**The Brant Road Surgery Patient Participation Group**

**A. Appointments at the Surgery**

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| **1)** | **When did you last see a Doctor at the surgery?** |

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| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | In the past 3 months | https://app.smartsurvey.co.uk/images/ico/print/off.png | Between 3 and 6 months ago | https://app.smartsurvey.co.uk/images/ico/print/off.png | More than 6 months ago | https://app.smartsurvey.co.uk/images/ico/print/off.png | I have never been seen by a Doctor at the surgery | | |
| **2)** | **How do you normally book your appointments to see a Doctor or Practice Nurse at the surgery? *Please tick all that apply*** |

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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | In person | https://app.smartsurvey.co.uk/images/ico/print/off.png | By phone | https://app.smartsurvey.co.uk/images/ico/print/off.png | Doesn’t apply | |
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| **3)** | **Which of the following methods would you prefer to use to book an appointment at the surgery? *Please tick all that apply*** |

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| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | In person | https://app.smartsurvey.co.uk/images/ico/print/off.png | By phone | https://app.smartsurvey.co.uk/images/ico/print/off.png | Online | https://app.smartsurvey.co.uk/images/ico/print/off.png | No preference | |  |  |  |  |  |  |  |  | |
| 4) In the past 6 months how easy have you found the following? | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | Not very easy | Fairly easy | Very Easy | Don’t know | |  | | | |  | |  | | | | | | Getting through on the phone | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | Speaking to a Doctor on the phone | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | Speaking to a Nurse on the phone | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | Obtaining test results by phone | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | |

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**B. Arriving for your appointment**

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| **5)** | **How satisfied are you with the opening hours at the surgery?** |

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| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Not very satisfied | https://app.smartsurvey.co.uk/images/ico/print/off.png | Fairly satisfied | https://app.smartsurvey.co.uk/images/ico/print/off.png | Very satisfied | https://app.smartsurvey.co.uk/images/ico/print/off.png | I do not know opening hours | |
| |  |  | | --- | --- | | **6)** | **In the Reception Area, can other patients overhear what you say to the Receptionist?** | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Yes, but I don’t mind | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Yes and I am not happy about it | | https://app.smartsurvey.co.uk/images/ico/print/off.png | No, other patients can’t overhear | | https://app.smartsurvey.co.uk/images/ico/print/off.png | I do not know | |

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| **7)** | **How helpful do you find the Receptionists at the surgery?** |

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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Not very helpful | https://app.smartsurvey.co.uk/images/ico/print/off.png | Fairly helpful | https://app.smartsurvey.co.uk/images/ico/print/off.png | Very helpful | |  |  |  |  |  |  | | |
| **8) How long after your appointment time do you normally wait to be seen?** |  | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | I don’t normally have appointments at a specific time | | https://app.smartsurvey.co.uk/images/ico/print/off.png | I am normally seen on time | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Less than 5 minutes wait | | https://app.smartsurvey.co.uk/images/ico/print/off.png | 5 to 15 minutes wait | | https://app.smartsurvey.co.uk/images/ico/print/off.png | 15 to 30 minutes wait | | https://app.smartsurvey.co.uk/images/ico/print/off.png | More than 30 minutes wait | | https://app.smartsurvey.co.uk/images/ico/print/off.png | I cannot remember | |

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**C. Seeing a Doctor**

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| **9)** | **In the past 6 months have you tried to see a Doctor fairly quickly ? Were you able to see a doctor on the same day or in the next two weekdays that the surgery was open?** |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Yes | https://app.smartsurvey.co.uk/images/ico/print/off.png | No | https://app.smartsurvey.co.uk/images/ico/print/off.png | I cannot remember | |  |  |  |  |  |  | | |
| **10) If you weren’t able to be seen quickly when the surgery was open, why was that? *Please tick all the circles that apply*** |  | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | There weren’t any appointments | https://app.smartsurvey.co.uk/images/ico/print/off.png | Appointment times offered didn’t suit me | https://app.smartsurvey.co.uk/images/ico/print/off.png | Appointment was with a Doctor who I didn’t want to see | https://app.smartsurvey.co.uk/images/ico/print/off.png | A Nurse was free but I wanted to see a Doctor | https://app.smartsurvey.co.uk/images/ico/print/off.png | Another reason | https://app.smartsurvey.co.uk/images/ico/print/off.png | I cannot remember | |

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| **11)** | **In the past 6 months, were you able to get an appointment with a Doctor more than 2 weekdays in advance?** |

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| |  |  | | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Yes | | https://app.smartsurvey.co.uk/images/ico/print/off.png | No | | https://app.smartsurvey.co.uk/images/ico/print/off.png | I cannot remember | | |
| **12) How often do you see the Doctor you prefer?** |  | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Always or most of the time | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Some of the time | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Never or almost never | | https://app.smartsurvey.co.uk/images/ico/print/off.png | I have not tried at this Health Centre | |

