

# *Certificate of Completion*

This is to certify that

**Laurel Bank Surgery**

216b Kirkstall Lane  
LEEDS  
LS6 3DS

**Practice List Size: 6000**

**Surveys Completed: 186**

has completed the

## **General Practice Assessment Questionnaire**

Approved for the PE2 Quality Indicator of the GMS Contract

Completed on 21 January 2009



**Michael Greco**  
Director

**Private and Confidential**

Mr Chad Chaplin  
Laurel Bank Surgery  
216b Kirkstall Lane  
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# General Practice Assessment Questionnaire Report

Laurel Bank Surgery

January 2009



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21 January 2009

Dear Mr Chaplin

Please find enclosed a report outlining your patient feedback from the General Practice Assessment Questionnaire (GPAQ). The results have been illustrated in tables and graphs with associated benchmarks where applicable. Details of score calculation have been provided to help you in the interpretation and understanding of your results. In addition, there is an authorised certificate of completion which you can show your PCO as evidence of the PE2 Quality Indicator.

I hope these results give you useful feedback about how patients rated the practice and its service and provide you with some basis for reflection. Also enclosed is some material to help you with the PE6 Quality Indicator in the GMS contract. We would be grateful if you would consider returning a copy of the form to our office.

The GPAQ report has been updated in order to further improve the clarity of the feedback provided. As a result the ordering of the report has changed slightly from the previous version.

In order for us to improve our services, please could you complete and return the enclosed feedback form in the envelope provided.

Details of the background and administration of the survey, together with guidance on the use of your results can be found in the GPAQ manual which can be downloaded from the GPAQ website <http://www.gpaq.info>.

Please contact Matthew Taylor on 01392 252740 or [matthew.taylor@cfep.co.uk](mailto:matthew.taylor@cfep.co.uk) if you require further information about your results. If you have ordered a results poster, it will arrive within the next fifteen days. Please note, a request for replacement results will incur a fee of £17.50 inc VAT.

Yours sincerely



Helen Powell  
Data Manager

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## Supporting documents

Score Explanation

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Sample questionnaire

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Evaluation question responses and results

Table 1: Frequency distribution of responses for each evaluation question

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply	Blank
Q2 Satisfaction with receptionists	1	0	3	37	74	58	0	13
Q3a Opening hours	0	2	23	68	70	17	0	6
Q4b Availability of particular doctor	4	17	42	37	27	20	28	11
Q5b Availability of any doctor	1	9	23	36	39	50	5	23
Q7b Waiting times at practice	1	7	73	42	27	7	0	29
Q8a Phoning through to practice	1	5	24	52	51	36	5	12
Q8b Phoning through to doctor for advice	2	4	15	28	21	13	85	18
Q9b Continuity of care	1	2	22	50	45	18	0	48
Q10a Doctor's questioning	0	0	4	33	49	85	2	13
Q10b How well the doctor listens	0	0	1	26	42	102	0	15
Q10c How well doctor puts you at ease	0	0	4	28	30	92	20	12
Q10d How doctor involves patient	0	0	6	29	52	77	14	8
Q10e Doctor's explanations	0	1	5	24	46	91	7	12
Q10f Time doctor spends	0	1	14	28	53	76	1	13
Q10g Doctor's patience	0	1	6	20	40	105	4	10
Q10h Doctor's caring and concern	0	1	8	23	42	100	0	12

	Much more than before	A little more than before	The same or less than	Does not apply	Not Specified
Q11a Understand problem after visiting the doctor	77	50	21	23	15
Q11b Cope with the problem after visiting the doctor	73	51	21	26	15
Q11c Keep healthier after visiting the doctor	63	34	34	37	18

Blank and 'Does not apply' responses are not included in the analysis (see score explanation)

