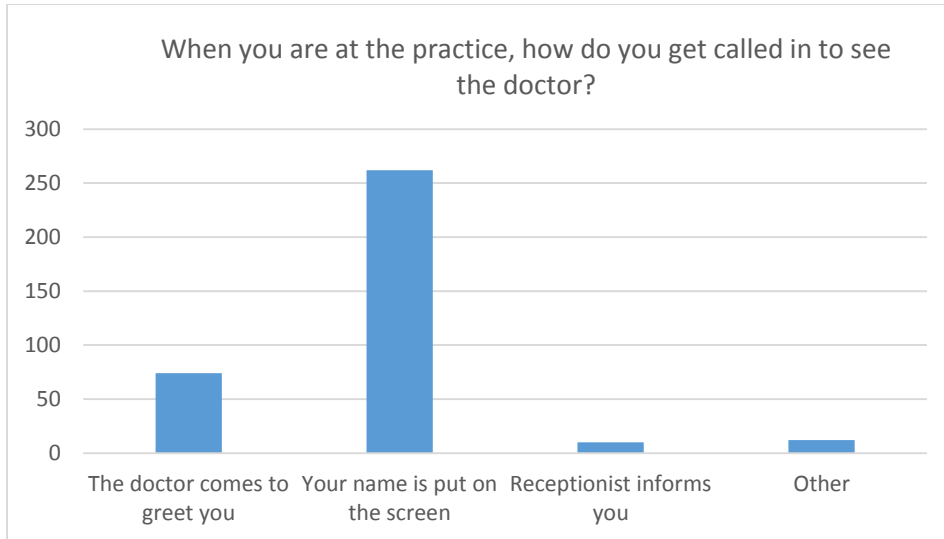


Figure 32. When you are at the practice, how do you get called in to see the doctor?

## Prescriptions/Vaccinations

### *How easy is it to get a repeat prescription?*

261 (72%) respondents found it easy to get repeat prescriptions, whereas 32 (9%) found it difficult. 68 (19%) respondents had no experience of repeat prescriptions.

