



Crosshouse Medical Practice

Health & Care Experience Survey 2023-2024

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Crosshouse Medical Practice

Health & Care
Experience Survey
2023-2024

Details of the Survey

Purpose and Aim

Annually the practice survey the patients registered at the practice to gain insight into how the practice is doing to support the health and care of the local area.

Information from the survey is used to gauge what is working well with the practice and what is not, opinions, experiences and views of the patients.

From the replies the practice is able to find details of areas which need improvement and also where we have performed well.

Anonymity of Responses

Response methods were chosen on purpose to provide patients with the ability to remain confidential and anonymous. This was important to us as not everyone wants to be known when they voice their opinions.

All copies of the survey were free from markings or anything to identify the respondent. I.e. serial numbers, names, ID numbers, pen marks, etc.

Replies were handled by a dedicated member of the administration team.

All paper copies handed in by patients were never directly given to the administrator handling replies. Any paper survey handed to reception was handed to the survey administrator by the receptionist. This provided a chain of anonymity for the patient.

Microsoft Forms was used for the online surveys as replies remained anonymous. This meant that the details of the respondent were not available to the practice.

Further notices to not supply personal information was added to the survey's front page.

Those who requested a form via post were sent a self-addressed unmarked envelope along with a clean unmarked copy of the survey.

Scope of the Survey

All patients who are registered with the practice have the opportunity to participate anonymously via an online form or a paper survey. At the time of the survey the practice had 3849 registered patients and we hoped to have as many replies to the survey as possible.

Responses from patients who state they have made contact with the practice in the last 12 months will be used to create figures for individual areas of the survey.

Invitation to Participate

The practice sent a text message with a notification that the survey was live and able to be completed online with the option of replying to the message or call us to if they wish to complete via a paper survey.

Notices were placed in the reception area, on each consulting room door and in the corridor of the practice.

Copies of the paper survey were freely available from reception with additional copies left in the reception area. Self-addressed envelopes were available to those who requested to send in their replies to us via post.

Areas Covered by the Survey

The survey asked questions involving-

- When the respondent
 - o Visited the practice
 - o Made a telephone call to the practice
 - o How often they visit
 - o How easy it was for them to contact us
- Telephone calls
 - o Speed of answering
 - o Opinions on how well their call went
- Surgery Visits
 - o Time taken for acknowledgement at reception
 - o Opinions on how reception are doing
- Appointments
 - o Last appointment
 - o Type of appointment offered and taken
 - o If the appointment type suited them
 - o Satisfaction of appointment offered and taken
 - o Time frame of appointment
 - o Opinion of arranging to see various clinical staff
- Treatment and Advice (last encounter)
 - o What they obtained
 - o Who it was from
 - o Opinion of their encounter
 - o How things are progressing (in regards to this encounter)
- Overall satisfaction with the team and their advice

Throughout the survey respondents were provided space to leave comments should they feel the need to make further comment or explain their answers.

Respondents were allowed to skip any questions they did not wish to answer.

*A full copy of the survey presented to participants is included in **Appendix A** for reference.*

Timeframe of Survey

- ↓ The survey was announced to patients on 08/01/2024
- ↓ Replies to the survey were accepted until 12/02/2024
- ↓ Postal replies were added and all replies were tallied together on 12/02/2024

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Addressing and Answering Some Common Comments

The survey presented a few questions and points from patients.

Below we would like to provide an answer or address some of the more common themes within your replies.

Your Privacy

Privacy when at reception

If you require to provide or receive information at our reception and you are have concern about the privacy of the situation you are always welcome to either ask for paper and a pen or if you can discuss the matter in private.

Privacy when providing information to our team

The information you provide (specifically appointment reasons was mentioned) is stored securely and our team never disclose this to anyone who is not involved in your care.

Our team are bound by confidentiality and privacy laws, which make it against the law for us to provide or discuss the information which was given or let it be seen by anyone who is not involved in the care pathway you initiate.