Evaluation question responses and results

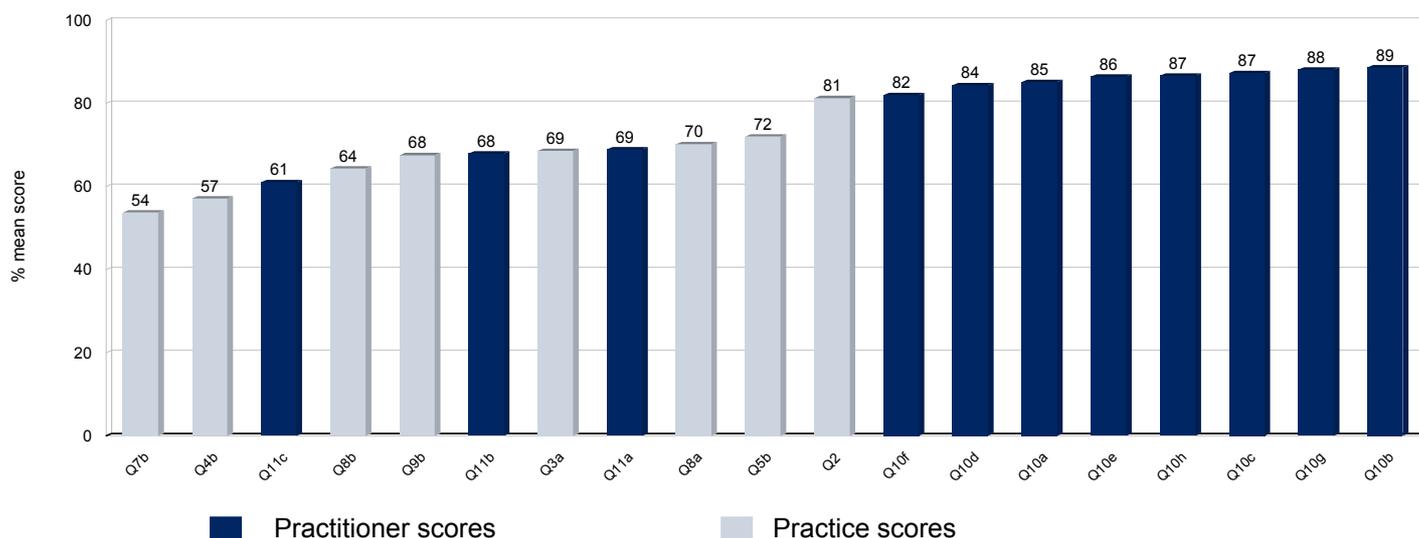
Table 2: Service evaluation and satisfaction results and GPAQ benchmarks

	Your mean score (%)	National mean (%)*
Q2 Satisfaction with receptionists	81	77
Q3a Opening hours	69	67
Q4b Availability of particular doctor	57	60
Q5b Availability of any doctor	72	69
Q7b Waiting times at practice	54	57
Q8a Phoning through to practice	70	59
Q8b Phoning through to doctor for advice	64	61
Q9b Continuity of care	68	69
<b>Q10a Doctor's questioning</b>	85	81
<b>Q10b How well the doctor listens</b>	89	84
<b>Q10c How well doctor puts you at ease</b>	87	84
<b>Q10d How doctor involves patient</b>	84	81
<b>Q10e Doctor's explanations</b>	86	83
<b>Q10f Time doctor spends</b>	82	80
<b>Q10g Doctor's patience</b>	88	84
<b>Q10h Doctor's caring and concern</b>	87	84
<b>Q11a Understand problem after visiting the doctor</b>	69	69
<b>Q11b Cope with the problem after visiting the doctor</b>	68	66
<b>Q11c Keep healthier after visiting the doctor</b>	61	62

The NPCRDC guidance indicates that practices obtaining mean scores that are greater than ten points above the national benchmark for that area can be interpreted as a high quality indicator, whilst scores that are greater than ten points below may be suitable areas to focus quality improvement activity on.

The benchmarks provided relate to the 2005-6 contract year. Information about GPAQ benchmarks can be found at [www.gpaq.info](http://www.gpaq.info).

Graph 1: Service evaluation and satisfaction results in ascending order of performance

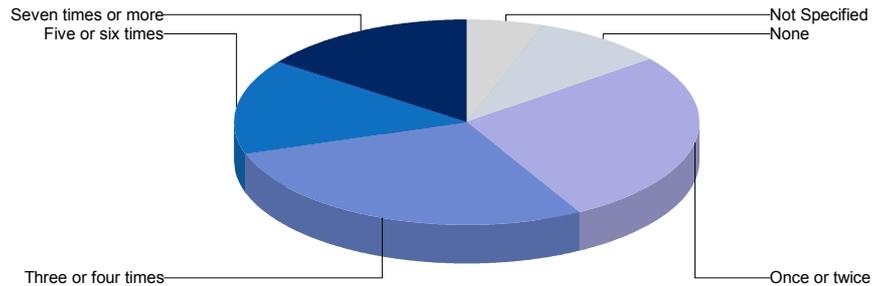


Report question results

Number and percentage of responses by question. Pie charts illustrate percentage response distribution

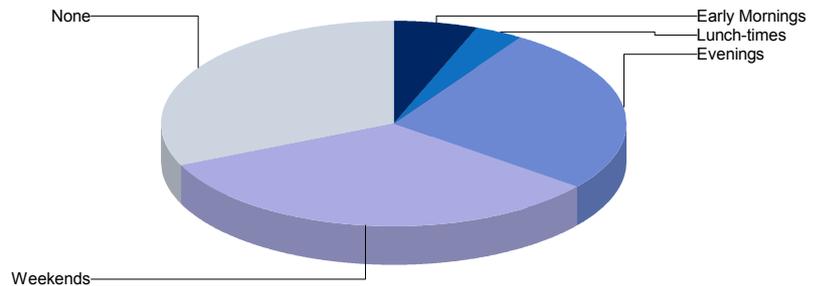
**Q1 In the past 12 months, how many times have you seen a doctor from your practice?**

Not Specified	10	5.4%
None	17	9.1%
Once or twice	51	27.4%
Three or four times	52	28.0%
Five or six times	28	15.1%
Seven times or more	28	15.1%
<b>Total:</b>	<b>186</b>	<b>100.0%</b>



