

Montpelier Surgery - Patient Questionnaire

We would be grateful if you would complete this survey about your doctor and general practice. They want to provide the highest standard of care. A summary from this survey will be fed back to them to help them identify areas for improvement. Your opinions are very valuable. Please answer ALL the questions you can. There are no right or wrong answers and your doctor will NOT be able to identify your individual answers. Thank you.

Section 1

About your visit to the GP

How good was your GP at:

1.1) Making you feel comfortable?

Good Satisfactory Poor

1.2) Giving you enough time?

Good Satisfactory Poor

1.3) Assessing your medical condition?

Good Satisfactory Poor

1.4) Explaining your medical condition and treatment?

Good Satisfactory Poor

1.5) Providing and arranging treatment for you?

Good Satisfactory Poor

1.6) Involving you in decisions about your care?

Good Satisfactory Poor

Please add any further comments you would like to add about your GP experience:

Section 2

About Receptionists and Appointments

2.1) How helpful do you find the receptionists at your GP practice?

Helpful Fairly helpful Not very helpful

2.2) How easy is it to get through to someone at your GP practice on the phone?

Easy Fairly easy Not easy

2.3) If you need to see a GP urgently, can you normally get seen on the same day?

Yes No

2.4) How easy is it to book ahead in your practice?

Easy Fairly easy Not easy

2.5) Which of the following methods would you prefer to use to book appointments at your practice? (please X all boxes that apply)

In person

By phone

Online

Doesn't apply

Please add any further comments you would like to add about your experience of reception and appointments:

Section 3

About waiting times & accessibility

3.1) When you need to see a particular GP or nurse, how quickly do you get seen?

Within 5 days Over 5 days

3.2) When you can see any available GP or nurse, how quickly do you get seen?

Same day or next day

2-4 days

5 days or more

I don't usually need to be seen quickly

Don't know, never tried

3.3) Thinking of your most recent consultation with a GP or nurse, how long did you wait for your consultation to start?

Less than 10 minutes 10 – 30 minutes More than 30 minutes

3.4) Is your GP practice currently open at times that are convenient to you?

Yes No

3.5) Would any of the following additional opening hours make it easier for you to see or speak to someone? (please X all that apply)

Before 8am At lunchtime After 6.30pm

On a Saturday On a Sunday None of these

Please add any further comments you would like to add about waiting times and accessibility:

Section 4

About your visit to the nurse

If you haven't seen a nurse in the last 6 months please skip section 4

4.1) How good was the last nurse you saw at putting you at ease?

Good Satisfactory Poor

4.2) How good was the last nurse you saw at giving you enough time?

Good Satisfactory Poor

4.3) How good was the last nurse you saw at explaining your condition and treatment?

Good Satisfactory Poor

4.4) How good was the last nurse you saw at providing or arranging treatment?

Good Satisfactory Poor

Please add any further comments you would like to add about visits to the nurse:

Section 5

About Montpelier Surgery

5.1) Overall, how would you describe your experience of your GP surgery?

Good Satisfactory Poor

5.2) Would you recommend your GP surgery to someone who has just moved to your local area?

Yes Probably No

5.3) How easy do you find getting into the building at the surgery ?

Easy Fairly easy Not easy

5.4) In the Reception Area, can other patients overhear what you say to the receptionist?

Yes, but don't mind Yes and am not happy about it No

Please add any further comments you would like to add about Montpelier Surgery:

Section 6

About you

It will help us to understand your answers if you could tell us a little about yourself

6.1) Are you?

Male Female Non-binary/Third gender

Prefer to self-describe _____

Prefer not to say

6.2) How old are you?

Under 16 16 to 44 45 to 64 65 to 74 75 or over

6.3) Do you have a long-standing health condition?

Yes No

6.4) What is your ethnic group?

White

Black or Black British

Asian or Asian British

Mixed

Chinese

Other ethnic group

Prefer not to say

6.5) Which of the following best describes you?

Employed (full or part time, including self-employed)

Unemployed / looking for work

At school or in full time education

Unable to work due to long term sickness

Looking after your home/family

Retired from paid work

Other

Thank you for taking the time to fill in our questionnaire. We value your feedback.