

Response	About your visit to the GP today
	How good was the GP at...
	<i>Q1 Putting you at ease?</i>
69%	Very good
23%	Good
3%	Satisfactory
2%	Poor
1%	Very poor
1%	Does not apply
	<i>Q2 Being polite and considerate?</i>
66%	Very good
30%	Good
3%	Satisfactory
0%	Poor
0%	Very poor
1%	Does not apply
	<i>Q3 Listening to you?</i>
65%	Very good
23%	Good
7%	Satisfactory
2%	Poor
1%	Very poor
2%	Does not apply
	<i>Q4 Giving you enough time?</i>
61%	Very good
26%	Good
9%	Satisfactory
2%	Poor
0%	Very poor
2%	Does not apply

	<i>Q5 Assessing your medical condition?</i>
64%	Very good
19%	Good
8%	Satisfactory
3%	Poor
1%	Very poor
2%	Does not apply
	<i>Q6 Explaining your condition and treatment?</i>
59%	Very good
25%	Good
6%	Satisfactory
2%	Poor
2%	Very poor
3%	Does not apply
	<i>Q7 Involving you in decisions about your care?</i>
63%	Very good
20%	Good
7%	Satisfactory
4%	Poor
0%	Very poor
5%	Does not apply
	<i>Q8 Providing or arranging treatment for you?</i>
59%	Very good
25%	Good
7%	Satisfactory
3%	Poor
1%	Very poor
5%	Does not apply

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	<i>Q9 Did you have confidence that the GP is honest and trustworthy?</i>
84%	Yes, definitely
9%	Yes, to some extent
2%	No, not at all
2%	Don't know / can't say
	<i>Q10 Did you have confidence that the doctor will keep your information confidential?</i>
87%	Yes, definitely
6%	Yes, to some extent
1%	No, not at all
3%	Don't know / can't say
	<i>Q11 Would you be completely happy to see this GP again?</i>
88%	Yes
6%	No
	About Receptionists and Appointments
	<i>Q12 How helpful do you find the receptionists at your GP practice?</i>
79%	Very helpful
19%	Fairly helpful
0%	Not very helpful
0%	Not at all helpful
0%	Don't know
	<i>Q13 How easy is it to get through to someone at your GP practice on the phone?</i>
42%	Very easy
35%	Fairly easy
2%	Not very easy
0%	Not at all easy
1%	Don't know
14%	Haven't tried

	<i>Q14 How easy is it to speak to a doctor or nurse on the phone at your GP practice?</i>
25%	Very easy
22%	Fairly easy
2%	Not very easy
1%	Not at all easy
6%	Don't know
37%	Haven't tried
	<i>Q15 If you need to see a GP urgently, can you normally get seen on the same day?</i>
67%	Yes
15%	No
18%	Don't know / never needed to
	<i>Q16 How important is it to you to be able to book appointments ahead of time in your practice?</i>
82%	Important
18%	Not important
	<i>Q17 How easy is it to book ahead in your practice?</i>
44%	Very easy
31%	Fairly easy
6%	Not very easy
3%	Not at all easy
6%	Don't know
7%	Haven't tried
	<i>Q18 How do you normally book your appointments at your practice? (please X all boxes that apply)</i>
53%	In person
45%	By phone
0%	Online
1%	Doesn't apply
	<i>Q19 Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)</i>
34%	In person
43%	By phone
18%	Online
5%	Doesn't apply

Thinking of times when you want to see a particular doctor:	
<i>Q20 How quickly do you usually get seen?</i>	
36%	Same day or next day
24%	2-4 days
12%	5 days or more
5%	I don't usually need to be seen quickly
18%	Don't know, never tried
<i>Q21 How do you rate how quickly you were seen?</i>	
31%	Excellent
23%	Very good
18%	Good
13%	Satisfactory
0%	Poor
1%	Very poor
11%	Does not apply
Thinking of times when you are willing to see any doctor:	
<i>Q22 How quickly do you usually get seen?</i>	
63%	Same day or next day
18%	2-4 days
4%	5 days or more
5%	I don't usually need to be seen quickly
4%	Don't know, never tried
<i>Q23 How do you rate how quickly you were seen?</i>	
31%	Excellent
31%	Very good
13%	Good
10%	Satisfactory
2%	Poor
2%	Very poor
5%	Does not apply