**Q3b What additional hours would you like the practice open?**

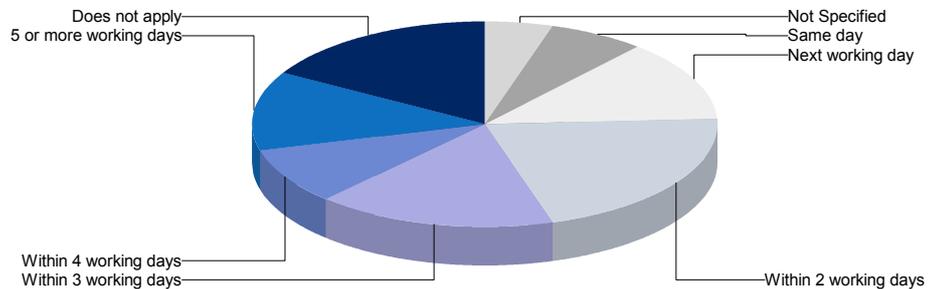
Early Mornings	12	5.9%
Lunch-times	7	3.4%
Evenings	54	26.3%
Weekends	67	32.7%
None	65	31.7%
<b>Total:</b>	<b>205</b>	<b>100.0%</b>



*Q3b: The number of responses may be greater than the total number of responses as more than one option may have been selected*

**Q4a How quickly do you usually get to see that doctor?**

Not Specified	9	4.8%
Same day	12	6.5%
Next working day	24	12.9%
Within 2 working days	39	21.0%
Within 3 working days	31	16.7%
Within 4 working days	17	9.1%
5 or more working days	23	12.4%
Does not apply	31	16.7%
<b>Total:</b>	<b>186</b>	<b>100.0%</b>

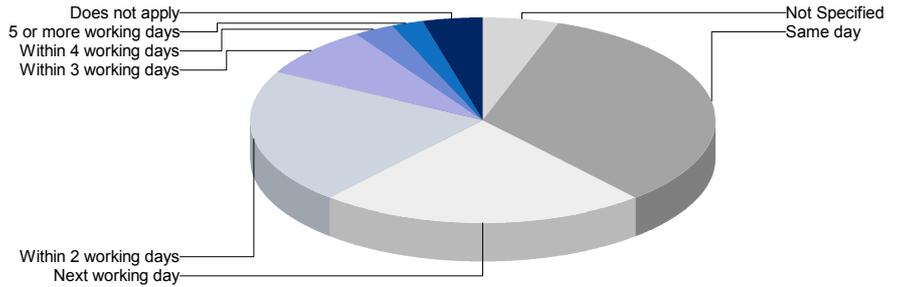


Report question results

Number and percentage of responses by question. Pie charts illustrate percentage response distribution

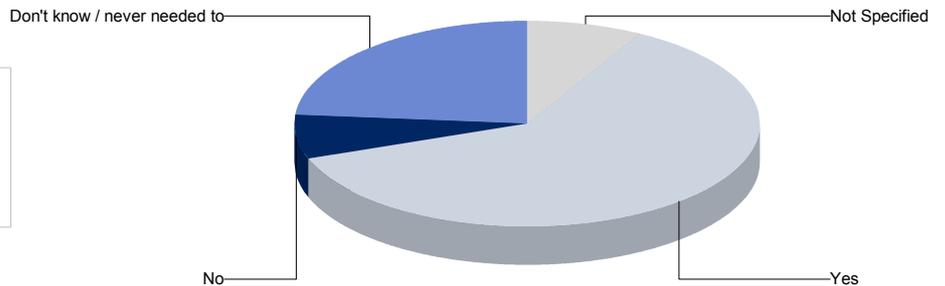
**Q5a How quickly do you usually get seen?**

Not Specified	10	5.4%
Same day	62	33.3%
Next working day	42	22.6%
Within 2 working days	40	21.5%
Within 3 working days	15	8.1%
Within 4 working days	5	2.7%
5 or more working days	4	2.2%
Does not apply	8	4.3%
<b>Total:</b>	<b>186</b>	<b>100.0%</b>



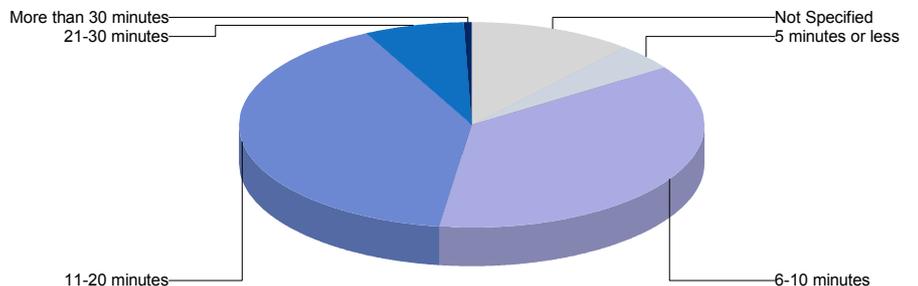
**Q6 If you need to see a GP urgently, can you normally get seen on the same day?**