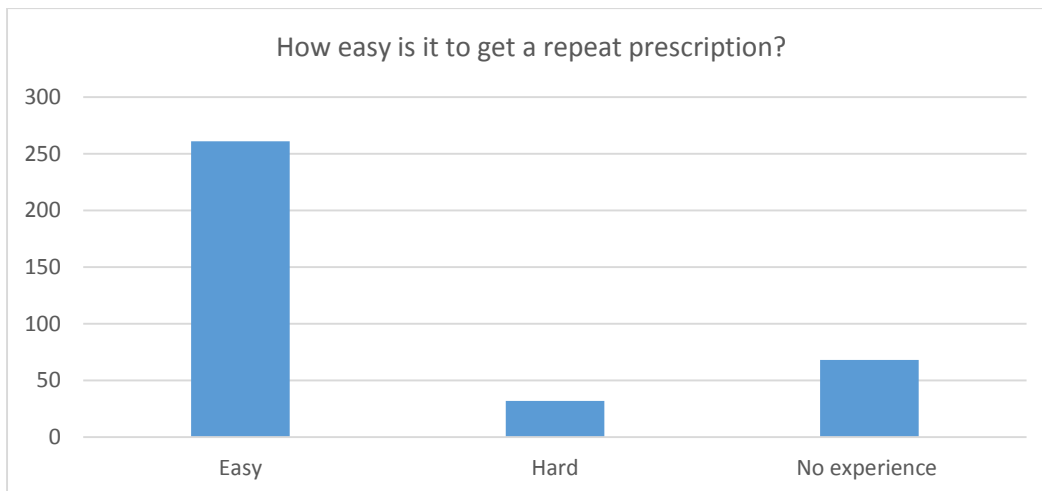


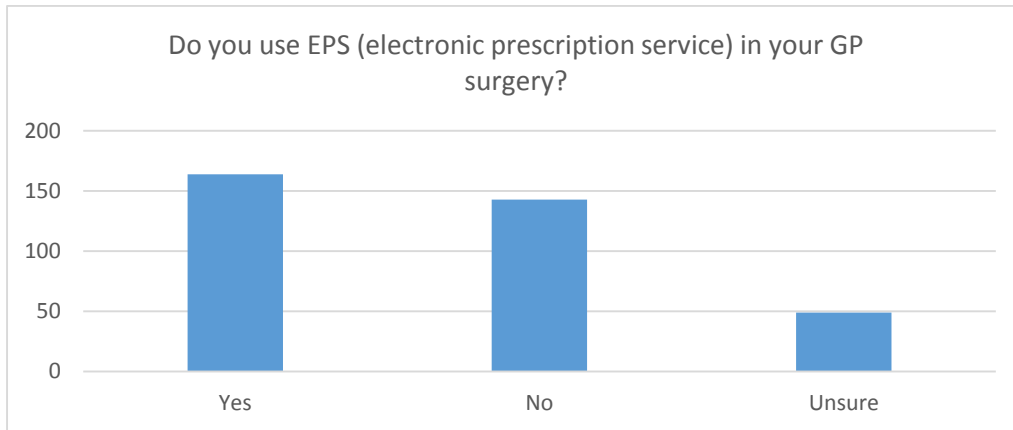
Figure 33. How easy is it to get a repeat prescription?





### ***Do you use EPS in your GP surgery?***

46% reported their GP surgery to use electronic prescription service (EPS). When waiting for a prescription through EPS, 35% reported waiting 48 hours or less.



*Figure 34. Do you use EPS (electronic prescription service) in your GP surgery?*

Open-ended responses found that there were sometimes delays in receiving prescriptions. For example:

*‘Need to allow more than 48hrs for a repeat as there never done in this time.’*

### ***Where do you go for your flu jab?***

Of 311 respondents, 52% received their flu jab from the GP, 6% from the pharmacy, and 41% from other places. The 41% reporting ‘other’ predominantly reported getting their vaccination at work, whilst others reported having it at university, Boots, through a home visit, or somewhere else.



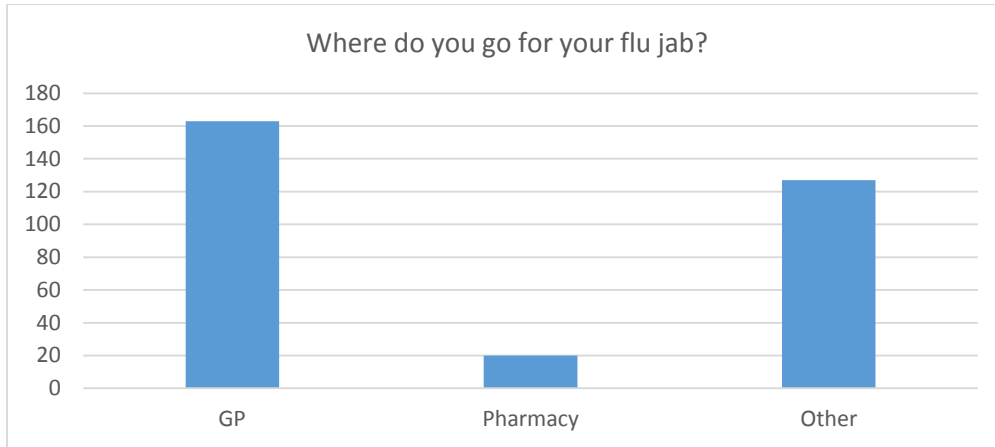


Figure 35. Where do you go for your flu jab?

### *If your GP has an in-house pharmacy, do you make use of it?*

Although 54% did not have experience, 28% reported that their GP had an in-house pharmacy, which they used.

