

Patient Survey - GP Services for Bursted Wood Surgery

The contract with the organisation that currently runs your GP surgery is coming to an end. NHS England and NHS Bexley Clinical Commissioning Group (CCG) will appoint a provider of GP services and issue a new contract to ensure that services continue. This survey seeks to find out how important certain aspects of your GP practice are to you. This will help us to appoint the right organisation to run your GP surgery in the future.

Who should complete the survey?

The questions should be answered by the person who received the letter from the CCG, or their carer. If you are helping that person to complete the survey, please ensure that the answers recorded are those of the individual and not those of the person who is helping them.

Completing the survey

For each question please select the answer that best represents your views, or the views of the patient if you are completing this survey for someone else. Don't worry if you make a mistake; simply cross out the mistake and put a tick in the correct box.

If you need assistance in completing this survey please do not hesitate to attend your practice's patient event where help can be provided.

Scoring

You will be asked to indicate on a scale of 1 to 5 how important different aspects of your doctor's surgery are to you.

A score of 1 = not important at all

A score of 5 = very important

If you don't know if something is relevant to you then there is a "don't know" option.

What happens next?

The combined findings of all completed surveys and our conversations with patients will be shared with the organisations bidding to run your GP surgery. This is so that they can take patients' views into account when telling us how they plan to run the surgery. The survey results will be available from your GP surgery and online at www.england.nhs.uk/london/ from the end of May.

We will let you know the outcome of the selection process in the following ways:

- We will publish information online at <http://www.england.nhs.uk/london/>
- We will write to you again later in the year to let you know the outcome of the selection process.

Important Information

Please note that all information/answers you give in this survey will be collected to improve GP services, and will be collected anonymously.

Please do not put your name anywhere in this survey

Surgery Opening Times

We propose that the surgery will be open from 8.00am to 6.30pm Monday to Friday and, subject to agreement with the new provider, an additional 2.5 hours at a time that best suits patient needs. In addition to this, you can access appointments at GP extended access 'hubs' at Erith Hospital and Queen Mary's Hospital from 6.30pm to 8.00pm Monday to Friday, and from 8.00am to 8.00pm on weekends and bank holidays.

1. On a scale of 1-5, where 1 is not at all and 5 is completely, how do these opening hours meet your needs?

1

☐

2

☐

3

☐

4

☐

5

☐

Don't Know

☐

Please tell us more if you want:

2. Would you be happy to have an appointment with a GP or Nurse at a GP extended access hub as an alternative to being seen in your practice, if it meant you could be seen sooner? The GP extended access hubs are at Erith Hospital and Queen Mary's Hospital

Yes

☐

No

☐

Please tell us more if you want:

Appointments

3. On a scale of 1 to 5, where 1 is not important at all and 5 is very important, please rate the following:

- ☐ Being able to book an appointment the first time that you speak to the receptionist, without having to call back
- ☐ Being able to book an appointment online
- ☐ Being able to book an appointment at short notice (i.e. the same or next day)
- ☐ Being able to plan your routine visits by booking several weeks in advance
- ☐ Being seen on time when you arrive for an appointment

Please tell us more if you want:

4. On a scale of 1 to 5, where 1 is not important at all and 5 is very important, how important is it to be able to ask to see either a male or female GP?

| | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | Don't Know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5. On a scale of 1 to 5, where 1 is not important at all and 5 is very important, how important is it that you are able to choose which doctor you see for a routine appointment, even if you have to wait a little longer to see your chosen doctor?

| | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | Don't Know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

6. On a scale of 1 to 5, where 1 is not important at all and 5 is very important, how important is it that you have the option of having a video appointment with your GP or nurse?

| | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | Don't Know |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

7. Have you ever gone to a hospital Accident and Emergency (A&E) department or a walk-in centre, or called NHS 111 rather than trying to see a GP?

Yes
☐

No
☐

Don't Know
☐

If yes, why?

