

Patient survey

Thank you for participating in the patient survey.

Your feedback on your GP service will help us find out how GPs are performing across Brighton and Hove. Healthwatch will use this information to help improve the service.

Please answer the survey thinking about the service you received most recently or within the last 12 months.

Parents and carers can answer the survey on behalf of the child/adult they are responsible for.

You do NOT need to provide your name in the survey. Your feedback will be used alongside the feedback of other patients to assess performance of GP practices. Comments used in reports will be anonymised to ensure confidentiality.

Your surgery

Q1 Please select your surgery

- Albion Street Surgery
- Arch Healthcare
- Ardingly Court Surgery
- Beaconsfield Surgery
- Benfield Valley
- Brighton Health and Wellbeing
- Brighton Station Health Centre
- Broadway Surgery
- Carden Surgery
- Charter Medical Centre
- Haven Practice
- Hove Medical Centre
- Hove Park Villas Surgery
- Links Road Surgery
- Matlock Road Surgery
- Mile Oak Medical Centre
- Montpelier Surgery
- New Larchwood Surgery
- North Laine Medical Centre
- Park Crescent Health Centre
- Pavillon Surgery
- Portslade Health Centre
- Preston Park Surgery
- Regency Surgery
- Ridgeway Surgery
- Saltdean and Rottingdean Medical Practice
- School House Surgery
- Seven Dials Medical Centre
- Ship Street Surgery
- St Luke's Surgery
- St Peter's Medical Centre
- Stanford Medical Centre
- Trinity Medical Centre
- The Avenue Surgery
- University of Sussex Health Centre
- Warmdene Surgery
- Wish Park Surgery
- Woodingdean Medical Centre
- Other*

Please specify



Accessibility

Q2 How long does it take to get to the surgery from your home?

- less than 15 minutes
- quarter to half an hour
- between half an hour and an hour
- more than an hour

Getting an appointment

Q3 Generally, how easy/difficult has it been for you to do the following:

	Very Difficult 	Difficult	Easy	Very Easy 	Not Used Service
Book an appointment in person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book an appointment by phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book an appointment online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Order repeat prescriptions online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Get test results via phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q4 Have you received a telephone consultation for an appointment?

- Yes
- No

Q5 Did telephone consultation meet needs?

- 1. Not at all 
- 2. Partially
- 3. Fully 

Please explain further

Q7 How long do you usually wait between booking and attending the following types of appointment?

	Same day	2-3 days	4-7 days	8-14 days	15-21 days	22-28 days	More than 28 days	Not Used
routine GP appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
routine nurse appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
urgent appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8 How satisfied were you with the wait times for these appointments?

Please leave blank if you have not used the specific type of appointment

	Very Unsatisfied 	Unsatisfied	OK	Satisfied	Very Satisfied 
routine GP appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
routine nurse appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
urgent appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q9 How close to the scheduled appointment time are you normally seen?

- on time
- 5 - 10 minutes late
- 10 - 20 minutes late
- 20 - 45 minutes late
- more than 45 minutes late

Q14 Please indicate your *awareness* and *use* of the following services:

Please choose between 'Aware' and 'Unaware' for each service or select 'Not applicable' if the service does not apply to you.

Then, for each service you are aware of, select 'Used/will use shortly' as appropriate.

	Aware	Unaware	Not Applicable	Used/will use shortly
NHS Health Checks for people aged 40-74	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bowel cancer screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cervical cancer screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Breast cancer screening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Annual health checks for people with long term conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quit smoking services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q15 Have you had to change GP practice in the last year due to closure of your previous practice?

- Yes
 No

Q16 How convenient for you is the new GP practice?

- Very Inconvenient 
 Inconvenient
 OK
 Convenient
 Very Convenient 

Please explain

Q17 How satisfied are you with the hours that your GP surgery is open?

1 Very Dissatisfied



2 Dissatisfied

3 Neither
Dissatisfied nor
Satisfied

4 Satisfied

5 Very Satisfied



Q18 Please explain your answer

Q19 Which of the following additional opening times would make it easier for you to see or speak to someone from your surgery?