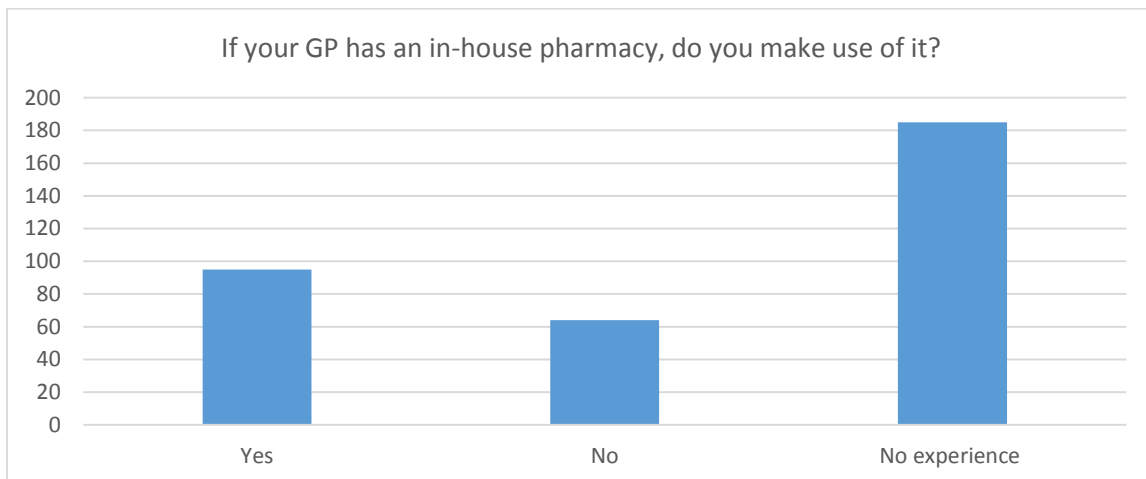


Figure 36. If your GP has an in-house pharmacy, do you make use of it?

## **Charges**

Practices were reported to charge for: a copy of computerised records (7%); a copy of patient records (8%); general letters (16%); private sick notes (12%); claim forms/certificate or proforma (12%); and Hepatitis A (5%). However, many reported not knowing information regarding the charges.







## Appendix 2 – A Copy of the GP Survey

Name of your GP

\* 1. What is the name of your GP surgery?

2. What is the name of your GP/nurse (person)?







## GP appointments

10. When you last made an appointment to see a GP/nurse when did you want to book to see them?

- On the same day
- On the next working day
- A few days later
- A week or more later
- I didn't have a specific day in mind
- I can't remember

11. Do you have to make separate appointments for each health concern you have?

- Yes
- No
- Unsure
- Not applicable

12. What happens if you are late for your appointment?

- Make a new booking
- Seen if you wait
- No Experience
- Other (please specify)





13. Can you book your next appointment before leaving the practice?

- Yes
- No
- No Experience

14. Can you book an appointment 2 weeks or more ahead?

- Yes
- No
- No Experience

15. Do you get a choice of appointment time?

- Yes
- Sometimes
- No
- No Experience

16. Are same day appointments still available when contacting the surgery after 12pm?

- Yes
- Sometimes
- No
- No Experience

17. Are same day appointments still available if you ring the surgery after 9am?

- Yes
- Sometimes
- No
- No Experience





18. Which of the following methods would you prefer to use to book appointments at your GP surgery?

- In person
- By phone
- Through family member
- Online or by email
- No preference

19. How do you normally book your appointments to see a GP or nurse at your GP surgery?

- In person
- By phone
- Through family member
- Online or by email
- Doesn't apply

20. Who was your appointment with?

- GP
- Nurse

Other (please specify)

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

1 - Very good                      3 - Neither good nor poor                      5 - Very poor





22. What did you do on that occasion?

- Went to the appointment I was offered
- Got an appointment for a different day
- Had a consultation over the phone
- Went to A&E / a walk-in centre
- Saw a pharmacist
- Decided to contact my surgery another time
- Didn't see or speak to anyone
- Not applicable

23. If you weren't able to get an appointment or the appointment you were offered wasn't convenient, why was that?

- There weren't any appointments for the day I wanted
- There weren't any appointments for the time I wanted
- I couldn't see my preferred GP
- I couldn't book ahead at my GP surgery
- Not applicable
- Other (please specify)

24. Did you get an explanation why you could not get the appointment of your choice?

- Yes
- No
- Unsure
- Not applicable

25. When making an appointment does the receptionist ask you for the reason for wanting the appointment?

- Yes
- No
- Unsure





## General access to GP services

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

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Haven't tried

27. Which of the following additional opening times would make it easier for you to see or speak to someone?

- Before 8am
- At lunchtime
- After 6.30pm
- On a Saturday
- On a Sunday
- None of these

28. What is your experience of the GP's reception service?

29. Is your GP surgery currently open at times that are convenient for you?

- Yes
- No
- Don't know





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

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

31. How satisfied are you with the hours that your GP surgery is open?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I'm not sure when my GP surgery is open

32. Do you know how to contact an out-of-hours GP service when the surgery is closed?

- Yes
- No

33. How easy was it to contact the out-of-hours GP service by telephone?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Don't know / didn't make contact