Reception Desk

“I was waiting and the team member was ignoring me”

Please remember that not all duties of the reception is checking you into see a clinician. If the member of our team who is performing duties at the front desk appears to be ignoring you this is only because they are currently handling another duty.

Our reception also handles calls, filing of prescriptions and some of our processes do not allow us to check you in or handle your request without first finishing the task. The systems we run are designed and created by a third party and the decision to reduce the risk of error by preventing multiple patients or information being handled at one time is a safety feature which we have no control.

Please be assured that the team member knows you are there but is unable to attend to you for a variety of reasons.

On occasion our receptionist may also be dealing with NHS clinic patients as we share the building with variety of NHS and Community Services.

Having an additional member of our team within the reception area would not help alleviate this situation due to the additional incoming telephone calls which would normally be taken from by the main office.

“I felt other people were listening to me”

Please see the “Privacy when at reception” above.

Repeat Medications

Ordering Medications Online

The practice have the facility to order your medications online via a system called Patient Access which is available both as an app for your smart device or via their website (links to patient access are provided on our website).

If you do not have access to patient access and wish to order your medications online please contact reception in person with a form of photographic identification. Our team member will be able to provide you with more detail at the time.

Unfortunately due to confidentiality and GDPR we are unable to enable online medication ordering without the patient present and a form of identification.

If ordering online is not suitable for you our prescription line is open 24/7 where your order can be left at a time which suits you. The telephone number is 01563 825201.

Appointments

Why we ask you for the reason for your appointment

Each member of our clinical team provides expertise in different areas, no single member of our clinical team can provide you care in every situation. This includes Doctors, Advanced Nurses, Health Care staff who all provide specific services and expertise.

You do not need to provide a detailed explanation for your reason a small indication will do. Providing an indication as to why you are requesting an appointment to ensure you see the right person first time.

Providing a reason, even just a small hint, when booking an appointment will ensure you are seen by the correct member of our team first time, prevent multiple visits or calls and addressing your needs as quick as possible.

This not only saves you time, it allows us to maximise the time our clinical staff can spend with you ensuring your care needs are met.

If you are not happy to provide a reason for a routine appointment please let our team know that you do not wish to provide a reason but this may mean you may wait longer to be seen.

All our emergency appointments require a reason to be booked to ensure you are seen by the most appropriate member of our clinical team.

“Sometimes my symptoms are hard to explain over the phone”

If you think this will be an issue please tell your clinical team member at the time of the call or let our reception know you feel this would be an issue.

We offer face to face appointments with our clinical team but find many issues can be resolved over the telephone allowing you to save time and get care as quick as possible.

If you prefer to attend the practice this is not a problem, just ask and we can arrange this.

“It is difficult to see a Doctor”

In recent years there has been an increase in pressures and demand for General Practice (GP) services, this also includes an increase in demand for appointments with a Doctor.

To help with this pressure and demand our practice use the skills and knowledge of our Advanced Nurse Practitioner (ANP) team.

Our ANP team are able to undertake almost everything a Doctor can.

It is important to note that ANP's are not just Nurses but are also able to diagnose health conditions, conduct check-ups, research patient conditions, refer patients to specialists and prescribe and administer medication amongst other duties.

Not only do they require experience within healthcare to become an ANP. They also undertake further education and training to bring them to the level similar to a Doctor.

Patients who attend our ANP team regularly find that our ANP team are just as effective as seeing our Doctors.

“It is like your appointments are gate kept”

The practice never rejects a request from a patient for an appointment.

There may be times that appointments are full meaning we can only offer appointments so far into the future.

All our requests for emergency appointments will be triaged by our clinical team.

If you do not wish to be seen urgently please ask our team to book you in with the next routine appointment. You will still be asked why you are attending to ensure you are seen by the most appropriate member of our clinical team as soon as possible.

