

## Some questions about you.

### 1. Please place a tick by the side of the correct response

#### Are you male or female?

Male

Female

#### How old are you?

a) Under 18

b) 18 to 24

c) 25 to 34

d) 35 to 44

e) 45 to 54

f) 55 to 64

g) 65 to 74

h) 75 to 84

i) 85 or over

### 2. What is your ethnic group?

Choose one section from A to E below

Then select the appropriate response for you and place a tick by it.

#### A. White

a) Cornish

b) British

c) Irish

d) European

Other - Please write in

#### B. Mixed

a) White and Black Caribbean

b) White and Black African

c) White and Asian

Other - Please write in

#### C. Asian or Asian British

a) Indian

b) Pakistani

c) Bangladeshi

Other - Please write in

#### D. Black or Black British

a) Caribbean

b) African

Other - Please write in

**E. Chinese or other ethnic group**

- a) Chinese                      Other - Please write in

**3. Which of the following best describes what you are doing at present?**

**Please tick all that apply to you**

- a) Full time paid work (30 hours or more per week)
- b) Part-time paid work (Under 30 hours per week)
- c) Full time education at school, college or university
- d) Unemployed
- e) Long term sick or disabled
- f) Fully retired from work
- g) Looking after the home
- h) Other              Please explain

**4.If you are working, how long does your journey usually take you to get to work from door to door?**

- a) Up to 30 minutes                      b) 31 minutes to 1 hour
- c) More than 1 hour                      d)I live on site

**5. If you are working and you need to see a doctor at your GP surgery during your typical working hours can you take time away from your work to do this?**

- Yes                                      No

**6.In general would you say that your health is...?**

- a) Excellent                      b) Very good                      c) Good                      d) Fair
- e) Poor

**7. Do you have any of the following long-standing conditions? Please include problems which are age related**

**Please tick all the conditions which apply to you.**

- a) Deafness or severe hearing impairment
- b) Blindness or severe visual impairment
- c) A condition that seriously limits one or more basic physical activities, such as walking, climbing stairs, lifting or carrying
- d) A learning difficulty

- e) Autistic Spectrum Disorder
- f) A long standing psychological or emotional condition
- g) Other, including any long-standing illness (please specify)
- h) No, I do not have any long-standing condition
- I) I prefer not to say

**8. Do you feel that the understanding by the surgery of your above condition is;**

- a) Excellent
- b) Very good
- c) Good
- d) Quite good
- e) Only fair
- f) Poor
- g) Very poor
- h) Don't know

**9.a) If you have a long-standing condition do you have a carer or person at home to support you?**

- Yes
- No

**If the answer to 9a) is No please go to Question 10.**

**9.b) If your answer was yes are they family members?**

- Yes
- No

**9.c) Are they able to drive?**

- Yes
- No

**10. Are you a deaf or hard of hearing person who uses sign language?**

- Yes
- No

**11. Are you a parent or a legal guardian for any children aged under 16 currently living in your home?**

- Yes
- No

**12. Are you a carer for anyone in your household with a long-standing health problem or disability?**

- Yes
- No

## **ABOUT THE SURGERY**

### **13. Which surgery do you normally visit?**

- a) Probus                      b) Grampound                      c) Tregony                      d) Summercourt

### **Opening hours**

### **14. How satisfied are you with the hours that your GP surgery is open?**

- a) Very satisfied                      b) Fairly satisfied                      c) Neither satisfied nor dissatisfied  
d) Fairly dissatisfied                      e) Very dissatisfied  
f) I am not sure when My GP surgery is open

### **Other comments**

### **Getting through to the surgery on the telephone**

### **15. In the past 6 months, how easy have you found the following?**

#### **Getting through to the surgery on the phone**

- a) Haven't tried                      b) Very easy                      c) Fairly easy                      d) Not very easy

### **16. The last time you phoned the surgery at Probus how long did it take for the phones to be answered?**

- a) Almost immediately                      b) within five rings                      c) more than five rings  
d) Can't remember

### **17. Getting test results on the phone**

- a) Haven't tried                      b) Very easy                      c) Fairly easy                      d) Not very easy  
e) Not at all easy

### **18. If you were put through to the doctor, how easy did you find it to discuss your case with the doctor?**

- a) Haven't tried                      b) Very easy                      c) Fairly easy                      d) Not very easy  
e) Not at all easy

**19. If you were put through to a nurse, how easy did you find it to discuss your case with the nurse?**

- a) Haven't tried      b) Very easy      c) Fairly easy      d) Not very easy  
e) Not at all easy

**Other comments**

### **Making appointments to see a doctor or a practice nurse.**

**20. In the past six months have you tried to see a doctor fairly quickly?**

By '*fairly quickly*' we mean on the same day or in the next 2 days the GP surgery was open.

