

**THE GENERAL PRACTICE
ASSESSMENT QUESTIONNAIRE**

COMBE DOWN SURGERY BATH

COMBINE PRACTICE RESULTS

Section 1. About The Surgery Building.

Q1. How easy do you find it to get into the building at your GP surgery?	Number of responses
Easy	129
Fairly easy	12
Difficult	6
No answer or N/A	4

Q2. How clean is your GP surgery?	Number of responses
Clean	140
Fairly clean	6
Dirty	0
No answer or N/A	3

Q3. In the reception area, other patients can overhear what you say to the receptionist. How do you feel about this?	Number of responses
Do not mind	125
Not happy about it	17
No answer or N/A	7

Section 2. Getting Through On The Phone.

Q5a. How easy have you found getting through on the phone?	Number of responses
Very easy	33
Fairly easy	80
Difficult	33
No answer or N/A	3

Q5b. How easy have you found speaking to a Doctor on the phone?	Number of responses
Very easy	28
Fairly easy	67
Difficult	11

No answer or N/A	43
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Q5c. How easy have you found speaking to a nurse on the phone?	Number of responses
Very easy	21
Fairly easy	55
Difficult	10
No answer or N/A	63

Q5d. How easy have you found getting test results on the phone?	Number of responses
Very easy	35
Fairly easy	46
Difficult	11
No answer or N/A	57

Section 3. Seeing A Doctor.

Q6. In the past 6 months, have you needed to see a Doctor fairly quickly? By 'fairly quickly' we mean on the same day or in the next 2 working days.	Number of responses
Yes	98
No	43
Can't remember	5
No answer or N/A	3

Q7. The last time you tried to see a Doctor fairly quickly, were you able to see a Doctor on the same day or in the next 2 working days?	Number of responses
Yes	117
No	9
Can't remember	7
No answer or N/A	16

Q8. If you couldn't be seen within the next 2 working days when the GP surgery was open, why was that?	Number of responses
There was not any appointments	29
The time offered didn't suit me	11
Appointments were with a GP I didn't want	7

No answer or N/A	102
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Q9. In the past 6 months, have you tried to book ahead for an appointment with a Doctor?	Number of responses
Yes	101
No	45
Can't remember	1
No answer or N/A	2

Q10. Last time you tried, were you able to book an appointment with a Doctor more than 2 days in advance?	Number of responses
Yes	91
No	26
Can't remember	6
No answer or N/A	26

Q11. When did you last see a Doctor at your GP surgery?	Number of responses
In the past 3 months	97
3-6 months	24
More than 6 months ago	19
No answer or N/A	9

Q12. If you haven't seen a doctor in the past 6 months, why is that?	Number of responses
Haven't needed to see a Doctor	21
Couldn't be seen at a convenient time	1
Couldn't get to the surgery easily	1
No answer or N/A	126

Section 4. Seeing A Doctor That You Prefer.

Q13. Is there a particular Doctor that you prefer to see?	Number of responses
Yes	77
No	67
No answer or N/A	5

Q14. How often do you see the Doctor of your choice?	Number of responses
Almost always	31

Much of the time	35
Some of the time	25
Hardly ever	14
No answer or N/A	44

Section 5. Waiting Time In The GP Surgery.

Q15. How long after your appointment time do you normally wait to be seen?	Number of responses
Less that 5 mins	23
5-15 mins	103
16-30 mins	14
30 mins +	2
No answer or N/A	7

Q16. How do you feel about how long you normally have to wait?	Number of responses
Don't wait long	95
I wait a bit too long	30
I wait much too long	7
Doesn't apply	8
No answer	9

Section 6. Staff & Your Care.

Q4a. How helpful do you find the Receptionists?	Number of responses
Very	116
Fairly	28
Not very	2
Not at all helpful	2
No answer or N/A	1

Q4b. Are you treated with dignity and respect?	Number of responses
Yes	138
No	8
No answer or N/A	3

Section 7. Opening Hours.

Q17. How satisfied are you with the hours that your GP surgery is open?	Number of responses
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Very satisfied	96
Fairly satisfied	47
Dissatisfied	2
No answer or N/A	4

Q18. Would you like your GP surgery to open at additional times?	Number of responses
Yes	71
No	70
No answer or N/A	8

Q19. Pick one answer showing the time you would most like it to be open?	Number of responses
Before 8am	16
Lunchtime	20
After 6.30pm	48
No answer or N/A	65

Section 8. Seeing A Doctor In The GP Surgery.

Q20a. Last time that you saw a Doctor, how good was he/she at giving you enough time?	Number of responses
Very good	93
Good	38
Fair	12
Dissatisfied	0
No answer or N/A	6

Q20b. Last time that you saw a Doctor, how good was he/she at asking about your symptoms?	Number of responses
Very good	94
Good	35
Fair	10
Dissatisfied	1
No answer or N/A	9

Q20c. Last time that you saw a Doctor, how good was he/she at listening to you?	Number of responses
Very good	95
Good	37

Fair	8
Dissatisfied	1
No answer or N/A	8

Q20d. Last time that you saw a Doctor, how good was he/she at explaining tests and examinations?	Number of responses
Very good	88
Good	39
Fair	10
Dissatisfied	1
No answer or N/A	11

Q20e. Last time that you saw a Doctor, how good was he/she at involving you in decisions about your care?	Number of responses
Very good	91
Good	34
Fair	11
Dissatisfied	2
No answer or N/A	11

Q20f. Last time that you saw a Doctor, how good was he/she at treating you with care and concern?	Number of responses
Very good	94
Good	36
Fair	8
Dissatisfied	3
No answer or N/A	8

Q20g. Last time that you saw a Doctor, how good was he/she at taking you problems seriously?	Number of responses
Very good	93
Good	35
Fair	7
Dissatisfied	4
No answer or N/A	10

Q21. Did you have confidence and trust in the Doctor seen?	Number of responses
Yes, definitely	117

Yes, to some extent	22
No, not at all	2
Don't know	1
No answer or N/A	7

Section 9. Seeing A Practice Nurse In The Surgery.

