

**THE GENERAL PRACTICE  
ASSESSMENT QUESTIONNAIRE**

**COMBE DOWN SURGERY BATH**

**COMBINED PRACTICE RESULTS 2013**

**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	185
Fairy easy	30
Difficult	10
No answer or N/A	5

Q2. How clean is your GP surgery?	Number of responses
Clean	211
Fairly clean	16
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	190
Not happy about it	31
No answer or N/A	9

**Section 2. Staff & Your Care.**

Q4a. How helpful do you find the Receptionists?	Number of responses
Very	193
Fairly	29
Not very	1
Not at all helpful	2
No answer or N/A	5

Q4b. Are you treated at all times with dignity and respect?	Number of responses
Yes	217
No	5

No answer or N/A	8
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Q5a. How easy have you found speaking to a Doctor on the phone?	Number of responses
Very easy	111
Fairly easy	73
Difficult	8
No answer or N/A	38

Q5b. How easy have you found speaking to a Nurse on the phone?	Number of responses
Very easy	76
Fairly easy	55
Difficult	6
No answer or N/A	93

Q5c. How easy have you found getting test results on the phone?	Number of responses
Very easy	97
Fairly easy	50
Difficult	7
No answer or N/A	76

### 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	163
No	56
Can't remember	5
No answer or N/A	6

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	183
No	23
Can't remember	11
No answer or N/A	13

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	49
The time offered didn't suit me	18
Appointments were with a GP I didn't want	12
No answer or N/A	151

Q9. In the past 6 months, have you tried to book ahead for an appointment with a Doctor?	Number of responses
Yes	157
No	63
Can't remember	4
No answer or N/A	6

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	137
No	44
Can't remember	22
No answer or N/A	27

Q11. When did you last see a Doctor at your GP surgery?	Number of responses
In the past 3 months	170
3-6 months	40
More than 6 months ago	16
No answer or N/A	4

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	46
Couldn't be seen at a convenient time	2
Couldn't get to the surgery easily	1
No answer or N/A	181

#### **Section 4. Seeing A Doctor That You Prefer.**

Q13. Is there a particular Doctor that you prefer to see?	Number of responses
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Yes	145
No	73
No answer or N/A	12

Q14. How often do you see the Doctor of your choice?	Number of responses
Almost always	72
Much of the time	49
Some of the time	41
Hardly ever	12
No answer or N/A	56

### Section 5. Waiting Time In The GP Surgery.

Q15. How long after your appointment time do you <b>normally</b> wait to be seen?	Number of responses
Less that 5 mins	36
5-15 mins	165
16-30 mins	15
30 mins +	2
No answer or N/A	12

Q16. How do you feel about how long you normally have to wait?	Number of responses
Don't wait long	155
I wait a bit too long	41
I wait much too long	5
Doesn't apply	5
No answer	24

### Section 6. Opening Hours.

Q17. How satisfied are you with the hours that your GP surgery is open?	Number of responses
Very satisfied	130
Fairly satisfied	80
Dissatisfied	7
No answer or N/A	13

Q18. Would you like your GP surgery to open at additional times?	Number of responses
Yes	105
No	96

No answer or N/A	29
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Q19. Pick one answer showing the time you would most like it to be open?	Number of responses
Before 8am	25
Lunchtime	33
After 6.30pm	74
No answer or N/A	98

### 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	164
Good	48
Fair	8
Dissatisfied	0
No answer or N/A	10

Q20b. Last time that you saw a Doctor, how good was he/she at asking about your symptoms?	Number of responses
Very good	166
Good	46
Fair	7
Dissatisfied	2
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	167
Good	43
Fair	8
Dissatisfied	2
No answer or N/A	10

Q20d. Last time that you saw a Doctor, how good was he/she at explaining tests and examinations?	Number of responses
Very good	159
Good	50

Fair	7
Dissatisfied	1
No answer or N/A	13

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	156
Good	45
Fair	14
Dissatisfied	1
No answer or N/A	14

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	164
Good	47
Fair	7
Dissatisfied	1
No answer or N/A	11

Q20g. Last time that you saw a Doctor, how good was he/she at taking you problems seriously?	Number of responses
Very good	160
Good	48
Fair	10
Dissatisfied	2
No answer or N/A	10

Q21. Did you have confidence and trust in the Doctor seen?	Number of responses
Yes, definitely	178
Yes, to some extent	40
No, not at all	2
Don't know	0
No answer or N/A	10