Yes                                      No                                      Can't remember

**21. Were you offered one with any GP within the next 2 working days?**

Yes                                      No                                      Can't remember

**22. If you couldn't be seen within the next 2 days and the GP surgery was open why was that?**

- a) There weren't any appointments  
b) The times offered didn't suit me  
c) The appointment was not with my preferred doctor  
d) I could have seen a nurse but I wanted to see a doctor  
e) Another reason – please specify  
f) I can't remember

**Other comments**

**23. In the past 6 months have you tried to book ahead for an appointment with a doctor?**

By '*booking ahead*' we mean booking an appointment more than 2 full days and up to one month in advance.

Yes                                      No                                      Can't remember

**24. Last time you tried were you able to get an appointment more than 2 full days in advance?**

Yes                                      No                                      Can't remember

**25. When did you last see a doctor at your GP surgery?**

- a) In the past 3 months                      b) Between 3 and 6 months ago                      c) More than 6 months ago  
d) I have never been seen at my present GP surgery

**26. Is there a particular doctor you prefer to see at your GP surgery?**

Yes                      No

**27. If the answer to 26 is yes would you please explain why?**

**28. How often do you see the doctor you prefer to see?**

- a) Always or almost always                      b) A lot of the time  
c) Some of the time                      d) Never or almost never

**Other comments**

**29. How easy is it for you to get an appointment with a practice nurse at the surgery?**

- a) I haven't tried                      b) Very easy                      c) Fairly easy                      d) Not very easy  
e) Not at all easy                      f) I don't know

**30. Are you aware of the extended clinics during the week for those patients who need an appointment after work?**

Yes                      No

**31. Are you aware that Probus Surgery has the following health professionals? Please tick those that you are aware of.**

GPs	Surgeons	GP Registrar	Nurses
Health Care Assistants		District Nurses	Midwives
Counsellors	Sonographer	Health Visitor	Podiatrist
Physiotherapist			





## **Waiting time in the GP Surgery**

**49. How long after your appointment time do you normally wait to be seen?**

- a) 5 to 15 minutes                      b) 16 to 30 minutes                      c) More than 30 minutes  
d) I can't remember

**50. How do you feel about how long you normally have to wait?**

- a) I don't normally have to wait too long                      b) I have to wait a bit too long  
c) I have to wait far too long                      d) I don't have an opinion

**Other comments**

## **Seeing a doctor at the GP Surgery**

**51. Last time you saw a doctor at the surgery, how well did you feel that you were listened to when you talked about your concerns?**

- a) Very well                      b) Well                      c) Quite well                      d) Poorly  
e) Very poorly                      f) It doesn't apply

**52. How satisfied were you with the amount of time you were given to discuss your problems?**

- a) Very satisfied                      b) Satisfied                      c) Neither satisfied nor dissatisfied  
d) Dissatisfied                      e) Very dissatisfied

**53. How well did you feel that the doctor involved you in your care plan/treatment?**

- a) Very well                      b) Well                      c) Quite well                      d) Not well  
e) Did not involve me at all

**54. When you saw the Doctor did you receive enough information on your care and treatment?**

- a) Definitely                      b) It was adequate                      c) Not really                      d) Not at all

**55. Were you informed on the risks and benefits about your care or treatment?**

- a) Definitely                      b) Yes, I think so                      c) Not really                      d) Not at all

**56. Did you feel supported and given choices (where applicable) to consent or make a decision about your care or treatment?**

- a) Definitely                      b) Yes, I think so                      c) Not really                      d) Not at all

