

Access to your GP

Patient questionnaire

- 1) How would you describe your overall experience of 'on-the-day' appointments with your GP practice? (This means appointments which can be arranged only on the day they occur and **not** in advance) PLEASE SELECT ONE ANSWER ONLY

Very good Good Poor Very poor Don't know

- 2) How often are you able to contact the surgery by telephone when you need to? PLEASE SELECT ONE ANSWER ONLY

Always Often Not often Never Don't know

- 3) When you telephone the surgery, how easy or difficult is it to reach the right person? PLEASE SELECT ONE ANSWER ONLY

Very easy Quite easy Quite difficult Very difficult Don't know

- 4) What is your experience when you need to book

a) An urgent, on-the-day appointment? PLEASE SELECT ONE ANSWER ONLY

Very easy Quite easy Quite difficult Very difficult Don't know

b) A routine, or planned-ahead appointment? PLEASE SELECT ONE ANSWER ONLY

Very easy Quite easy Quite difficult Very difficult Don't know

- 5) When you book any type of appointment, how often is that appointment at a time that is convenient for you? PLEASE SELECT ONE ANSWER ONLY

Always Often Not often Never Don't know

- 6) Thinking about appointments for illnesses or issues that are long-term, how often are you able to see the same clinician each time? PLEASE SELECT ONE ANSWER ONLY

Always Often Not often Never Don't know

Please return the completed Survey to Reception. Thank You