About Receptionists and Appointments: Thinking of your most recent consultation with a doctor or nurse	
Q24 How long did you wait for your consultation to start?	
15%	Less than 5 minutes
32%	5 – 10 minutes
27%	11 – 20 minutes
8%	21 – 30 minutes
7%	More than 30 minutes
9%	There was no set time for my consultation
Q25 How do you rate how long you waited?	
18%	Excellent
22%	Very good
21%	Good
25%	Satisfactory
5%	Poor
2%	Very poor
2%	Does not apply
Q26 Is your GP practice currently open at times that are convenient to you?	
68%	YesGo to Q28
22%	No
4%	Don't know
Q27 Which of the following additional opening hours would make it easier for you to see or speak to someone? (please X all boxes that apply)	
10%	Before 8am
8%	At lunchtime
10%	After 6.30pm
6%	On a Saturday
6%	On a Sunday
10%	None of these
Q28 Is there a particular GP you usually prefer to see or speak to?	
36%	Yes
54%	No Go to Q30
0%	There is usually only one doctor in my surgery Go to Q30

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	<i>Q29 How often do you see or speak to the GP you prefer?</i>
16%	Always or almost always
9%	A lot of the time
11%	Some of the time
5%	Never or almost never
7%	Not tried at this GP practice
	(If you haven't seen a nurse in the last 6 months please go to Q37)
	How good was the Nurse you last saw at:
	<i>Q30 Putting you at ease?</i>
64%	Very good
13%	Good
5%	Satisfactory
1%	Poor
1%	Very poor
8%	Does not apply
	<i>Q31 Giving you enough time?</i>
59%	Very good
15%	Good
5%	Satisfactory
4%	Poor
0%	Very poor
8%	Does not apply
	<i>Q32 Listening to you?</i>
60%	Very good
18%	Good
5%	Satisfactory
2%	Poor
0%	Very poor
7%	Does not apply

	<i>Q33 Explaining your condition and treatment?</i>
57%	Very good
18%	Good
4%	Satisfactory
3%	Poor
1%	Very poor
8%	Does not apply
	<i>Q34 Involving you in decisions about your care?</i>
52%	Very good
17%	Good
5%	Satisfactory
3%	Poor
2%	Very poor
11%	Does not apply
	<i>Q35 Providing or arranging treatment for you?</i>
51%	Very good
21%	Good
4%	Satisfactory
2%	Poor
1%	Very poor
12%	Does not apply
	<i>Q36 Would you be completely happy to see this nurse again?</i>
77%	Yes
3%	No
3%	NA

Thinking about the care you get from your doctors and nurses overall, how well does the practice help you to:	
<i>Q37 Understand your health problems?</i>	
76%	Very well
12%	Unsure
2%	Not very well
5%	Does not apply
<i>Q38 Cope with your health problems</i>	
74%	Very well
9%	Unsure
4%	Not very well
8%	Does not apply
<i>Q39 Keep yourself healthy</i>	
67%	Very well
25%	Unsure
4%	Not very well
4%	Does not apply
<i>Q40 Overall, how would you describe your experience of your GP surgery?</i>	
45%	Excellent
29%	Very good
17%	Good
2%	Satisfactory
0%	Poor
1%	Very poor
<i>Q41 Would you recommend your GP surgery to someone who has just moved to your local area?</i>	
64%	Yes, definitely
23%	Yes, probably
3%	No, probably not
1%	No, definitely not
1%	Don't know

It will help us to understand your answers if you could tell us a little about yourself	
	<i>Q42 Are you ?</i>
22%	Male
70%	Female
	<i>Q43 How old are you?</i>
2%	Under 16
55%	16 to 44
29%	45 to 64
2%	65 to 74
6%	75 or over
	<i>Q44 Do you have a long-standing health condition?</i>
43%	Yes
45%	No
4%	Don't know / can't say
	<i>Q45 What is your ethnic group?</i>
87%	White
2%	Black or Black British
1%	Asian or Asian British
1%	Mixed
0%	Chinese
1%	Other ethnic group
	<i>Q46 Which of the following best describes you?</i>
49%	Employed (full or part time, including self-employed)
1%	Unemployed / looking for work
4%	At school or in full time education
18%	Unable to work due to long term sickness
9%	Looking after your home/family
12%	Retired from paid work
5%	Other
	<i>Finally, please add any other comments you would like to make about your GP practice:</i>