34. Are you aware of the Patient Participation Groups (PPGs) in your practice?

- Yes
- No







35. If you do not know of the PPGs in your practice, would you like to receive more information?

- Yes
- No
- Not applicable

36. If you know of the PPGs in your practice, do you attend or receive minutes?

- Yes
- No
- Not applicable

37. If so, do you find the information useful?

- Yes
- No
- Not sure
- Not applicable

38. Do you receive newsletters from your practice

- Yes
- No
- Not sure

39. Have you asked to access your medical records?

- Yes
- No
- Can't remember





40. How did you ask for your medical records?

- In person
- By phone
- Through family member
- Online
- Doesn't apply
- Other (please specify)

41. Do you know the complaints process in your practice?

- Yes
- No

42. If you are over 55, do you get called in for a general health check?

- Yes
- No
- Unsure
- Not applicable

43. If you are over 40, do you get called in for a general health check?

- Yes
- No
- Unsure
- Not applicable





44. When you have been referred to a hospital, are you given a choice of which hospital you would like to go to for it?

- Yes
- No
- Unsure
- Not applicable
- Other (please specify)

45. If you have any other comments please write them here:

46. Is your GP surgery made accessible for people with disabilities?

- Yes
- No
- Not sure

If 'no', please indicate why you think this

47. How do you check-in to your GP surgery?

- At the reception desk
- At the check-in machine
- No Experience
- Other (please specify)

48. How easy is it to get a repeat prescription?

- Easy
- Hard
- No experience





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49. Is there a particular GP you usually prefer to see or speak to?

- Yes
- No
- There is usually only one GP in my GP surgery

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

- Yes, but I don't mind
- Yes, and I'm not happy about it
- No, other patients can't overhear
- Don't know





## Use of your GP services

51. Where do you go for your flu jab?

- GP
- Pharmacy
- Other (please specify)

52. If your GP has an in-house pharmacy, do you make use of it?

- Yes
- No
- No experience

53. Do you use EPS (electronic prescription service) in your GP surgery?

- Yes
- No
- Unsure

54. If you use EPS, how long do you have to wait for your prescription to be ready?

- 24 hours
- 48 hours
- 72 hours
- Unsure
- Not applicable
- Other (please specify)

55. When you are at the practice, how do you get called in to see the doctor?

- The doctor comes to greet you
- Your name is put on the screen
- Receptionist informs you
- Other (please specify)





## GP charges

56. Does your Practice charge fees for any services it offers? (Tick all that apply).

- Copy of computerised records
- Copy of patient records
- General letter ('To whom it may concern' or 'fitness to' letters)
- Private Sick Note (Any sick note within 7 days is private)
- Claim form, certificate or proforma (Insurance/sickness/accident/holiday cancellation/private medical insurance/school fees)
- Hepatitis A (All doses)  
This can include: Combination Hep A & Hep B (all doses), Typhoid (both injectable and oral) , Combined Hep A and Typhoid, Polio (which is only available in combined tetanus, polio and diphtheria vaccine), Cholera.

57. Do you get notified of any changes within the practice?

- Yes
- No
- Unsure





## Demographics

58. What is your gender?

- Male
- Female

59. Have you had a gender reassignment?

- Yes
- No
- Prefer not to say

60. What is your age?

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

61. What is your ethnic background?





62. Do you have a disability?

- Yes
- No

63. Are you a deaf person who uses sign language?

- Yes
- No

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

- Yes
- No
- Don't know / can't say
- If yes, what is it? (please specify)

65. Which of the following best describes how you think of yourself?

- Hetrosexual / Straight
- Gay / Lesbian
- Bisexual
- Other
- I would prefer not to say

66. What is your ethnic origin?

- White
- Black / Black British
- Asian / Asian British
- Mixed
- Prefer not to say
- Other (please specify)







67. Are you pregnant?

- Yes
- No
- Prefer not to say
- Not applicable

68. Which, if any, of the following best describes your religion?

- No religion
- Buddhist
- Christian (including Church of England, Catholic, Protestant, and other Christian denominations)
- Roman catholic
- Hindu
- Jewish
- Muslim
- Sikh
- I would prefer not to say
- Other (please specify)

69. What is your marital status?

- Single
- Married
- Divorced
- Civil partnership
- Prefer not to say



