

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:

| |
|--|
| |
|--|

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) | |
|----------|--|------------|--|---------|--|---------------------------|--|

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 | |