**Other comments**

### **Seeing a practice nurse at the surgery**

**57. Have you seen a practice nurse at the surgery in the past 6 months?**

- Yes                                      No

**Last time you saw a practice nurse at the surgery how good was the practice nurse at each of the following?**

**58. Giving you enough time**

- a) Very good                                      b) Good                                      c) Neither good nor poor                                      d) Poor  
e) Very poor

**59. Listening to you**

- a) Very good                                      b) Good                                      c) Neither good nor poor                                      d) Poor  
e) Very poor

**60. Explaining tests and treatments**

- a) Very good                                      b) Good                                      c) Neither good nor poor                                      d) Poor  
e) Very poor

**61. Involving you in decisions about your care**

- a) Very good                                      b) Good                                      c) Neither good nor poor                                      d) Poor  
e) Very poor

**62. Treating you with care and concern**

- a) Very good                      b) Good                      c) Neither good nor poor                      d) Poor  
e) Very poor

**63. Taking your problems seriously**

- a) Very good                      b) Good                      c) Neither good nor poor                      d) Poor  
e) Very poor

**Other comments**

**The Surgical Centre**

**64. Are you aware that the Surgical Centre undertakes the following procedures?  
Please tick those that you are aware of**

- |                                  |                           |
|----------------------------------|---------------------------|
| Carpal tunnel injections/release | Dupuytren's / fasciectomy |
| Ganglion                         | Toe nails                 |
| Trigger finger/thumb             | Hernia repairs            |
| Vasectomy                        | Circumcision              |
| Haemorrhoid injections           | Ophthalmology             |
| Dermatology                      | Gynaecology               |
| Colorectal out-patient           |                           |

**65. As a patient have you attended the Surgical Centre?**

Yes                                      No

**If the answer is No please go to Question 69**

**66. If the answer to Q. 65 is yes were you satisfied with the treatment and care that you received from the following;**

- |                  |     |    |
|------------------|-----|----|
| a) Surgeons      | Yes | No |
| b) Nursing staff | Yes | No |

**67. If you were not satisfied did you follow the surgery's compliments and complaints procedure?**

Yes                      No

**68. With your experience of the Surgical Centre have you any suggestions to improve the service that is available?**

## **Medication**

**69. Last time you were prescribed medication did you have enough information about the medication you were offered by the GP?**

a) Definitely                      b) Yes, I think so                      c) Not really                      d) Not at all

**Other comments**

## **Dispensary**

**70. If you were prescribed medication during your Doctor's appointment, how long did you have to wait for your medication to be dispensed and brought out to you?**

a) Under 5 minutes    b) 5 to 10 minutes    c) 10 to 15 minutes    d) over 15 minutes

**71. Was the dispensary receptionist helpful?**

Yes                                      No

**72. Was your medication order complete?**

Yes                                      No

**73. If you were collecting your repeat medication was it ready within 2 working days?**

Yes                                      No

**74. a) Are you satisfied with the service you receive from the dispensary team?**

Yes                                      No

**74.b) If the answer is No, please comment.**

**75. Do you use any of the following remote delivery sites for collection of your drugs? If so which one?**

- a)Tregony                      b)Grampound Road                      c)Sticker                      d)Ladock  
e)Tresillian                      f)Summercourt

**76. Are you satisfied with the service?**

Yes                      No

**Other comments**

## **General**

**77. When you visit the surgery do you feel that you are treated with dignity and respect?**

- a) Always                      b) Most of the time                      c) Sometimes  
d) Not enough of the time

**78. Have you ever used the compliments or complaints procedure at Probus or Grampound Surgeries?**

Yes                      No

**If the answer is No please go to Q.81**

**79. If the answer to 78 is yes, were the reception staff helpful when you requested to make a compliment or complaint?**

- a) Very helpful                      b) Fairly helpful                      c) Not very helpful                      d) Not at all helpful

**80. Were you satisfied with the outcome?**

- a) Completely satisfied                      b) Fairly satisfied                      c) Not very satisfied  
d) Very dissatisfied

**Other comments**

**81. Please let us have your overall view of your experience of the service you receive from the surgery**

- a) Excellent                      b) Very good                      c) Satisfactory                      d) Poor  
e) Very poor

**If you wish to make any further comments, please do so below.**

**Thank you for your time and contribution.**