Comments and Complaints

“I wanted to raise an issue but I did not know who I spoke too”

This does not matter, finding out who you spoke to is our job.

If you feel that you have a complaint or wish to raise an issue do not get put off by the lack of names. All you have to do is provide us with why you wish to bring the matter to our attention, who you are, when you attended or contacted us we will do the rest.

Details of our complaint procedure are available on our website.



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Review of Responses

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Response Summary

In total the practice had 165 replies to the survey a combination of paper and online replies.

When asked when respondents contacted the practice last they replied with the following:

- 146 replied us in the last 6 months
- 13 replied with “in the last 12 months”
- 3 replied “more than 12 months ago”
- 3 could not remember or did not know

For the purposes of this survey those who responded with within the last 6 or 12 months will be evaluated to prepare the results in this report.

Responses not included

Those who replied with another option other than they have contacted us in the last 12 months were only asked to complete the final 3 questions, overall ratings and comments.

This totalled 6 replies.

A summary of their replies to those questions is provided below:

- 3/5 when rating the team over all they scored the practice team at
- 3/5 when rating the how the team give advice on the situation at the surgery

The final question was an open comment box, there was only one comment and this will be included during the comment reflection section.

This left a total of 159 responses which were included in producing this report.

Comparison to 2023

Some of the questions presented in the survey allowed comparison to the 2023 survey. There was 327 completed responses to the 2023 survey which had visits in the last 12 months.

Where appropriate comparisons will be made.

It is important to note that this year patients were allowed to skip questions they did not wish to answer. With that being the case each table will total the number of replies from this year that had a relevant reply.

Arrows and lines next to figures

When comparison is given to the 2023 results the following arrows and lines will be used:

- ↑ indicates that the percentage of replies with this answer has increased
- indicates that the percentage of replies with this answer has remained unchanged
- ↓ indicates that the percentage of replies with this answer has decreased

Review of Results

Engagement

Contacts in the last 12 months

The majority of respondents state that they make contact with the practice multiple times in the year. In comparison to last year more are contacting us once a year or less than before.

	2024		2023	
↑ Once	20	13%	36	11%
↑ 2 to 4 times	84	53%	159	49%
↓ 5 to 10 times	35	22%	88	27%
- More than 10 times	20	13%	44	13%
	159		327	

Ease of contact

This has improved over the previous year with the majority of respondents think that it is easy to get in touch with the practice.

	2024		2023	
↑ Very easy	96	60%	159	49%
↓ Fairly easy	55	35%	137	42%
↓ Not easy	8	5%	31	9%
	159		327	

Opinion of our opening hours

Responses show that there may be a lack of awareness of our opening hours with the patients but overall the majority of let us know that they are happy with our opening hours

	2024	
I am happy with the opening times	135	85%
It is too difficult for me to get time away during opening hours	11	7%
I am not sure what the opening hours are	10	6%
I am not happy with the opening hours for another reason	2	1%
	158	

Most common contact method

There has been little change in the way that people contact us besides a small increase in both telephone and in person contact.

	2024		2023	
↑ Telephone	155/158	97%	317/327	96%
↑ In Person	90/158	57%	179/327	55%

Telephone Engagement

During the survey respondents who answered yes to “did you contact us by telephone” were then presented with further questions to gauge their telephone experience.

Swiftness of calls being answered

The opinion that we answer our telephones quickly has increased since last year with more people responding with extremely quickly over the previous year.

	2024		2023	
↑ Extremely quickly	53	34%	62	20%
↓ Somewhat quickly	66	43%	154	49%
↓ Neutral	26	17%	75	24%
↓ Somewhat not quickly	8	5%	21	7%
↓ Extremely not quickly	1	1%	5	2%
	154		317	

First call answered

This question asked if the respondent had to make more than one call to initially get in contact with us. The results show this has improved since last year with respondents more stating they were able to get in touch with the practice initially about their enquiry on their first call.

