

GP Practice survey

We welcome your participation in this survey of GP practices in Brighton and Hove. Through our surveys and visits to practices across the city, we aim to get detailed insight on the performance of all GP practices in the city.

We expect to publish reports from this review in late 2017. The overall report and surgery-specific reports will be shared with all participating GP practices and their PPGs.

We recommend scrolling through the survey in advance of filling in answers. This will give you an opportunity to gather all the information requested. You can print out the survey by clicking the 'Print' button.

You can also partially complete the survey and return to the survey at a later time by clicking on the 'Save' button.

You

Q1 What is your relationship to the surgery?

- PPG chair
- PPG member
- Practice Manager
- Other*

Please specify

Q2 Your name

Q3 email address

Q4 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 and New Larchwood Surgery
- Central Hove 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
- North Laine Medical Centre
- Park Crescent Health Centre
- Pavilion Surgery
- Portslade Health Centre
- Preston Park Surgery
- Regency Surgery
- Ridgeway Surgery
- Sackville Road 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

Q4 Please select your surgery

Other

Please specify

Q5 How many patients are registered at the practice?

Q6 Is the practice accepting new patients?

Yes

No

Q7 How many years/months has the practice NOT accepted new patients?

months/years [mm/yy]

Q8 Friends and Family Test (FFT) % score for practice

% of patients who would recommend Practice

Q9 Does your practice have a PPG?

Yes, an 'actual' PGG i.e. meets in person

Yes, a 'virtual' PGG which only communicates virtually e.g. by email

No

Q10 Does your practice have a Carers register?

Yes

No

Don't know

Q11 Has your practice had a CQC inspection?

Yes

No

Please provide the date of inspection

Q12 Is your practice working with other practices in its cluster?

Yes

No

Please explain further

Accessibility

Q13 Is the surgery served by the following?

	Yes	No
Bus stop or train station within 3 minutes walk	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>

Q14 Is the surgery building wheelchair accessible?

- Yes
 No

Please explain

Q15 What are the opening times for the surgery?

Weekdays

Please specify any variation to the weekday opening hours if any

Saturdays

Sundays

Q19 What telephone system does the practice have?

- Menu options directing you to specific information/service
 Phone that simply rings and is answered by a receptionist

Q20 Is the menu option system effective in directing you to the right information/service?

- No, very poor
- No, poor
- OK
- Yes, mostly
- Yes, definitely
- Don't know*

Services offered

Q21 Does your practice have the following services?

	Yes	No
Online appointment booking	<input type="radio"/>	<input type="radio"/>
A link to a pharmacy	<input type="radio"/>	<input type="radio"/>
Online repeat prescription	<input type="radio"/>	<input type="radio"/>
Electronic prescriptions (sent to pharmacy)	<input type="radio"/>	<input type="radio"/>

What is the % patient uptake for these services?

Online appointment booking

Online repeat prescription

Electronic prescriptions (sent to pharmacy)

Q25 Which of the following options can a patient use to make a comment or complaint about service at the practice?

Select all that apply

- Suggestion box
- Comment box
- email
- NHS Choices
- surgery website
- contact Practice Manager
- through the PPG
- Other*

Please specify

Q26 Overall, how easy/difficult do you think it is to make a comment/complaint at the practice?

Very Difficult



Difficult

OK

Easy

Very Easy



Please explain further

Q28 How easy/difficult is it for patients to access an interpreting service if needed?

Very Difficult



Difficult

OK

Easy

Very Easy



Don't Know

Please explain further

Q30 Which of the following self-monitoring tools are available for patients at the surgery?

Select all that apply

- Weighing machine
- Height measure
- Blood pressure monitor
- Other

Please specify

Mental health services

Q31 Can the practice provide a comprehensive screening of a patient's emotional, psychological or mental health needs?

Yes

No

Please explain

Q32 Are NHS mental health screening services provided by others outside your practice satisfactory?

Service not available

Not satisfactory

Satisfactory

Please explain

Q33 How does your practice generally provide mental health assessments for patients?

Does NOT offer this service

provided on-site by GP/nurse

provided on-site by mental health specialist e.g. Community Psychiatric Nurse

referred off-site to mental health service

Please explain further

Q34 Does the practice offer any non-medical support for mental health e.g. peer support?

Yes

No

Please explain further

Overall assessments of practice

Q35 What is the best feature of the practice?

Q36 What could be improved in the practice?

Readiness for expanded work

We would like to make a provisional assessment of GP readiness for future expanded work recommended by the Sustainability and Transformation Plan (STP).

Q37 Please estimate whether your practice is likely to be able to take on more patients in the next year.

- Not at all possible
- Yes, but only in small numbers e.g. less than 50 patients
- Yes, more than 50 and up to 200 new patients
- Yes, up to and exceeding 200

Please explain your answer

Q38 To what extent do you think your practice is ready and willing to take on more complex and varied work in the coming year?

- Not at all
- Yes to a limited extent
- Yes to a large degree

Please explain your answer

Thank you for completing the survey

Please click 'submit' below