Q22. Have you seen a Practice Nurse in the past 6 months?	Number of responses
Yes	78
No	69
No answer or N/A	2

Q23. How easy was it for you to get an appointment with a Practice Nurse?	Number of responses
Very easy	53
Fairly easy	40
Difficult	2
No answer or N/A	54

Q24a. Last time that you saw a Practice Nurse, how good was she at giving you enough time?	Number of responses
Very good	82
Good	27
Fair	5
Dissatisfied	0
No answer or N/A	35

Q24b. Last time that you saw a Practice Nurse, how good was she at asking about your symptoms?	Number of responses
Very good	78
Good	26
Fair	8
Dissatisfied	0
No answer or N/A	37

Q24c. Last time that you saw a Practice Nurse, how good was she at listening to you?	Number of responses
Very good	78
Good	25
Fair	9

Dissatisfied	0
No answer or N/A	37

Q24d. Last time that you saw a Practice Nurse, how good was she at explaining tests and treatments?	Number of responses
Very good	76
Good	29
Fair	9
Dissatisfied	0
No answer or N/A	35

Q24e. Last time that you saw a Practice Nurse, how good was she at involving you in decisions about your care?	Number of responses
Very good	72
Good	26
Fair	7
Dissatisfied	0
No answer or N/A	44

Q24f. Last time that you saw a Practice Nurse, how good was she at treating you with care and concern?	Number of responses
Very good	78
Good	29
Fair	5
Dissatisfied	0
No answer or N/A	37

Q24g. Last time that you saw a Practice Nurse, how good was she at taking your problems seriously?	Number of responses
Very good	77
Good	27
Fair	7
Dissatisfied	0
No answer or N/A	38

Section 10. Your Overall Satisfaction.

Q25. In general, how satisfied are you with the care that you get at your GP	Number of responses
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surgery?	
Very satisfied	107
Fairly satisfied	22
Dissatisfied	2
No answer or N/A	18

Section 11. Planning Your Care.

Q26. Do you have any long-standing health problems or disability?	Number of responses
Yes	47
No	89
Don't know	6
No answer or N/A	7

Q27. Have you had recent discussions with a Doctor or Nurse about managing your long-standing health problem?	Number of responses
Yes	41
No	61
I would like a discussion	1
No answer or N/A	46

Q28. Following discussion, did a Doctor or Nurse agree a plan about managing your long-standing health problem?	Number of responses
Yes	38
No	32
Can't remember	1
No answer or N/A	78

Q29. Do you think that having a discussion or plan has helped improve the care you receive?	Number of responses
Yes, definitely	35
Yes, to some extent	10
No, not at all	3
Don't know	13
No answer or N/A	88

Section 12. Out Of Hours Care.

Q30. Do you know how to contact the out-of-hours GP service when the surgery is closed?	Number of responses
Yes	89
No	51
No answer or N/A	9

Q31. In the past 6 months, have you called an out-of-hours GP service when the surgery was closed?	Number of responses
Yes, for myself	17
Yes, for someone else	10
No	106
No answer or N/A	16

Q32. How easy was it to contact the out-of-hours GP service by telephone?	Number of responses
Very easy	17
Fairly easy	18
Not easy	3
Don't know	53
No answer or N/A	58

Q33. How do you feel about how quickly you received care from the out-of-hours service?	Number of responses
It was about right	26
It took too long	3
Don't know	38
No answer or N/A	82

Q34. Overall, how do you feel about the care you received from the out-of-hours GP service?	Number of responses
Very good	16
Good	18
Fair	5
Unsatisfactory	1
No answer or N/A	109

Section 13. Some Questions About Yourself.

Q35. Are you male or female?	Number of responses
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Male	39
Female	106
No answer	4

Q36. How old are you?	Number of responses
16-21	8
22-45	52
46-65	54
66-80	26
Over 80	6
No answer	3

Q37. What is your ethnic group?	Number of responses
White British	91
Other	7
No answer	51

Q38. Which of these best describes you at present?	Number of responses
Full-time paid work	44
Part-time paid work	31
In full-time education	6
Unemployed	9
Permanently sick or disabled	2
Fully retired from work	30
Looking after home	17
No answer or N/A	10

Q39. In general, would you say your health is:	Number of responses
Very good	41
Good	75
Fair	23
Poor	4
No answer or N/A	6

Q40. Do you have any of the following long-standing conditions?	Number of responses
Deafness	5
Blindness	1
Condition limiting physical activity	9
Learning difficulty	2
Psychological or emotional	4
Other long-standing condition	10

No answer or N/A	118
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Q41. Are you a parent or a legal guardian for any children aged under 6 currently living in your home?	Number of responses
Yes	30
No	111
No answer or N/A	8

Q42. Do you have Carer responsibilities for anyone with a long-standing health problem or disability?	Number of responses
Yes	10
No	134
No answer or N/A	5