	2024		2023	
↑ Only one telephone call	124	80%	211	67%
↓ More than one telephone call	31	20%	106	33%
	155		317	

Rating of how calls have been handled

Respondents were asked how they felt their call was handled overall.

There has been no large change in the result of this question since last year except that there has been an improvement in the higher end of the rating.

	2024		2023	
↑ 5	72	47%	141	44%
- 4	45	29%	93	29%
↓ 3	23	15%	50	16%
- 2	7	5%	17	5%
↓ 1	6	4%	16	5%
	153		317	

Telephone Call Ratings

The following statements were presented to the respondent in regards to their most recent telephone call and were asked to answer how they agree to the statement.

Results show that the overall ratings of our telephone calls has improved with all areas gaining only in the strongly agree opinion.

The purpose of my call was achieved

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2024	74	63	13	2	2	154
	↑ 48%	↓ 41%	↓ 8%	↓ 1%	1%	
2023	87	154	53	19	4	317
	27%	49%	17%	6%	1%	

I felt listened to during my call

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2024	65	53	25	4	4	151
	↑ 42%	↓ 34%	↓ 16%	↓ 3%	↓ 3%	
2023	93	137	55	20	12	317
	29%	43%	17%	6%	4%	

The team member was helpful

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2024	68	60	16	5	1	150
	↑ 44%	↓ 39%	↓ 10%	↓ 3%	↓ 1%	
2023	104	130	59	13	11	317
	33%	41%	19%	4%	3%	

I was able to resolve my issue first time

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2024	66	46	24	10	3	149
	↑ 44%	↓ 31%	↓ 16%	↓ 7%	↓ 2%	
2023	80	136	53	32	16	317
	25%	43%	17%	10%	5%	

In Person Engagement

During the survey respondents who answered yes to “did you contact our team in person” were then presented with further questions to gauge their experience with the practice

Swiftness of Reception

The opinion that reception is quicker has increased since last year with more people responding with the relevant quicker answers over the previous year.

	2024		2023	
↑ Extremely quickly	39	45%	70	39%
↑ Somewhat quickly	37	43%	75	42%
↓ Neutral	5	6%	26	15%
↑ Somewhat not quickly	4	5%	5	3%
- Extremely not quickly	2	2%	3	2%
	87		179	

Contact on the first visit

This question asked if the respondent had to make more than one visit to initially get in contact with us. The results show this has improved since last year with respondents more stating they were able to get in touch with the practice initially about their enquiry on their first visit.

	2024		2023	
↑ Contact made on first visit	84	97%	168	94%
↓ More than one visit made	3	3%	11	6%
	87		179	

Rating of how visits have been handled

Respondents were asked how they felt their visits went overall.

There has been an improvement in the higher end of the ratings since last year with patients rating us higher when they have visited the practice.

	2024		2023	
↑ 5	44	49%	84	47%
↑ 4	29	33%	54	30%
↓ 3	10	11%	26	15%
↓ 2	4	4%	10	6%
↓ 1	2	2%	5	3%
	89		179	

In Person Ratings

The following statements were presented to the respondent in regards to their most recent visit to the practice and were asked to answer how they agree to the statement.

Results show that the overall ratings of our visitors has improved with all areas gaining only in the strongly agree opinion.

The purpose of my visit was achieved

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2024	35	45	6	2	0	88
	↑39%	↑50%	↓7%	↓2%	↓0%	
2023	58	86	24	9	2	179
	32%	48%	13%	5%	1%	

I felt listened to during my visit

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2024	37	39	8	2	1	87
	↑41%	↓43%	↓9%	2%	1%	
2023	64	80	29	4	2	179
	36%	45%	16%	2%	1%	

The team member was helpful

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2024	40	40	5	1	2	88
	↑44%	↑44%	↓6%	1%	2%	
2023	68	77	29	2	3	179
	38%	43%	16%	1%	2%	

The team member explained things to me clearly

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2024	37	40	7	2	2	88
	↑41%	↑44%	↓8%	↓2%	2%	
2023	60	74	37	5	3	179
	34%	41%	21%	3%	2%	

I was able to resolve my issue first time

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
2024	37	35	11	3	1	87
	↑41%	↑39%	↓12%	↓3%	↓1%	
2023	60	68	35	9	7	179
	34%	38%	20%	5%	4%	

Appointments

This section of the survey is new to this year as a result of this there is no comparison data for this section.

