

Caritas GP Partnership Patient Representative Group Questionnaire

As part of an ongoing review of our services, we have put together a questionnaire with help from our PRG members. This is in order to better understand which problems are the most prevalent at the moment. This questionnaire will be available both in the surgery and on our website for patients to complete.

Waiting times

1. How satisfied are you with the waiting times at the surgery?

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Quite dissatisfied	

2. How long do you usually wait to see the doctor at the surgery?

Less than 5 minutes	
5 to 15 minutes	
More than 15 minutes	
Can't remember	

3. What is your impression of waiting times at the surgery?

I don't normally have to wait too long	
I have to wait a bit too long	
I have to wait far too long	
No opinion/doesn't apply	

Telephone answering and access

4. How do you normally book your appointments to see a doctor or a nurse at the surgery?

In person	
By phone	
Online	
More than one of the above	

5. In the past 6 months how easy have you found the following?

	Haven't tried	Very easily	Fairly easily	Not very easily	Not at all easy	Don't know/NA
Getting through on the phone						
Speaking to a doctor on the phone						
Speaking to a nurse on the phone						
Obtaining test results by phone						

6. How easy was it for you to book an appointment with a doctor?

Very easy	
Fairly easy	
Not very easy	
Not at all easy	
N/A	

7. How satisfied are you with the promptness of telephone answering at the surgery?

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Quite dissatisfied	
Very dissatisfied	

On line prescription ordering

8. Are you aware that we offer an on-line prescription ordering service?

Yes	
No	

9. Have you ever used this service?

Yes	
No	

10. If you were previously unaware that we offer this service, would you consider using it in the future?

Yes	
No	
Don't know	

11. How easy have you found accessing on line prescription ordering?

Very easy	
Fairly easy	
Neither easy nor difficult	
Quite difficult	
Very difficult	
N/A	

Patient information

12. How informative do you find the patient information in the waiting room?

Very informative	
Fairly informative	
Neither informative nor uninformative	
Quite uninformative	
Very uninformative	

13. Are you aware that there is patient information on our practice website?

Yes	
No	

14. How informative do you find the patient information on the website?

Very informative	
Fairly informative	
Neither informative nor uninformative	
Quite uninformative	
Very uninformative	

Opening times

15. Are you aware that the practice is open:

Y/N

On Tuesday at 7am?	
On Thursday at 7am	
One Saturday every month?	

16. How satisfied are you with the opening hours at the surgery?

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Quite dissatisfied	
Very dissatisfied	
I am not aware of the opening hours	

Any other comments:

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The following questions will help us to identify how experiences vary between different groups of the population.

17. Are you male or female?

Male	
Female	

18. How old are you?

Under 18		35-44		65-74	
18-24		45-54		75-84	
25-34		55-64		85 and over	

19. Do you have carer responsibilities for anyone in your household with a longstanding health problem or disability?

Yes	
No	

20. What is your employment status?

Employed		Unemployed		Retired		Other (please specify)	
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21. What is your ethnic group?

A. White

British	
Irish	
Any other white background	

B. Mixed

White and Black Caribbean	
White and Black African	
White and Asian	
Any other mixed background	

C. Asian or Asia British

Indian	
Pakistani	
Bangladeshi	
Any other Asian background	

D. Black or Black British

Caribbean	
African	
Any other black background	

E. Chinese or other ethnic group

Chinese	
Any other ethnic group	