

**Tell us what you think...!**

Our Practice has begun using a new appointment system to improve your access to the doctors.

To make sure we know what patients think about the way the system works, we are asking all patients to complete this short survey about their experiences of it.

To ensure that feedback is gathered in a way that protects your privacy, we've asked FeedbackMatters to conduct a short survey for us

To participate please either:

Visit **www.FeedbackMatters.org** and enter the FeedbackNumber:  
(and win £50 in their monthly draw for completing online)

Or:

**F G P 2 3 J**

Complete this paper survey and return in the pre-paid envelope provided: it should take no more than 5 minutes to complete and the results are completely confidential.

Please base your responses on your most recent call to the practice

**Please do not write comments on the form, except in the space provided overleaf.**

**Thank you!**

**1 About the new system:**

I knew the appointment system had changed before I contacted the Practice Yes  No

I like the idea of being able to talk to a Doctor without necessarily needing to attend the surgery Yes  No

**2 How well did the process work for you?**

I found it easy to get through on the telephone Yes  No

The reception staff were courteous and clear about the process Yes  No

*To help the Doctors know who to help first, the receptionists ask for a brief description of your problem (if you are happy to give it)*

I understood, or was advised, why I was being asked questions about my problem Yes  No

The reception staff were clear about what would happen after our conversation Yes  No

I was happy with the type of consultation I was offered Yes  No

I requested a call back from the Practice in a certain time period Yes  No

If so, the call back from the Practice came at the time I was expecting it to Yes  No  N/A

It took longer than expected for the Practice to call back Yes  No

**3 What type of consultation did you receive?**

The outcome of the telephone conversation was that I received:

- |       |  |   |
|-------|--|---|
| DRF 1 | Advice/information <input type="checkbox"/>          | A GP appointment <input type="checkbox"/> |
|       | A nurse appointment <input type="checkbox"/>         | A prescription <input type="checkbox"/>   |
|       | A referral to other service <input type="checkbox"/> | Other (please state) _____                |



#### 4 About your telephone consultation

- I can receive telephone calls when the surgery is open Yes  No
- It is usually *convenient* for me to receive telephone calls if I am expecting them Yes  No
- The Doctor/Nurse listened and took my problem seriously Yes  No
- The Doctor/Nurse was able to reassure me over the phone Yes  No
- I feel that the advice I was given over the phone was effective Yes  No
- The telephone consultation with the Doctor/Nurse was more convenient for me than a "traditional" appointment Yes  No
- It was suggested that a face to face consultation would be useful Yes  No
- If **no**, did you want a face to face consultation? Yes  No  N/A

#### 5 About your face to face consultation

(Only answer questions in this section if you also had a face to face consultation at the Practice)

The decision to have a face to face consultation was:

Mine  The clinician's  A joint decision

- I was given a face to face appointment on the day of my choice Yes  No
- I saw the same GP/Nurse that I spoke to on the telephone Yes  No
- Having the telephone conversation before the face to face consultation was useful Yes  No

#### 6 How did the process change the way you think of your GP?

- I think the Practice was interested in making sure I got the right type of consultation Yes  No
- I saw/spoke to the Doctor/Nurse more quickly than I expected Yes  No
- I think that, by offering telephone consultations, the Practice is able to be more responsive to my lifestyle and commitments Yes  No
- Offering telephone consultations, where it is appropriate to do so, allows the GP to be more responsive to my needs Yes  No
- Overall, I was satisfied with the way the new process worked Yes  No
- I feel the new system is an improvement compared to the previous appointment system Yes  No
- In future, I am confident that I can access my Doctor on the day I feel ill Yes  No

#### 7 Did it improve the care you received?

- I feel I had enough time to discuss everything I needed to with the Doctor/Nurse Yes  No
- I feel the Doctor/Nurse understood what I was telling him/her Yes  No
- I feel the Doctor/Nurse needed to see me in person Yes  No
- I feel I got the treatment or advice I needed Yes  No
- I was satisfied with the outcome of the consultation and the way it was conducted Yes  No

#### 8 What, if anything, could have been done to improve the appointment process?

Please write in the box and do not include general comments about the Practice as these will not be captured

#### 9 About you...

- I am: Male  Female
- I am aged: 0-15  16-19  20-24  25-34  35-44
- 45-54  55-64  65-74  75-84  85+