Not Specified	15	8.1%
Yes	114	61.3%
No	13	7.0%
Don't know / never needed to	44	23.7%
<b>Total:</b>	<b>186</b>	<b>100.0%</b>



**Q7a How long do you usually have to wait at the practice for your consultations to begin?**

Not Specified	21	11.3%
5 minutes or less	8	4.3%
6-10 minutes	68	36.6%
11-20 minutes	75	40.3%
21-30 minutes	13	7.0%
More than 30 minutes	1	0.5%
<b>Total:</b>	<b>186</b>	<b>100.0%</b>

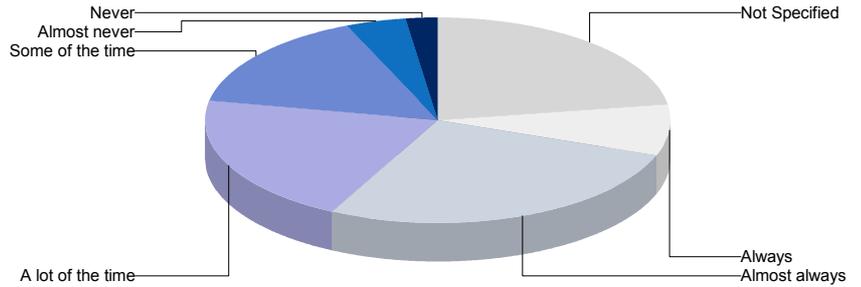


Report question results

Number and percentage of responses by question. Pie charts illustrate percentage response distribution

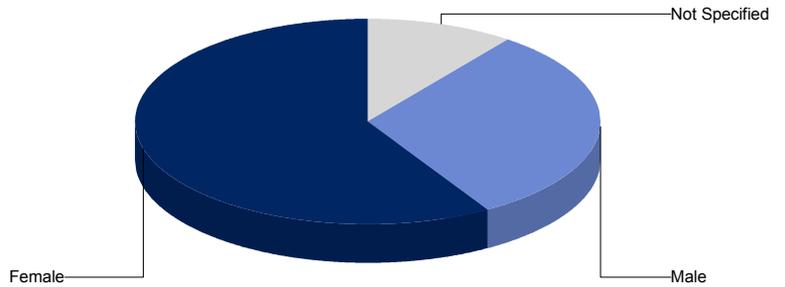
**Q9a In general, how often do you see your usual doctor?**

Not Specified	42	22.6%
Always	15	8.1%
Almost always	50	26.9%
A lot of the time	38	20.4%
Some of the time	29	15.6%
Almost never	8	4.3%
Never	4	2.2%
<b>Total:</b>	<b>186</b>	<b>100.0%</b>



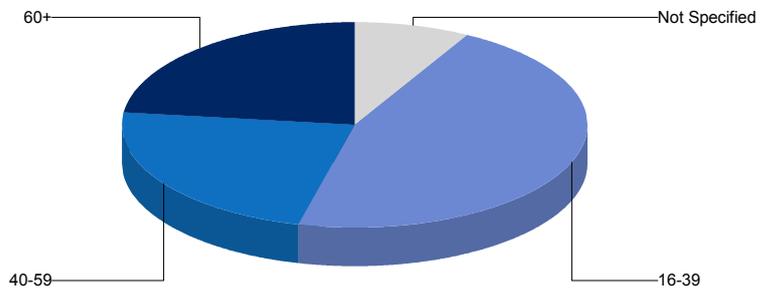
**Q12 Gender**

Not Specified	19	10.2%
Male	58	31.2%
Female	109	58.6%
<b>Total:</b>	<b>186</b>	<b>100.0%</b>



**Q13 Age**

Not Specified	15	8.1%
16-39	85	45.7%
40-59	43	23.1%
60+	43	23.1%
<b>Total:</b>	<b>186</b>	<b>100.0%</b>

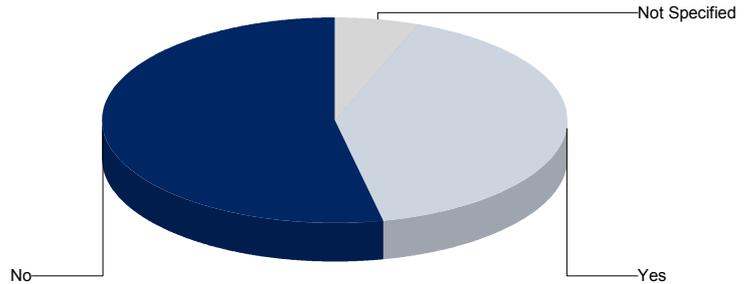


Report question results

Number and percentage of responses by question. Pie charts illustrate percentage response distribution

