Thank you for taking the time to answer these questions. Please answer the questions below by placing a ✓ in ONE BOX for each question. Your answers will be completely confidential. Please return this form as soon as possible.

If you would prefer to complete the survey online, please go to www.gp-patient.co.uk and follow the instructions.

Reference/Username: 123456789
Online password: ABCDE

SECTION A: Getting to see a doctor

The following questions are about making appointments with a doctor at your GP surgery.

By appointments we mean either seeing a doctor at your GP surgery or speaking to a doctor on the phone.

Please only include appointments you have made for yourself, not for children or other people.

Q1 When was the last time you saw a doctor at your GP surgery?
☐ Less than 3 months ago
☐ Between 3 and 6 months ago
☐ More than 6 months ago

Q2 In general, are you satisfied with how easy it is to get through to someone on the phone at your doctor’s surgery?
☐ Yes  ☐ No

Q3 In the last 6 months, have you tried to get an appointment with a doctor fairly quickly about any matter?
By ‘fairly quickly’ we mean on the same day or on the next 2 days the surgery was open.
☐ Yes . . . . . . . . Please answer Q4
☐ No . . . . . . . . Please go to Q5

Q4 Think about the last time you tried to get an appointment with a doctor fairly quickly. Were you able to get the appointment on the same day or on the next 2 days the surgery was open?
☐ Yes  ☐ No
Thinking about less urgent appointments...

**Q5** In the last 6 months, have you **wanted** to book ahead for an appointment with a doctor?  
By 'booking ahead' we mean booking an appointment more than 2 full days in advance.  
☐ Yes . . . . . . . . . . . . . . . . . Please answer Q6  
☐ No . . . . . . . . . . . . . . . . . . . . Please go to Q7

**Q6** Last time you wanted to, were you **able** to get an appointment with a doctor more than 2 full days in advance?  
☐ Yes ☐ No

**Q7** In the last 6 months, have you ever **wanted** to make an appointment with a particular doctor at your GP surgery?  
☐ Yes . . . . . . . . . . . . . . . . . Please answer Q8  
☐ No . . . . . . . . . . . . . . . . . . . Please go to Q9

**Q8** Last time you wanted to, were you **able** to make an appointment with a particular doctor - even if it meant waiting longer?  
☐ Yes ☐ No

Now a question about your GP surgery’s opening hours

**Q9** Over the last 6 months or so, were you satisfied with the hours your GP surgery was open?  
☐ Yes, I was satisfied with the opening hours . . . . . . . Please go to Section B  
☐ No, I was dissatisfied with the opening hours . . . Please answer Q10

**Q10** I was dissatisfied because...  
*Please tick the ONE box closest to your views.*  
☐ ...the surgery was not open early enough in the morning  
☐ ...the surgery was not open around lunchtime  
☐ ...the surgery was not open late enough in the evening  
☐ ...the surgery was not open on a Saturday  
☐ ...the surgery was not open on a Sunday  
☐ ...of some other reason

- **SECTION B:** Referrals to hospital

We are also interested in your experiences when your doctor refers you to see certain types of specialists at a hospital. The next few questions are about this.

**Please Note**

When answering questions 11 and 12 please do **not** include referrals for cancer, urgent heart conditions, stroke, mental health or maternity services.

**Q11** In the last 6 months, has your doctor referred you to see a **specialist**?  
By specialist we mean someone like a hospital doctor who you would see for treatment or further examination.  
☐ Yes . . . . . . . . . . . . . . . . . Please answer Q12  
☐ No . . . . . . . . . . . . . . . . . . . Please go to Section C

**Q12** Think about the last time your doctor referred you to see a specialist. Did your doctor talk with you about a choice of hospital for your appointment?  
☐ Yes ☐ No
SECTION C: Some questions about you

The following questions will help us to see how experiences vary between different groups of the population.

Q13 Are you male or female?
- Male
- Female

Q14 How old are you?
- Under 18
- 18-19
- 20-24
- 25-34
- 35-44
- 45-54
- 55-59
- 60-64
- 65-74
- 75-84
- 85 or over

Q15 How many appointments have you made with a doctor at your GP surgery in the last 12 months?
- None
- 1
- 2
- 3
- 4
- 5
- 6
- 7-10
- 11-15
- 16-25
- 26 or more

Q16 Are you a parent or a legal guardian for any children aged under 16 currently living in your household?
- Yes
- No

Q17 Which of these best describes what you are doing at present?

- Full-time paid work (30 hours plus per week)
- Part-time paid work (under 30 hours per week)
- Full-time education at school, college or university
- Unemployed
- Permanently sick/disabled
- Fully retired from work
- Looking after the home
- Doing something else

Please answer Q18

Please go to Q21

Q18 In general, how long does your journey take from home to work (door to door)?

- Less than 10 minutes
- 10-30 minutes
- 31 minutes - 1 hour
- More than 1 hour
- Live on site

Q19 Which of the following most reflects your typical working hours?

- Weekday office hours (we mean starting around 8 or 9am and finishing around 5 or 6pm)
- Weekday mornings
- Weekday afternoons/evenings
- Overnights
- Weekends
- Other work pattern
- Working hours vary

Please answer Q20

Please go to Q21

Please answer Q20

Q20 If 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
The following questions will help us to see how experiences vary between different groups of the population.

**Q21** Do you have any of the following long-standing conditions?
*Include problems which are due to old age. Please tick all boxes which apply.*

- [ ] Deafness or severe hearing impairment
- [ ] Blindness or severe visual impairment
- [ ] A condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying
- [ ] A learning difficulty
- [ ] A long-standing psychological or emotional condition
- [ ] Other, including any long-standing illness

- [ ] No, I do not have a long-standing condition

**Q22** Does your long-standing health problem or disability mean you have substantial difficulties doing day-to-day activities? *Include problems which are due to old age.*

- [ ] Yes
- [ ] No

**Q23** Do you have carer responsibilities for anyone in your household with a long-standing health problem or disability?

- [ ] Yes
- [ ] No

**Q24** What is your ethnic group?
*Choose one section from A to E, then select the appropriate option to indicate your ethnic group.*

- **A. White**
  - [ ] British
  - [ ] Irish
  - [ ] Any other White background (Please write in)

- **B. Mixed**
  - [ ] White and Black Caribbean
  - [ ] White and Black African
  - [ ] White and Asian
  - [ ] Any other Mixed background (Please write in)

- **C. Asian or Asian British**
  - [ ] Indian
  - [ ] Pakistani
  - [ ] Bangladeshi
  - [ ] Any other Asian background (Please write in)

- **D. Black or Black British**
  - [ ] Caribbean
  - [ ] African
  - [ ] Any other Black background (Please write in)

- **E. Chinese or other ethnic group**
  - [ ] Chinese
  - [ ] Any other (Please write in)

Please return the questionnaire in the envelope provided or send it in an envelope marked only FREEPOST GP PATIENT SURVEY (No stamp is needed).

Thank you for taking the time to answer these questions.