Respondents were asked if they attended or made an appointment with us in the last 12 months.

141 respondents stated that they had, their answers are used in the following section. Some respondents chose not to answer some of the questions presented.

Advance Booking of Appointments

When asked if the respondent was able to make an appointment more than 3 days in advance 81% of answers shown that appointments were available to them. Only 12% of answers stated that they could not make an appointment in advance.

	2024	
Yes	71	51%
Most of the time	23	17%
Some of the time	18	13%
Don't know	9	7%
No	17	12%
	138	

Appointment Types Offered

Respondents were then asked what type of appointment they were offered. The answers show that we are actively offering face to face appointments to patients.

	2024	
Face-to-Face at the Practice	97	69%
Phone Call	37	26%
Home Visit	1	1%
Other consultation	3	2%
I was not offered an appointment	2	1%
	140	

Appointment Choice

When asked if they were offered a choice of appointment the following answers were given. The answers show that we need to let patients know they have a choice of appointment.

	2024	
Yes	44	31%
No	59	42%
Not applicable	38	27%
	141	

Appointment Satisfaction

Respondents were asked if they were happy with the appointment they were given by the team. The results show that although there is a lack of knowledge that they have a choice of the type of appointment they were still happy with the decision of our team made on their behalf.

	2024	
Yes, and I accepted an appointment	118	86%
No, but I still took an appointment	17	12%
No, and I did not take the appointment	2	1%
	137	

Appointment Dissatisfaction

Respondents provided the following reason as to why they were not happy with the appointment they were offered.

Respondents had the opportunity to select multiple answers.

	% Of 141	2024	
I couldn't book ahead at my General Practice	7%	10	40%
It was not at the time or on the day I wanted	4%	6	24%
The appointment wasn't soon enough	4%	6	24%
It was not the type of appointment I wanted	2%	3	12%
Another reason	1%	2	8%
It wasn't with my preferred Healthcare Professional	1%	2	8%

Delay in Speaking to a Clinician

Respondents were asked how long they had to wait to be seen by our clinical team.

Most of the respondents stated that they spoke to someone within 2 working days of contacting us initially with an urgent issue.

	2024	
I saw or spoke to a doctor or nurse on the same day	66	61%
I saw or spoke to a doctor or nurse within 1 or 2 working days	32	29%
I waited more than 2 working days to see or speak to a doctor or nurse	11	10%
	109	

Main Reason for Waiting Longer

Further to this respondents were asked why they had to wait longer than 2 days.

	2024	
I was not offered a chance to see or speak to anyone within 2 days	23	43%
The person I wanted to see was not available in the next 2 days	13	25%
The times available in the next 2 days were not convenient for me	12	23%
Another reason	5	9%
	53	

Appointment Ratings

The following statements were presented to the respondent in regards to their most recent appointment with the practice and were asked rate from poor to excellent.