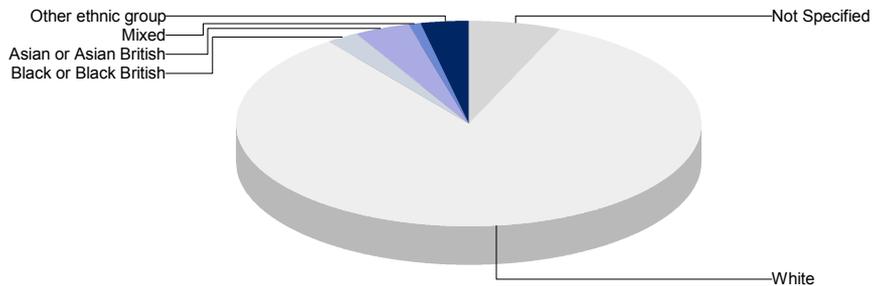
**Q14 Do you have any long-standing illness, disability or infirmity?**

Not Specified	11	5.9%
Yes	76	40.9%
No	99	53.2%
<b>Total:</b>	<b>186</b>	<b>100.0%</b>



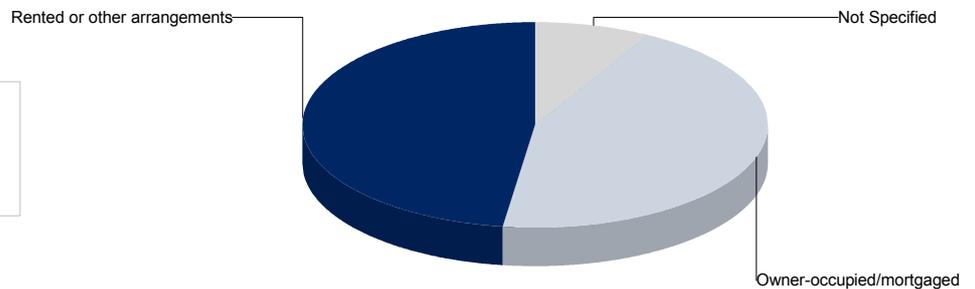
**Q15 Which ethnic group do you belong to?**

Not Specified	12	6.5%
White	155	83.3%
Black or Black British	4	2.2%
Asian or Asian British	7	3.8%
Mixed	2	1.1%
Chinese	0	0.0%
Other ethnic group	6	3.2%
<b>Total:</b>	<b>186</b>	<b>100.0%</b>



**Q16 Is your accommodation**

Not Specified	15	8.1%
Owner-occupied/mortgaged	82	44.1%
Rented or other arrangements	89	47.8%
<b>Total:</b>	<b>186</b>	<b>100.0%</b>

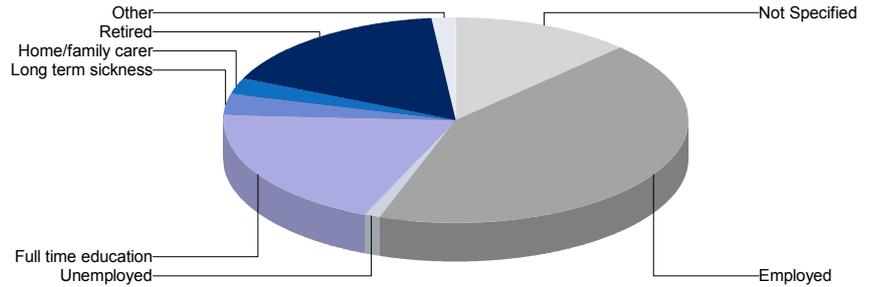


Report question results

Number and percentage of responses by question. Pie charts illustrate percentage response distribution

**Q17 Employment status**

Not Specified	23	12.4%
Employed	80	43.0%
Unemployed	2	1.1%
Full time education	36	19.4%
Long term sickness	6	3.2%
Home/family carer	5	2.7%
Retired	31	16.7%
Other	3	1.6%
<b>Total:</b>	<b>186</b>	<b>100.0%</b>



## Patient comments by question

From the free text component of the questionnaire categorised according to age and gender

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

## Q18.1 Is there anything particularly good about your health care?

- - Continuity of care from general practitioner and nurses.
- - This is an excellent practice. I have been here many years, and would not change them for anything.
- - Friendliness of longstanding practice.
- 16-39 Female Happy with a specific doctor as my general practitioner.
- 16-39 Female I think it is brilliant, I can ring up and be seen the same day. My old practice would say there were no appointments, or give me one a week later.
- 16-39 Female We are new to the practice, and so far we have had a favourable impression of the doctors we have seen, and the receptionists.
- 16-39 Female Personable staff, nurse provides a vital service, is the only regular contact I have. The nurse remembers me and delivers excellent support.
- 16-39 Female If possible could the surgery see you out-of-hours, otherwise we have to go to casualty.
- 16-39 Female Friendly staff.
- 16-39 Female I feel that all staff here are very friendly and helpful, and make me feel that I am not just another patient, and always ask how I am generally.
- 16-39 Female The nurses are particularly good at the practice, and do a good job of filtering patients.
- 16-39 Female Very good, all-round, caring and professional service.
- 16-39 Female I am overall very happy with my doctors, for my family and I.
- 16-39 Female I think that the doctor is really patient and caring.
- 16-39 Female The team here are efficient and friendly.
- 16-39 Male It is close by, and the staff are usually friendly.
- 16-39 Male Overall service is very good, excellent. I have never really had a bad experience, and it is very welcoming.
- 16-39 Male The surgery is very reliable, and it is easy to get an appointment when required.
- 16-39 Male Doctors always helpful and willing to explain.
- 16-39 Male Location.
- 16-39 Male Everything is satisfactory.
- - Pleased.
- 40-59 Female I have had everything explained, and options that I may choose discussed at great length, not rushed.
- 40-59 Female I have always been impressed by the doctor's ability to communicate effectively when explaining medical conditions, and also by their thoroughness.
- 40-59 Female I have always thought that the care, attention and service from all of the general practitioners in this surgery has been thorough, consistent and excellent. All the staff, and particularly I want to say the receptionists, are so pleasant and helpful, and I feel they go out of their way to ease difficult situations.
- 40-59 Female Always satisfied with this practice, and have been using it all my life.

