

Central Surgery Patient Questionnaire 2024

We would be grateful if you could complete this anonymous survey about your general practice. Your doctors want to provide the highest standard of care and feedback from this survey will help them to identify areas that may need improvement.

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* Indicates required question

1. Telephone access *

Do you find it easy to get through to this surgery by telephone?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- I've never tried

2. Reception *

Do you find the receptionists helpful?

- Yes
- No
- I have never had to deal with them



3. Follow ups

*

If you need to contact the surgery for a follow up do you normally get to speak/see/deal with the same GP?

- Always or most of the time
- A lot of the time
- Some of the time
- Never or almost never
- I have never had to follow up

4. Would you be happy to see any doctor? *

- Yes
- No

5. Were you able to get an appointment to see or speak to someone last time you tried? *

*

- Yes
- No
- I have never tried

6. Were you able to see your GP/a GP on the day that you wanted to? *

- Yes
- No
- I have never tried



7. Do you feel that you have to wait too long to get an appointment? *

- Yes
- No
- I have never tried

8. Would you describe your experience of making an appointment as good? *

- Yes
- No
- I have never tried

9. Was the last GP you saw or spoke to good at treating you with care and concern? *

- Yes
- No
- I have never seen a GP, or it is too long ago to remember

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

- Yes
- No
- I have never seen a GP, or it is too long ago to remember



11. Was the last GP you saw or spoke to good at involving you in decisions about your care? *

- Yes
- No
- I have never seen a GP, or it is too long ago to remember

12. Have you had difficulties collecting a prescription? *

- Yes
- No
- I have never collected one, or it is too long ago to remember

13. Have you had to go into the surgery to speak to reception about a prescription issue in the last 12 months? *

- Yes
- No
- I have never had a prescription, or it is too long ago to remember

14. Do you understand the difference between repeat prescriptions and repeat dispensing? *

- Yes
- No



15. Are you satisfied with the surgery opening hours? *

- Yes
- No

16. How would you describe your overall experience of the surgery? *

- Very good
- Fairly good
- Poor
- Very poor

17. Are you a carer? *

- Yes, and I am registered with the surgery as one
- Yes, but I am NOT registered with the surgery as one (please contact us to do this)
- No

S1. In the past 12 months, have you booked general practice appointments in any of the following ways? *

- In person
- By phone
- Via another route, e.g. NHS 111
- I have not booked one in the last 12 months



S2. As far as you know, which of the following online services does the practice offer? *

By 'online' we mean on a website or smartphone app.

- Ordering repeat prescriptions online
- Accessing my medical records online
- On-line consultation
- None of these
- Don't know

S3. Which of the following general practice online services have you used in the past 12 months? *

By 'online' we mean on a website or smartphone app.

- Ordering repeat prescriptions online
- Accessing my medical records online
- On-line consultation
- None of these

S4. How easy is it to use the NHS App/ Practice website to look for information or access services? *

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



S5. How do you rate the telephone call back service? *

- Very good
- Good
- Poor
- Very poor
- Haven't used it

Please provide any other comments you wish to make about the surgery:

(e.g. comments on the telephone system, making appointments, surgery opening hours and what services you would like to see at the Surgery)

Your answer

This section will provide the surgery with some basic information about who took part in this survey (but is not compulsory).

Gender

- Male
- Female
- Non binary
- Prefer not to say



Age

- Under 16
- 16-20
- 21-40
- 41-60
- 61-84
- 85 and over

Ethnic Group

- White
- Mixed
- Asian or Asian British
- Black or Black British
- Chinese
- Other Ethnic Group

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