

DOCTOR'S DR JOHN THOMPSON, KK CHAN & DOTOR S HIND PRACTICE

**IN ORDER TO HELP US TO CONTINUE TO OFFER THE BEST SERVICE COULD YOU PLEASE TAKE A MINUTE TO COMPLETE THE FOLLOWING QUESTIONNAIRE
THANK YOU**

Q1. Is your GP surgery currently open at times that are convenient for you?

Yes
No
Don't know

Q2. Generally, how easy is it to get through to someone at your GP surgery on the phone?

Very Easy
Fairly easy
Not very easy
Not at all easy
Haven't tried

Q3. How helpful do you find the receptionists at your GP surgery?

Very helpful
Fairly helpful
Not very helpful
Not at all helpful
Don't know

Q4. Overall, how would you describe your experience of making an appointment?

Very good
Fairly good
Neither good nor poor
Fairly poor
Very poor

Q5. How often do you see or speak to the GP you prefer?

Always or almost always
A lot of the time
Some of the time
Never or almost never
Not tried at this GP surgery

**Q6. Last time you saw or spoke to a GP from your GP surgery, how good was that GP at the following?
Involving you in decisions about your care**

Very good
Good
Neither good nor poor
Poor
Very poor
Doesn't apply

Q7. How long after your appointment time do you normally wait to be seen?

I don't normally have appointments at a particular time

Less than 5 minutes

5 to 15 minutes

More than 15 minutes

Can't remember

Q8. Did you have confidence and trust in the GP you saw or spoke to?

Yes, definitely

Yes, to some extent

No, not at all

Don't know/cant say

Q9. Would you recommend your GP surgery to someone who has just moved to your local area?

Yes, would definitely recommend

Yes, would probably recommend

Not sure

No, would probably not recommend

No, would definitely not recommend

Don't know