Quality of information provided by the Receptionist

	2024	
Excellent	50	38%
Fair	16	12%
Good	59	45%
Poor	2	2%
Very poor	3	2%
	130	

Arrangements for getting to speak to a Doctor

	2024	
Excellent	36	30%
Fair	22	18%
Good	47	39%
Poor	14	11%
Very poor	3	2%
	122	

Arrangements for getting to speak to a Nurse

	2024	
Excellent	54	42%
Fair	23	18%
Good	48	38%
Poor	2	2%
Very poor	1	1%
	128	

Arrangements for getting to speak to a Pharmacist

	2024	
Excellent	28	31%
Fair	29	32%
Good	30	33%
Poor	3	3%
Very poor	1	1%
	91	

Arrangements for getting to speak to a Physiotherapist

2024

Excellent	21	15%
Fair	19	13%
Good	20	14%
Poor	5	4%
Very Poor	0	0%
	65	

Arrangements for getting to speak to a Mental Health Professional

2024

Excellent	15	32%
Fair	14	30%
Good	14	30%
Poor	4	9%
Very Poor	0	0%
	47	

Arrangements for getting to speak to a Another Healthcare Professional

2024

Excellent	16	33%
Fair	15	31%
Good	16	33%
Poor	1	2%
Very poor	1	2%
	49	

Treatment and Advice

This section of the survey is also new to this year as a result of this there is no comparison data for this section.

Respondents were asked if they received treatment or advice from us in the last 12 months.

138 respondents stated that they had, their answers are used in the following section. Some respondents chose not to answer some of the questions presented.

Reason for Treatment or Advice

When asked what the respondent's treatment or advice was for they provided the following reason in their answers.

Respondents had the opportunity to select multiple answers.

	% Of 136	2024	
Another physical health problem	2%	81	51%
A routine appointment	4%	30	19%
Something else	1%	18	11%
An injury or accident	4%	17	11%
A mental health problem	7%	14	9%

Who is Providing Their Treatment or Advice

When asked who their treatment or advice was from respondents provide the following details.

	2024	
Nurse	84	61%
Doctor	45	33%
Another Healthcare Professional	5	4%
Physiotherapist	3	2%
Mental Health Professional	1	1%
	138	

Opinion of Treatment and Advice

Respondents were then asked to rate a series of statements in regards to the treatment or advice they were given.

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	
I was given the opportunity to involve the people that matter to me	24 23%	35 33%	40 38%	5 5%	1 1%	105
I was listened to	62 47%	53 40%	8 6%	6 5%	3 2%	132
I was given enough time	62 48%	50 38%	8 6%	8 6%	2 2%	130
I was treated with compassion and understanding	62 48%	50 39%	8 6%	5 4%	4 3%	129
My treatment and care were well co-ordinated	57 45%	45 35%	13 10%	8 6%	4 3%	127
The healthcare professional knew my medical history	56 44%	44 34%	14 11%	10 8%	4 3%	128
I had a chance to ask about the benefits and risks of the treatment	47 39%	34 29%	26 22%	8 7%	4 3%	119
I was able to ask questions if I wanted to	62 48%	46 35%	16 12%	5 4%	1 1%	130
I understood the information I was given	60 46%	54 42%	12 9%	3 2%	1 1%	130
The health professional checked I understood what I had been told	54 44%	45 37%	15 12%	8 7%	1 1%	123
Staff helped me to feel in control of my treatment and care	44 38%	41 35%	21 18%	9 8%	2 2%	117
I was involved in decisions about my treatment and care	47 40%	34 29%	25 21%	10 8%	2 2%	118
I felt able to make an informed choice about my treatment and care	48 41%	35 30%	22 19%	9 8%	2 2%	116
I was treated with dignity and respect	64 50%	41 32%	15 12%	3 2%	4 3%	127

Overall Ratings of the Practice Team

How helpful respondents find the team

Respondents were asked to rate the practice from 1 to 5 (1 being the lowest score) on how they helpful they felt the practice team is

	2024		2023	
1	7	4%	12	3%
2	5	3%	27	8%
3	31	19%	59	17%
4	49	30%	119	33%
5	70	43%	139	39%
	162		356	

This was an average of 4.05 for 2024 and increase from 3.97 in the year 2023

How the team give advice on the situation at the surgery

Respondents were asked to rate the practice from 1 to 5 (1 being the lowest score) on how well they were informed of the situation at the practice

	2024		2023	
1	6	4%	16	4%
2	4	3%	27	8%
3	31	19%	60	17%
4	49	31%	120	34%
5	70	44%	133	37%
	160		356	

This was an average of 4.08 for 2024 and increase from 3.92 in the year 2023

Comments Left by Respondents

There were a total of:

- 57 in the telephone contact section
- 26 in the in person contact section
- 37 in the treatment and advice section
- 65 in the overall section

All of these comments will be subject to redaction of personal details, identifiable information in regards to patients, persons and staff.

