

Brent Area Medical Centre Local Practice Survey

Priority issues for Brent Area Medical Centre, week commencing 24th February 2014

Our Patient Participation Group (PPG) is a group of patients who meet regularly with the Practice Manager and GP's to look at the services Brent Area Medical Centre provides and have identified areas for the Practice to address.

We would be grateful if you would complete this survey so we can prioritise the issues raised.

If you have any other ideas please let us know in the box at the bottom of the form. Many thanks.

Accessing your GP services

Q1 When did you last see or speak to a GP from your GP surgery?

- in the past 3 months
- between 3 and 6 months ago
- between 6 and 12 months ago
- more than 12 months ago

Q2 When did you last see or speak to a nurse from your GP surgery?

- in the past 3 months
- between 3 and 6 months ago
- between 6 and 12 months ago
- more than 12 months ago
- I have never seen a nurse from my GP surgery

Q3 Generally, how easy is it to get through to someone at your GP surgery on the phone?

- very easy
- fairly easy
- not very easy
- not at all easy
- haven't tried

Q4 How helpful do you find the receptionists at your GP surgery?

- very helpful
- fairly helpful
- not very helpful
- not at all helpful
- don't know

Q5 In the reception area, can other patients overhear what you say to the receptionist?

- yes, but I don't mind
- yes, and I'm not happy about it
- no, other patients can't overhear
- don't know

Q6 How do you normally book your appointments to see a GP or nurse at your GP surgery? *Please tick all the boxes that apply to you.*

- in person
- by phone
- online
- doesn't apply

Q7 Which of the following methods would you prefer to use to book appointments at your GP surgery? *Please tick all the boxes that apply to you.*

- in person
- by phone
- online
- no preference

Q8 Has the new telephone system helped when you make an appointment by phone?

- yes
- no
- don't know

Q9 Is there a particular GP you usually prefer to see or speak to?

- yes
- no
- there is usually only one GP in my GP surgery

Q10 How often do you see or speak to the GP you prefer?

- always or almost always
- a lot of the time
- some of the time
- never or almost never
- not tried at this GP surgery

Your last GP Appointment

The last time you saw or spoke to a GP from your GP surgery -

Q11 Was this the GP you usually see?

- yes
- no
- no preference

Q12 How good was that GP at each of the following?

Giving you enough time

- very good
- good
- neither good nor poor
- poor
- very poor
- doesn't apply

Listening to you

- very good
- good
- neither good nor poor
- poor
- very poor
- doesn't apply

Explaining tests and treatment

- very good
- good
- neither good nor poor
- poor
- very poor
- doesn't apply

Involving you in decisions about your care

- very good
- good
- neither good nor poor
- poor
- very poor
- doesn't apply

Treating you with care and concern

- very good
- good
- neither good nor poor
- poor
- very poor
- doesn't apply

Q13 Did you have confidence and trust in the GP you saw or spoke to?

- yes, definitely
- yes, to some extent
- no, not at all
- don't know, can't say

Last Nurse Appointment

The last time you saw or spoke to a nurse from your GP surgery –

Q14 How good was that nurse at each of the following?

Giving you enough time

- very good
- good
- neither good nor poor
- poor
- very poor
- doesn't apply

Involving you in decisions about your care

- very good
- good
- neither good nor poor
- poor
- very poor
- doesn't apply

Listening to you

- very good
- good
- neither good nor poor
- poor
- very poor
- doesn't apply

Treating you with care and concern

- very good
- good
- neither good nor poor
- poor
- very poor
- doesn't apply

Explaining tests and treatment

- very good
- good
- neither good nor poor
- poor
- very poor
- doesn't apply

Q15 Did you have confidence and trust in the nurse you saw or spoke to?

- yes, definitely
- yes, to some extent
- no, not at all
- don't know, can't say

Opening Hours

Q16 How satisfied are you with the hours that your GP surgery is open?

- very satisfied
- fairly satisfied
- neither satisfied nor dissatisfied
- fairly dissatisfied
- very dissatisfied
- I'm not sure when my GP surgery is open

Overall experience

Q17 Overall, how would you describe your experience of your GP surgery?

- very good
- fairly good
- neither good nor poor
- fairly poor
- very poor

Q18 Would you recommend your GP surgery to someone who has just moved to your local area?

- yes, would definitely recommend
- yes, would probably recommend
- not sure
- no, would probably not recommend
- no, would definitely not recommend
- don't know

Out of hours

These questions are about contacting the out-of-hours GP service when your GP surgery is closed. *Please don't include NHS Direct, NHS walk-in centres or A&E.*

Q19 Do you know how to contact the out-of-hours GP service when the surgery is closed?

- yes
- no

Q20 In the past 6 months, have you tried to call the out-of-hours GP service when the surgery was closed?

- yes, for myself
- yes, for someone else
- no

Q21 How easy was it to contact the out-of-hours GP service by telephone?

- very easy
- fairly easy
- not very easy
- not at all easy
- don't know/didn't make contact

Q22 How do you feel about how quickly you received care from the out-of-hours GP service?

- it was about right
- it took too long
- don't know/doesn't apply

Q23 Did you have confidence and trust in the out-of-hours clinician you saw or spoke to?

- yes, definitely
- yes, to some extent
- no, not at all
- don't know, can't say

Q24 Overall, how would you describe your experience of out-of-hours GP services?

- very good
- fairly good
- neither good nor poor
- fairly poor
- very poor

Managing your health

Q25 Where in the local community would you like to find advice on health matters?

- parish Magazine
- television
- GP surgery
- community websites
- local radio
- local newspaper
- other, please specify

Q26 How confident are you that you can manage your own health?

- very confident
- fairly confident
- not very confident
- not at all confident

Q27 What would help you to manage your health problems better?

Health & Safety

Q28 Do you think a 5 mph speed limit sign would aid safety in the car park?

- yes
 no
 don't know

Q29 Do you think a mirror would aid visibility when leaving the surgery by car?

- yes
 no
 don't know

Some questions about you

The following questions will help us see how experiences vary between different groups of the population. We will keep your answers completely confidential.

Q30 Are you male or female?

- male
 female

Q31 How old are you?

- | | |
|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> under 18 | <input type="checkbox"/> 55 to 64 |
| <input type="checkbox"/> 18 to 24 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 25 to 34 | <input type="checkbox"/> 75 to 84 |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 85 or over |
| <input type="checkbox"/> 45 to 54 | |

Any comments/feedback you have for the surgery would be appreciated.