## Patient comments by question

From the free text component of the questionnaire categorised according to age and gender

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

## Q18.1 Is there anything particularly good about your health care?

40-59	Female	I really appreciate that I can get an appointment the same day if there's an urgent need. I am glad my surgery does not have an appointment system, whereby you can only ring up on the day and get an appointment that day.
40-59	Female	GP explained exercises for pain, and reassured in other health problems.
40-59	Female	Reception always helpful. Both doctors and nurses first class!
40-59	Female	One of the doctors is an excellent general practitioner, always ready to listen carefully to what you have to say. They dispense 'commonsense' medicine. Because the doctor only works part-time and has a huge 'patient fan base' it often means a long wait to see the doctor, but I would rather wait than often see another general practitioner, who does not know me as well, both as a patient and a person.
40-59	Female	All staff, especially the receptionists, are always very friendly and welcoming whilst maintaining professionalism.
40-59	Male	I have been happy about my health care at this surgery for years.
40-59	Male	Staff and doctors are very helpful.
40-59	Male	The health care at this practice is very good.
40-59	Male	The practice is very sensitive to my needs.
40-59	Male	It is local.
40-59	Male	Whenever we have problems with our children feeling unwell, they are always seen the same day.
60+	Female	A certain doctor is always very kind and helpful.
60+	Female	The friendliness and helpfulness of everyone at this practice.
60+	Female	Being referred to various organisations to help me to live my life. I am very grateful.
60+	Female	Find everyone helpful at this practice.
60+	Female	Everything.
60+	Female	Receptionists usually very pleasant and helpful, and virtually all doctors good. The doctor I saw today was brilliant!
60+	Female	My doctor is very caring, with whom I am at ease.
60+	Male	Over reliance on testable conditions, blood or urine or blood pressure etc., may overlook some conditions, major or minor, which might respond better to periodic screening, as for female patients.
60+	Male	I feel I am getting an excellent and sympathetic service from the doctor and this practice.
60+	Male	So far, everything.
60+	Male	Having full confidence with our doctor in their care for our wellbeing.
60+	Male	Caring and helpful attitude of doctors and all receptionists.
60+	Not Specified	An excellent general practitioner.
60+	Not Specified	Good care and time spent.
60+	Not Specified	Excellent practice. Calm and welcoming environment. Doctors are caring and thorough.
-	-	I get free prescriptions.

## Patient comments by question

From the free text component of the questionnaire categorised according to age and gender

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.

## Q18.2 Is there anything that could be improved?

16-39	Female	I think most things in life could be improved.
16-39	Female	Keep doing exactly what you are doing, it is brilliant.
16-39	Female	When I require blood taking, they only work from 16:00 to 17:00, which means I am unable to do so without having to take time away from work or studies.
16-39	Female	Could be more doctors and specialists.
16-39	Female	Just hope the new facilities don't change things too much.
16-39	Female	I am a bit annoyed that the surgery did not fit the IUS. I think in such a student populated area, a full range of sexual health care and contraception should be available.
16-39	Male	Weekend opening hours would be an advantage, evenings are the only time to get to see the doctor if you work, and the 18:00pm closing time is sometimes impossible to make.
16-39	Male	Just improve the waiting times for the actual appointment in the surgery.
16-39	Male	Ability to book appointments in advance rather than on the day.
40-59	Female	Waiting times! Although I am still sat here 35 minutes upwards after my appointment 'due in' time, and nobody has come to say that there is a delay.
40-59	Female	I can see how more varied opening times would be of benefit. However, as I work nearby, I am more able than most I imagine, to find times which suit me.
40-59	Female	Seats for elderly and infirm nearer the waiting room door entrance, and not everyone will think to move seats for them. Holistic support, for example physiotherapy, chiropractic, acupuncture, homeopathic methods. Cost is often out of my budget.
40-59	Female	As regards timing, the consultation should be much longer.
40-59	Female	Clone one of the doctors!
40-59	Female	I always seem to have trouble using the online EMI access service. More often than not there is a fault on it.
40-59	Male	Maybe open on a Saturday morning.
40-59	Male	Later openings for people who work 09:00 to 17:00, Monday to Friday.
40-59	Male	Patients and reception staff need guidance on what constitutes 'urgent' need to see a doctor the same day.
40-59	Male	More flexibility in times when the practice is open.
40-59	Male	A usual doctor.
60+	Female	Being able to ring in for a repeat prescription.
60+	Female	Very satisfied with the practice.
60+	Female	No.
-	-	Get appointments more quickly.