Then reviewed by the management team of the practice and the wider team.



Crosshouse Medical Practice

Health & Care
Experience Survey
2023-2024

Appendices

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Appendix A - Survey Questions

Crosshouse Medical Practice

Health & Care Experience Survey

Your views are very important to us. This Survey asks questions about your experience with the practice. This helps us to monitor quality of care services and assess what needs to be improved.

Taking part is **voluntary** and your responses will be completely **confidential**. None of the health and social care professionals involved in your care will know whether or not you have filled in this survey. **You can skip any questions you do not want to answer.**

Please use blue or black ink and do not worry if you make a mistake, simply cross it out and tick the correct answer.

Please do not include any personal information.

Please do not use this form to discuss details which relate to matters of your health.

Contact

Q1 When did you **last** contact the practice?

- In the last 6 months
- In the last 12 months
- More than 12 months ago
- Can't remember / don't know

Q2 Roughly, how often have you contacted us in the last 12 months?

- Once
- 2 to 4 times
- 5 to 10 times
- More than 10 times

Q3 How easy is it for you to contact us in the way you want?

- Very easy
- Fairly easy
- Not easy

Q4 What do you think of the opening hours of the Practice?

- I am happy with the opening times
- It is too difficult for me to get time away during opening hours
- I am not happy with the opening hours for another reason
- I am not sure what the opening hours are

Contacting Us By Telephone

Q5 Did you contact us by telephone?

Yes

No

→ **Go to Q11**

Q6 How quickly did our team answer your call?

Extremely quickly

Somewhat quickly

Neutral

Somewhat not quickly

Extremely not quickly

Q7 Did you have to make more than one call to speak to our team initially?

Yes

No

Q8 Please rate the following statements

Please tick **one box on each line**.

If a statement is not applicable please leave the line blank

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My call was handled appropriately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The purpose of my call was achieved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt listened to during my call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The team member was helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The team member explained things to me clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to resolve my issue first time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9 Please rate how you felt your call was handled out of 5

1

2

3

4

5

Q10 Do you have any comments about your call?

Contacting Us In Person

This section applies to visits to the practice where you **did not attend for an appointment**.

Q11 Did you contact our team in person?

Yes

No

→ **Go to Q17**

Q12 How quickly did you get seen at reception?

Extremely quickly

Somewhat quickly

Neutral

Somewhat not quickly

Extremely not quickly

Q13 Did you have to make more than one visit to be seen initially? (not including appointments)

Yes

No

Q14 Please rate the following statements

Please tick **one box on each line**.

If a statement is not applicable please leave the line blank

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My visit was handled appropriately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The purpose of my visit was achieved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt listened to during my visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The team member was helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The team member explained things to me clearly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to resolve my issue first time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 Please rate how you felt your visit was handled out of 5

1

2

3

4

5

Q16 Do you have any comments about your visit?

Appointments

Q17 Did you make or attend an appointment in the last 12 months?

- Yes
 - No
- **Go to Q26**

Q18 Have you been able to make an appointment with us 3 or more days in advance?

- Yes
- Most of the time
- Some of the time
- No
- Don't know

Q19 The last time you needed an **appointment** with us, what kind of appointment did you get?

- Face-to-Face at the Practice
 - Phone Call
 - Home Visit
 - A Video Call
 - Other consultation
 - I was not offered an appointment
- **Go to Q21**

Q20 Were you offered a choice in the kind of appointment you received?

