**GP PATIENT SURVEY**

1. **Do you find it easy to get through to the surgery by phone?**

Very easy **□**

Fairly easy **□**

Not very easy **□**

Not at all easy **□**

**2. Was the last appointment you received convenient?**

Very convenient **□**

Fairly convenient **□**

Not very convenient **□**

Not at all convenient **□**

**3.Do you usually get to see or speak to your preferred GP?**

Always or almost always **□**

A lot of the time **□**

Some of the time **□**

Never or almost never **□**

**4. Do you find the receptionists at this surgery helpful?**

Very helpful **□**

Fairly helpful **□**

Not very helpful **□**

Not at all helpful **□**

Don’t know **□**

**5. Was the last GP you saw or spoke to good at explaining tests and treatments?**

Very good **□**

Good **□**

Neither good nor poor **□**

Poor **□**

Very poor **□**

**6. Was the last nurse that you saw or spoke to good at explaining tests and treatments?**

Very good **□**

Good **□**

Neither good nor poor **□**

Poor **□**

Very poor **□**

**7. Was the last nurse that you saw or spoke to good at involving you in decisions about your care?**

Very good **□**

Good **□**

Neither good nor poor **□**

Poor **□**

Very poor **□**

**8. Was the last doctor that you saw or spoke to good at involving you in decisions about your care?**

Very good **□**

Good **□**

Neither good nor poor **□**

Poor **□**

Very poor **□**

**9. Describe your overall experience of this surgery?**

Very good **□**

Fairly good **□**

Neither good nor poor **□**

Fairly poor **□**

Very poor **□**

**10. How likely would you recommend the GP practice to friends and family if they needed care and treatment?**

Extremely Likely **□**

Likely **□**

Neither likely or unlikely **□**

Unlikely **□**

Extremely unlikely **□**

Don’t know **□**

**11. Are you aware of patient online services for booking appointments, requesting prescriptions and viewing your medical records electronically including test results (via EMIS online)?**

Prescriptions: Yes / No

Appointments: Yes / No

Medical Records: Yes / No

**EMIS prescription service is an alternative to the currently available web based prescription service (via our Practice website).**

**12. Did you know that if you get regular prescriptions you can have an arrangement called EPS (Electronic Prescription Service) with your nominated pharmacy? This will allow for your prescription to be sent electronically from your GP directly to your pharmacy.**

Yes / No

If NO please speak to your usual pharmacy.

**13. The Practice offers a service that allows patients to be informed of their blood test results and receive appointment reminders via text messaging (SMS).** We need your written consent for this service (you may have already done it).

I am already signed up for SMS and satisfied with the service **□**

I was not aware and I will be happy to speak to the reception to join the service **□**

I am not interested **□**

I am not satisfied with the service **□**

If you are not satisfied can you please let us know why.

14. **How satisfied are you with our sexual health provision? (This includes being offered alternative clinics if not available at the Practice, choice of options and clear explanation either when seeing your clinician, checking our website, reading the posters in the waiting room or speaking to our staff).**

Not relevant **□**

Satisfied **□**

Not fully satisfied (please describe below what we could do better) **□**

**……………………………………………………………………………………………………**

**14. Are you satisfied with the surgery’s opening hours?**

Satisfied: Yes / No

**If not satisfied, do you know how to access GP services when the surgery is closed (including weekends)?**

 Yes / No

**15.** Practice holds daily appointments for children up to and including the age of 10 years old. **Are you aware that you can book these appointments on the day?**

Not relevant **□**

I am aware, satisfied and have used them in the past **□**

I was not aware **□**

Not fully satisfied (please describe below what we could do better) **□**

**……………………………………………………………………………………………………**

**Any additional comments**