

Caritas GP Partnership Patient Representative Group Questionnaire

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 fair too long	
No opinion/doesn't apply	

Clinical care

4. Think about the last time you saw a doctor. Did the doctor explain the reasons for any action required in a way you found easy or difficult to understand?

Very easy to understand	
Fairly easy to understand	
Fairly difficult to understand	
Very difficult to understand	
Reasons not explained at all	

5. How would you rate the doctor in terms of giving you enough time?

Very good	
Good	
Neither good nor poor	
Poor	
Very poor	
Doesn't apply	

6. How would you rate the doctor in terms of listening to you?

Very good	
Good	
Neither good nor poor	
Poor	
Very poor	
Doesn't apply	

7. Do you have confidence and trust in the doctor?

Yes, definitely	
Yes, to some extent	
No, not at all	
Don't know/can't say	

Waiting room facilities

8. How satisfied are you with the waiting room facilities at the surgery?

Very satisfied	
Fairly satisfied	
Neither satisfied nor dissatisfied	
Quite dissatisfied	
Don't know	

9. Do you feel there is enough patient information displayed in the waiting room?

Yes	
No	
Don't know	

10. How clean is the waiting room?

Very clean	
Fairly clean	
Not very clean	
Not at all clean	

Telephone answering and access

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

In person	
By phone	
More than one of the above	

12. 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						

13. 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	

14. 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

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

Yes	
No	

16. Have you ever used this service?

Yes	
No	

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

Yes	
No	
Don't know	

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

Very easy	
Fairly easy	
Neither easy nor difficult	
Quite difficult	
Very difficult	