We would be grateful if you would complete this survey about Winch Lane Surgery. We want to provide the highest standard of care for all our patients. A summary of this survey will be fed back to the staff to help identify areas for improvement. Your opinions are very valuable. Please answer all the questions. There are no right or wrong answers and we will NOT be able to identify your individual answers. Thank you.

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| **ACCESSING YOUR GP SERVICES** |

1. When did you last see or speak to a GP from Winch Lane Surgery?

In the past three months

Between 3 and 6 months ago

Between 6 and 12 months ago

More than 12 months ago

I have never seen a GP from my GP surgery

2. When did you last see or speak to a Nurse from Winch Lane Surgery?

In the past three 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

3. Generally, how easy is it to get through to someone at Winch Lane Surgery?

Very easy

Fairly easy

Not very easy

Not at all easy

Don’t know / Haven’t tried

4. How helpful do you find the receptionists at Winch Lane surgery?

Very helpful

Fairly helpful

Not very helpful

Not at all helpful

Don’t know

5. In the reception area, can other patients overhear what you say to the receptionists?

Yes, but I don’t mind

Yes, and I’m not happy about it

No, other patients can’t overhear

Don’t know

6. How do you normally book appointments to see a GP or a Nurse at Winch Lane Surgery?

In person

By telephone

Online

Doesn’t apply

7. As far as you know, which of the following online services does Winch Lane Surgery offer?

Booking appointments online

Ordering repeat prescriptions online

Updating my details online

None of these

Don’t know

8. And in the past 6 months, which of the following online services have you used?

Booking appointments online

Ordering repeat prescriptions online

Updating my details online

None of these

**W**

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| --- |
| **MAKING AN APPOINTMENT** |

**I**

**n**9. How easy is it to speak to a Winch Lane Surgery GP or nurse on the telephone?

Very easy

Fairly easy

Not very easy

Not at all easy

Don’t know / Haven’t tried

10. If you need to see a GP urgently, can you normally get seen on the same day?

Yes

No

Don’t know / never needed to

11. How important is it to you to be able to book appointments ahead of time?

Important

Not important

12. How easy is it to book ahead?

Very easy

Fairly easy

Not very easy

Not at all easy

Don’t know / Haven’t tried

13. Overall how would you describe your experience of making an appointment?

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

Don’t know

|  |
| --- |
| **WAITING TIMES** |

14. How long did you wait for your *most recent* consultation to start?

Less than five minutes

5 – 10 minutes

11 – 20 minutes

21 – 30 minutes

More than 30 minutes

Can’t remember

15. How do you rate how long you waited?

Very good

Good

Poor

Very Poor

Does not apply

16. Is the Practice currently open at times that are convenient to you?

Yes

No

Don’t know

17. Which of the following additional opening times would make it easier for you to see or speak to someone?

Before 8am

At lunchtime

After 6.30pm

On a Saturday

On a Sunday

None of these

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

Very good

Fairly good

Neither good nor poor

Fairly poor

Very poor

19. Any further comments:



**Thank you**