Please tick all that apply

- Before 8am weekdays
- Lunchtime weekdays
- After 6.30pm weekdays
- Saturday am
- Saturday pm
- Sunday
- Other

Please explain

Overall assessment of GP practice

Q20 Overall, how would you rate your GP practice on a 1-10 scale?

1 Extremely Poor



2

3

4

5

6

7

8

9

10 Excellent



Q21 Please explain your answer

Q22 Overall, how satisfied are you with your GP practice?

1 Very Dissatisfied



2 Dissatisfied

3 Neither Dissatisfied nor Satisfied

4 Satisfied

5 Very Satisfied



Q23 Please explain your answer

Q24 Would you RECOMMEND your GP practice to someone who has just moved to your local area?

Definitely NOT



Probably NOT

Probably

Definitely



Q25 Please list up to 3 things which you think are most important to a GP practice providing a good service.

Medical help when GP service is unavailable

Q28 Have you had to get medical help after being unable to get a doctor's appointment in the last year?

Yes

No

Q29 What services did you use when you were last unable to get an appointment?

Please select all that apply

Pharmacy

walk in centre e.g. Brighton station

get information from a website

call 111

call 999

A&E

Other

Please specify

Q30 Please indicate how satisfied you were with the services you used for urgent medical help.

	Very Unsatisfied 	Unsatisfied	OK	Satisfied	Very Satisfied 
Satisfaction with services used for urgent medical help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
walk in centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
111 service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
999 service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A&E	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
{Q29a}	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please explain further

Referrals

Q32 Have you been referred to a specialist or for tests at a hospital or clinic in the last year?

- Yes
 No

What was the date of the referral?

dd/mm/yy

What speciality were you referred to?

Q33 What was the time between date of referral and date of appointment at the hospital?

- 2 weeks or less
 3-4 weeks
 1 to 2 months
 3-4 months
 5-6 months
 more than 6 months

Q34 How satisfied were you with this wait?

1 Very Unsatisfied



2 Unsatisfied

3 OK

4 Satisfied

5 Very Satisfied



Q35 Did this wait have an impact on your health?

- Yes
 No

Please explain further

Q36 If you experienced any changes to the hospital appointment, were you kept up to date?

- No, not at all
- Yes, to some extent
- Yes, fully

Other comments

Q37 Any other comments on your GP service or other NHS or Social Care services?

About Yourself

These questions ask you about yourself. This information will be used for monitoring purposes only.

Q38 What is your age?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84
- 85 or over

Q39 What gender are you?

- Male
- Female
- Other
- Prefer not to say*

Q40 Do you identify as the sex you were assigned at birth?

For people who are transgender, the sex they were assigned at birth is not the same as their own sense of their sex.

- Yes
- No
- Prefer not to say*

Q41 What is your ethnic origin?

White

- English/Welsh/Scottish/Northern Irish/British
- Irish
- Gypsy or Irish Traveller
- Any other White background

Asian or Asian British

- Bangladeshi
- Indian
- Pakistani
- Chinese
- Any other Asian background

Black or Black British

- African
- Caribbean
- Any other Black background

Mixed

- Asian & White
- Black African & White
- Black Caribbean & White
- Any other mixed background

Other Ethnic Group

- Arab
- Any other ethnic group

- Prefer not to say

Q47 What is your sexual orientation?

- Heterosexual/Straight
- Lesbian/Gay woman
- Gay man
- Bisexual
- Other
- Prefer not to say*

Q48 Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?

- Yes a little
- Yes a lot
- No
- Prefer not to say*

Q49 Please state the type of impairment?

Please tick all that apply

- Physical Impairment
- Sensory Impairment
- Learning Disability/Difficulty
- Long-standing illness
- Mental Health condition
- Autistic Specturm
- Other Development Condition
- Other

Healthwatch publishes a FREE magazine providing news on health and social care services in Brighton and Hove.

To receive regular copies please provide your name and either your email address or postal address.

name

email

address

Thank you for completing the survey.

Your responses will be combined with others to produce a report on the performance of GP practices across the city.

Healthwatch Brighton and Hove expect to publish a report in late 2017.
Please find further details on the Healthwatch Brighton and Hove website.

Please click submit below.