- Yes
- No
- Not applicable

Q21 Were you satisfied with the appointment you were offered?

- Yes, and I accepted an appointment
- **Go to Q23**
- No, but I still took an appointment
 - No, and I did not take the appointment

Q22 If you weren't satisfied with the appointment you were offered, why was that?

Please tick **all that apply**.

- It was not at the time or on the day I wanted
- It was not the type of appointment I wanted
- The appointment wasn't soon enough
- I couldn't book ahead at my General Practice
- It wasn't with my preferred Healthcare Professional
- Another reason

Q23 The **last time** you needed to see or speak to a doctor or nurse quite **urgently**, how long did you wait?

- I saw or spoke to a doctor or nurse on the same day
→ **Go to Q25**
- I saw or spoke to a doctor or nurse within 1 or 2 working days
→ **Go to Q25**
- I waited more than 2 working days to see or speak to a doctor or nurse
- I haven't needed to or cannot remember seeing or speaking to a doctor or a nurse urgently within the last 12 months
→ **Go to Q25**

Q24 What was the main reason you waited longer than 2 working days?

- The person I wanted to see was not available in the next 2 days
- The times available in the next 2 days were not convenient for me
- I was not offered a chance to see or speak to anyone within 2 days
- Another reason: (Space below for comments should you wish to leave any)

Q25 Overall, how would you rate each of the following?

Please tick **one box on each line**.

If a statement is not applicable please leave the line blank

	Excellent	Good	Fair	Poor	Very Poor
The quality of information provided by the receptionist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrangements for getting to speak to a					
- Doctor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Nurse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Pharmacist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Physiotherapist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Mental Health Professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Another Healthcare Professional	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Treatment or Advice From Us

For this section, think about the **last time** you received treatment or advice at the Practice in the last 12 months.

Q26 What was it for? Please tick **all that apply**.

- An injury or accident
 - Another physical health problem
 - A mental health problem
 - A routine appointment
 - Something else
 - No treatment / advice received
- **Go to Q31**

Q27 Thinking about the consultation above, who did you receive most of your treatment or advice from?

- Doctor
- Nurse
- Pharmacist
- Physiotherapist
- Mental Health Professional
- Another Healthcare Professional

Q28 Thinking about that healthcare professional, how much do you agree or disagree with the following statements?

Please tick **one box on each line**.

If a statement is not applicable please leave the line blank

	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly Disagree
I was given the opportunity to involve the people that matter to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was listened to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was given enough time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was treated with compassion and understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My treatment and care were well co-ordinated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The healthcare professional knew my medical history	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I had a chance to ask about the benefits and risks of the treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was able to ask questions if I wanted to	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understood the information I was given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The health professional checked I understood what I had been told	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Staff helped me to feel in control of my treatment and care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was involved in decisions about my treatment and care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt able to make an informed choice about my treatment and care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was treated with dignity and respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29 How would you describe the effect of the treatment or advice from that appointment on the following?

Please tick **one box on each line.**

	Got better	Stayed the same	Got Worse	Too soon to say	Not applicable
The symptoms you were experiencing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your overall wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q30 Please provide any further comments you have on the above

Overall Satisfaction

The following questions relate to the practice team.

Our team consists of

- GP's
- Advanced Nurse Practitioners
- Practice Nurses
- Administration Assistants
- Health Care Assistants
- Pharmacists

and many more who help to provide care for our patients.

Q31 Please rate how helpful you find the team overall out of 5

1 2 3 4 5

Q32 Please rate how you feel the team give advice on the situation at the surgery overall out of 5

1 2 3 4 5

Q33 Do you have any comments about the team?

Thank you for taking part in the survey.

We appreciate your time and answers.

Responses to the survey will be collected and the results presented to our entire team with the aim to improve and monitor the quality of health and social care services we provide to you.

Results and outcomes will be published on our website and copies will be freely available from reception.