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| **13)** | **The last time you saw a Doctor at the surgery how good was the Doctor at each of the following?** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | Poor | Neither good nor poor | Good | Very good | Doesn’t apply | |  | | | | |  | |  | | | | | | | Giving you enough time | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | | Asking about your symptoms | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | | Listening | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | | Explaining tests and treatments | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | | Involving you in decisions about your care | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | | Treating you with care and concern | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | | Taking your problems seriously | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | |

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**D. Seeing a Practice Nurse at the surgery**

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| **14)** | **How easy is it for you get an appointment with a Practice Nurse at the surgery?** |

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| |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | I haven’t tried | https://app.smartsurvey.co.uk/images/ico/print/off.png | Not very easy | https://app.smartsurvey.co.uk/images/ico/print/off.png | Fairly easy | https://app.smartsurvey.co.uk/images/ico/print/off.png | Very easy | https://app.smartsurvey.co.uk/images/ico/print/off.png | I do not know | | |
|  | |
| **15) Last time you saw a Practice Nurse at the surgery, how good was the Practice Nurse at each of the following?** |  | |

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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | Poor | Neither good nor poor | Good | Very good | Doesn’t apply | |  | | | | |  | |  | | | | | | | Giving you enough time | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | | Asking about your symptoms | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | | Listening | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | | Explaining tests and treatments | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | | Involving you in decisions about your care | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | | Treating you with care and concern | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | | Taking your problems seriously | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | https://app.smartsurvey.co.uk/images/ico/print/off.png | |  | | | | | | |

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**E. Your Overall Satisfaction**

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| **16)** | **In general, how satisfied are you with the care you get at the surgery?** |

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| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Not very satisfied | https://app.smartsurvey.co.uk/images/ico/print/off.png | Neither satisfied nor dissatisfied | https://app.smartsurvey.co.uk/images/ico/print/off.png | Fairly satisfied | https://app.smartsurvey.co.uk/images/ico/print/off.png | Very satisfied | |  |  |  |  |  |  |  |  | | |
| **17) Would you recommend the surgery to someone who has just moved to your local area** | **?** | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Yes – would recommend | https://app.smartsurvey.co.uk/images/ico/print/off.png | Might recommend | https://app.smartsurvey.co.uk/images/ico/print/off.png | Probably not recommend | https://app.smartsurvey.co.uk/images/ico/print/off.png | Don’t know | |

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**F. Some questions about you**

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential

|  |  |
| --- | --- |
| **18)** | **Are you male or female?** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Male | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Female | | |
| **19)** | **How old are you?** | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Under 16 | | https://app.smartsurvey.co.uk/images/ico/print/off.png | 17 – 24 | | https://app.smartsurvey.co.uk/images/ico/print/off.png | 25 – 34 | | https://app.smartsurvey.co.uk/images/ico/print/off.png | 35 – 44 | | https://app.smartsurvey.co.uk/images/ico/print/off.png | 45 – 54 | | https://app.smartsurvey.co.uk/images/ico/print/off.png | 55 – 64 | | https://app.smartsurvey.co.uk/images/ico/print/off.png | 65 – 74 | | https://app.smartsurvey.co.uk/images/ico/print/off.png | 75 – 84 | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Over 84 | |

|  |  |
| --- | --- |
| **20)** | **To help us ensure our contact list is representative of our local community please indicate which of the following ethnic background you would most closely identify with?** |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **A. White** | | | | | | | | | | | | | https://app.smartsurvey.co.uk/images/ico/print/off.png | British |  |  |  |  |  |  |  |  |  |  | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Irish |  |  |  |  |  |  |  |  |  |  | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Any other white background |  |  |  |  |  |  |  |  |  |  | | **B. Mixed** | | | | | | | | | | | | | https://app.smartsurvey.co.uk/images/ico/print/off.png | White & Black Caribbean |  |  |  |  |  |  |  |  |  |  | | https://app.smartsurvey.co.uk/images/ico/print/off.png | White & Black African |  |  |  |  |  |  |  |  |  |  | | https://app.smartsurvey.co.uk/images/ico/print/off.png | White & Asian |  |  |  |  |  |  |  |  |  |  | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Any other Mixed background |  |  |  |  |  |  |  |  |  |  | | **C. Asian or Asian British** | | | | | | | | | | | | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Indian |  |  |  |  |  |  |  |  |  |  | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Pakistani |  |  |  |  |  |  |  |  |  |  | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Bangladeshi |  |  |  |  |  |  |  |  |  |  | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Any other Asian background |  |  |  |  |  |  |  |  |  |  | | **D. Black or Black British** | | | | | | | | | | | | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Caribbean |  |  |  |  |  |  |  |  |  |  | | https://app.smartsurvey.co.uk/images/ico/print/off.png | African |  |  |  |  |  |  |  |  |  |  | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Any other Black background |  |  |  |  |  |  |  |  |  |  | | **E. Chinese or other ethnic group** | | | | | | | | | | | | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Chinese |  |  |  |  |  |  |  |  |  |  | | https://app.smartsurvey.co.uk/images/ico/print/off.png | Any other ethnic group |  |  |  |  |  |  |  |  |  |  | |

**THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE.**