### 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	117
No	101
No answer or N/A	12

Q23. How easy was it for you to get an appointment with a Practice Nurse?	Number of responses
Very easy	91
Fairly easy	67
Difficult	9
No answer or N/A	63

Q24a. Last time that you saw a Practice Nurse, how good was she at giving you enough time?	Number of responses
Very good	122
Good	46
Fair	4
Dissatisfied	2
No answer or N/A	56

Q24b. Last time that you saw a Practice Nurse, how good was she at asking about your symptoms?	Number of responses
Very good	112
Good	46
Fair	10
Dissatisfied	1
No answer or N/A	61

Q24c. Last time that you saw a Practice Nurse, how good was she at listening to you?	Number of responses
Very good	101
Good	41
Fair	2
Dissatisfied	0
No answer or N/A	86

Q24d. Last time that you saw a Practice Nurse, how good was she at explaining tests and treatments?	Number of responses
Very good	109
Good	40
Fair	3
Dissatisfied	0
No answer or N/A	78

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	108
Good	38
Fair	4
Dissatisfied	1
No answer or N/A	79

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	114
Good	39
Fair	3
Dissatisfied	1
No answer or N/A	73

Q24g. Last time that you saw a Practice Nurse, how good was she at taking your problems seriously?	Number of responses
Very good	113
Good	33
Fair	5
Dissatisfied	0
No answer or N/A	79

### **Section 10. Your Overall Satisfaction.**

Q25. In general, how satisfied are you with the care that you get at your GP surgery?	Number of responses
Very satisfied	158
Fairly satisfied	34
Dissatisfied	0



No answer or N/A	38
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### Section 11. Planning Your Care.

Q26. Do you have any long-standing health problems or disability?	Number of responses
Yes	105
No	97
Don't know	9
No answer or N/A	19

Q27. Have you had recent discussions with a Doctor or Nurse about managing your long-standing health problem?	Number of responses
Yes	90
No	86
I would like a discussion	3
No answer or N/A	51

Q28. Following discussion, did a Doctor or Nurse agree a plan about managing your long-standing health problem?	Number of responses
Yes	81
No	44
Can't remember	5
No answer or N/A	100

Q29. Do you think that having a discussion or plan has helped improve the care you receive?	Number of responses
Yes, definitely	64
Yes, to some extent	26
No, not at all	3
Don't know	10
No answer or N/A	127

### 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	140

No	71
No answer or N/A	19

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	18
Yes, for someone else	24
No	164
No answer or N/A	24

Q32. How easy was it to contact the out-of-hours GP service by telephone?	Number of responses
Very easy	24
Fairly easy	24
Not easy	9
Don't know	49
No answer or N/A	124

Q33. How do you feel about how quickly you received care from the out-of-hours service?	Number of responses
It was about right	30
It took too long	11
Don't know	45
No answer or N/A	144

Q34. Overall, how do you feel about the care you received from the out-of-hours GP service?	Number of responses
Very good	24
Good	19
Fair	9
Unsatisfactory	3
No answer or N/A	175

### Section 13. Some Questions About Yourself.

Q35. Are you male or female?	Number of responses
Male	70
Female	139
No answer	21

Q36. How old are you?	Number of responses
16-21	8
22-45	68
46-65	69
66-80	61
Over 80	9
No answer	15

Q37. What is your ethnic group?	Number of responses
White British	146
Other	5
No answer	79

Q38. Which of these best describes you at present?	Number of responses
Full-time paid work	56
Part-time paid work	49
In full-time education	3
Unemployed	7
Permanently sick or disabled	8
Fully retired from work	68
Looking after home	27
No answer or N/A	12

Q39. In general, would you say your health is:	Number of responses
Very good	38
Good	105
Fair	55
Poor	17
No answer or N/A	15

Q40. Do you have any of the following long-standing conditions?	Number of responses
Deafness	11
Blindness	0
Condition limiting physical activity	20
Learning difficulty	0
Psychological or emotional	13
Other long-standing condition	24
No answer or N/A	162

Q41. Are you a parent or a legal guardian for any children aged under 6 currently living in your home?	Number of responses
Yes	40
No	175
No answer or N/A	15

Q42. Do you have Carer responsibilities for anyone with a long-standing health problem or disability?	Number of responses
Yes	29
No	186
No answer or N/A	15