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.

## Q18.3 Any other comments?

Patient comments by question

From the free text component of the questionnaire categorised according to age and gender

All comments have been included in their entirety but details which could identify a specific practitioner, practice or patient have been removed to ensure anonymity.

Q18.3 Any other comments?

-	-	I would hate to see a more fragmented health service. Having continuity with one general practitioner is the best service that can be offered.
-	-	I am not overly keen on the touch screen to sign in. I think it would be better to talk to a person or receptionist.
16-39	Female	Made to feel very welcome, including on the entrance of the door sign stating, 'students are welcome'.
16-39	Female	This is my first time visiting this practice, formerly a patient of another medical centre.
-	-	Just keep providing the same quality service. Thanks.
-	-	I found the service good and very helpful.
40-59	Female	I have always been seen when I need a doctor, and find all the doctors very helpful.
40-59	Female	Although I have been registered here for over a year now, I have not needed to be seen too regularly by the doctor, but when I have, the treatment I have received from coming in to leaving the surgery has been excellent. Thank you!
40-59	Female	I think the relationship with the general practitioner is very important. Getting that right, I believe, contributes greatly to a patient's confidence in their ability to manage their health, with the help of their general practitioner.
40-59	Female	Felt rushed today!
40-59	Female	A very supportive practice, local.
40-59	Female	The team of receptionists are always helpful and accommodating in trying to fit you in when the appointment is urgent, especially when you work full-time. It helps that you know them.
40-59	Male	Keep up the good work!
40-59	Male	Thank you to the doctors and all people working here.
40-59	Male	I like this surgery, and I am not looking forward to the prospective move to the larger 'one stop shop' styled surgery.
40-59	Male	Friendly and very helpful staff. Thank you.

- For less than 2 responses in any category combination, demographic details have been suppressed to maintain patient anonymity.

Score Explanation

The score for each individual evaluation question in the GPAQ is expressed as a mean (average) for all patients who rated the question. The scores are expressed as a percentage of the maximum possible score, so the best possible score in each case is 100%. Not specified responses i.e. the 'Does not apply' option or unanswered questions (blank) are not used in the percentage score calculations.

All questions follow a five point rating scale ranging from 0 - 100%.

	Very Poor	Poor	Fair	Good	Very Good	Excellent	Not Specified
Percentage Score (%)	0	20	40	60	80	100	n/a

The following example uses data from your question 2

Number of Patients Surveyed:186

Questions	Rating						
	Very Poor	Poor	Fair	Good	Very Good	Excellent	Not Specified
Q2 Satisfaction with receptionists	1	0	3	37	74	58	13

$$(1 \times 0) + (0 \times 20) + (3 \times 40) + (37 \times 60) + (74 \times 80) + (58 \times 100)$$

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$$186 - 13$$

$$0 + 0 + 120 + 2220 + 5920 + 5800$$

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$$173$$

$$\frac{14060}{173} = 81.27$$

=81% mean percentage score

Scores for question 11 follow a three point rating scale ranging from 0 - 100% as follows:

	Much more than before	A little more than before	The same or less than	Does not apply	Not specified
Percentage Score (%)	0	50	100	0	0

# The General Practice Assessment Questionnaire (GPAQ)

Dear Patient

We would be grateful if you would complete this survey about your general practice and your visit today.

The doctors at your practice want to provide the highest standard of care. Feedback from this survey will enable them to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer ALL the questions that apply to you. There are no right or wrong answers and your doctor will NOT be able to identify your individual responses.

Thank you.

Because part of the survey is about the doctor you saw today, please write the doctor's name below:

The doctor I saw today was

1	In the past 12 months, <b>how many times</b> have you seen a doctor from your practice?	None	Once or twice	Three or four times	Five or six times	Seven times or more
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

2	How do you rate the way you are treated by <b>receptionists</b> at your practice?	Very poor	Poor	Fair	Good	Very good	Excellent
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

3	a) How do you rate the <b>hours</b> that your practice is open for appointments?	Very poor	Poor	Fair	Good	Very good	Excellent
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
	b) What <b>additional</b> hours would you like the practice to be open? (please tick all that apply)	Early morning	Lunch-times	Evenings	Week-ends	None, I am satisfied	
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	

4	Thinking of times when you want to see a <b>particular</b> doctor: (please tick one box only)							
	a) How <b>quickly</b> do you usually get to see that doctor?	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
	b) How do you rate this?	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
		<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

**5** Thinking of times when you are willing to see **any** doctor: (please tick one box only)

	Same day	Next working day	Within 2 working days	Within 3 working days	Within 4 working days	5 or more working days	Does not apply
a) How <b>quickly</b> do you usually get seen?	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>	<input type="checkbox"/> <sup>6</sup>	<input type="checkbox"/> <sup>7</sup>
	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
b) How do you rate this?	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>	<input type="checkbox"/> <sup>6</sup>	<input type="checkbox"/> <sup>7</sup>

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

Yes	No	Don't know / never needed to
<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>

**7** a) How long do you usually have to **wait** at the practice for your consultations to begin? (please tick one box only)

	5 minutes or less	6-10 minutes	11-20 minutes	21-30 minutes	More than 30 minutes	
	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>	
	Very poor	Poor	Fair	Good	Very good	Excellent
b) How do you rate this?	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>	<input type="checkbox"/> <sup>6</sup>

**8** Thinking of times you have **phoned** the practice, how do you rate the following:

tried	Very poor	Poor	Fair	Good	Very good	Excellent	Don't know/ never
a) Ability to <b>get through to</b> the practice on the phone?	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>	<input type="checkbox"/> <sup>6</sup>	<input type="checkbox"/> <sup>7</sup>
b) Ability to <b>speak to</b> a doctor on the phone when you have a question or need medical advice?	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>	<input type="checkbox"/> <sup>6</sup>	<input type="checkbox"/> <sup>7</sup>

**9** This question asks about your usual doctor. If you don't have a 'usual doctor', answer about the one doctor at your practice who you know best. If you don't know any of the doctors, go straight to question 10.

	Always	Almost always	A lot of the time	Some of the time	Almost never	Never
a) In general, how often do you see your <b>usual doctor</b> ?	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>	<input type="checkbox"/> <sup>6</sup>
	Very poor	Poor	Fair	Good	Very good	Excellent
b) How do you rate this?	<input type="checkbox"/> <sup>1</sup>	<input type="checkbox"/> <sup>2</sup>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/> <sup>4</sup>	<input type="checkbox"/> <sup>5</sup>	<input type="checkbox"/> <sup>6</sup>

**10** Thinking about **your consultation with the doctor today**, how do you rate the following:

	Very poor	Poor	Fair	Good	Very good	Excellent	Does not apply
a) How <b>thoroughly</b> the doctor asked about your symptoms and how you are feeling?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
b) How well the doctor <b>listened</b> to what you had to say?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
c) How well the doctor <b>put you at ease</b> during your physical examination?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
d) How much the doctor <b>involved you in decisions</b> about your care?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
e) How well the doctor <b>explained</b> your problems or any treatment that you need?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
f) The amount of <b>time</b> your doctor spent with you today?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
g) The doctor's <b>patience</b> with your questions or worries?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
h) The doctor's <b>caring and concern</b> for you?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

**11** After seeing the doctor today do you **feel**...

	Much more than before the visit	A little more than before the visit	The same or less than before the visit	Does not apply
a) able to <b>understand</b> your problem(s) or illness?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b) able to <b>cope</b> with your problem(s) or illness?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c) able to <b>keep yourself</b> healthy?	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Finally, it will help us to understand your answers if you could tell us a little about yourself:

12 Are you:  <sup>1</sup> Male  <sup>2</sup> Female

13 How old are you? \_\_\_\_\_ years

14 Do you have any **long-standing illness, disability or infirmity**? By long-standing we mean anything that has troubled you over a period of time or that is likely to affect you over a period of time.  <sup>1</sup> Yes  <sup>2</sup> No

15 Which **ethnic group** do you belong to? (please tick one box)

- |  |  |
|--|--|
| <input type="checkbox"/> <sup>1</sup> White                  | <input type="checkbox"/> <sup>4</sup> Mixed              |
| <input type="checkbox"/> <sup>2</sup> Black or Black British | <input type="checkbox"/> <sup>5</sup> Chinese            |
| <input type="checkbox"/> <sup>3</sup> Asian or Asian British | <input type="checkbox"/> <sup>6</sup> Other ethnic group |

16 Is your **accommodation**: (please tick one box)

- |   |   |
|---|---|
| <input type="checkbox"/> <sup>1</sup> Owner-occupied/mortgaged? | <input type="checkbox"/> <sup>2</sup> Rented or other arrangements? |
|---|---|

17 Which of the following best describes you? (please tick one box)

- |   |  |
|---|--|
| <input type="checkbox"/> <sup>1</sup> Employed (full or part time, including self-employed) | <input type="checkbox"/> <sup>5</sup> Looking after your home/family |
| <input type="checkbox"/> <sup>2</sup> Unemployed and looking for work                       | <input type="checkbox"/> <sup>6</sup> Retired from paid work         |
| <input type="checkbox"/> <sup>3</sup> At school or in full time education                   | <input type="checkbox"/> <sup>7</sup> Other (please describe) _____  |
| <input type="checkbox"/> <sup>4</sup> Unable to work due to long term sickness              | _____  |

18 We are interested in any other comments you may have. Please write them here.

Is there anything particularly good about your health care?

Is there anything that could be improved?

Any other comments?