- ☐ I couldn't get an appointment with my GP
- ☐ The appointment I was offered was not soon enough
- ☐ My GP surgery was closed
- ☐ I couldn't get through on the phone to speak to my GP surgery
- ☐ I felt I needed emergency treatment
- ☐ Other reason - please specify below

Please tell us more if you want:

Reception

We want to make sure that you receive good customer service. This includes things such as:

- **how easy it is to speak to a receptionist**
- **protecting your privacy when talking to a receptionist**
- **how you are treated by reception staff**
- **what advice and services are available to you from the reception desk**
- **your experience in the waiting room**
- **waiting on hold on the phone**

8. Please tell us what is important to you when talking to or visiting your GP reception:

Support To Manage Your Health

We want to make sure that the information provided by doctors and nurses about any medical condition or problem that you have is tailored to your needs.

9. Do you feel that you have enough support and information to help you manage common ailments - such as coughs and colds, mild skin conditions, and vomiting and diarrhoea - yourself, without needing to visit or get advice from your GP?

Yes

☐

No

☐

Don't Know

☐

Please tell us more if you want:

10. Do you consider yourself, or someone you care for, to have a long term condition?

Yes

☐

No

☐

Don't Know

☐

11. If you answered 'yes' to question 10, do you feel you have enough support and information to help you manage your long term condition, or that of the person you care for?

Yes

☐

No

☐

Don't Know

☐

Please tell us more if you want:

12. Do you feel you have enough information about the following NHS services?

| | | | |
|---------------------------------------|---------------------------------|--------------------------------|--|
| GP extended access hubs | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input type="checkbox"/> |
| Community pharmacies | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input type="checkbox"/> |
| NHS 111 | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input type="checkbox"/> |
| Urgent care centres | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input type="checkbox"/> |
| Patient online services | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input type="checkbox"/> |
| eConsult (online consultation system) | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input type="checkbox"/> |
| Booking appointments online | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input type="checkbox"/> |
| Ordering repeat prescriptions online | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Don't Know <input type="checkbox"/> |

Please tell us more if you want:

Specific Services

Apart from being able to see a GP or Nurse when you are ill, GP surgeries provide a range of other services.

13. Apart from being able to see a GP or nurse when you are ill, are there any other services currently provided at your GP surgery that you particularly value?

Yes

☐

No

☐

Don't Know

☐

Please tell us more if you want:

14. Are there any other services that you would like to see provided at the surgery?

Yes

☐

No

☐

Don't Know

☐

Please tell us more if you want:

We can't promise to provide everything you ask for but will ensure that any suggestions are taken into account when planning services.

Patient Involvement In Decision Making

We want to ensure that patients are involved in making decisions about the surgery. Your surgery has either set up or will be setting up a Patient Participation Group (PPG) to engage with patients and listen to your views and concerns.

Please ask at reception or see your practice website if you would like to know more about your PPG and how you can get involved

15. Do you know what your PPG does and how you can get involved?

Yes

☐

No

☐

16. On a scale of 1 to 5, where 1 is not important at all and 5 is very important, how important is it that the practice involves patients and the PPG in appropriate and relevant decisions about services and standards at your surgery?

1

☐

2

☐

3

☐

4

☐

5

☐

Don't Know

☐

Please tell us more if you want:

Practice Website

17. On a scale of 1 to 5, where 1 is not important at all and 5 is very important, how important is it that you can do the following from your surgery website?

- ☐ order repeat prescriptions
- ☐ book appointments
- ☐ view your medical record
- ☐ find out about the Patient Participation Group (PPG)
- ☐ provide feedback about services

18. Tell us what you value about your surgery's website:

19. Tell us what else you would like from your surgery's website:

Text Messaging

Some GP surgeries send their patients information and reminders via text message.

20. Does your GP practice contact you by text message?

Yes

☐

No

☐

Don't Know

☐

If "yes", how useful do you find these text messages and is there any other information you would like to receive in this way?

If "no", would you like to receive text messages and what would you like to receive them for?

Support for Patients with Disabilities or Language Needs

We want to make sure that all patients receive appropriate access to services. This means that some patients may need extra support when they book appointments, attend the surgery or receive home visits.

21. Do you consider yourself or someone you care for to have a disability?

Yes

☐

No

☐

22. If you or someone you care for has a disability, what aspects of your practice do you find helpful and what could be improved?

23. Do you or someone you care for have difficulty speaking, reading or understanding English?

Yes

☐

No

☐

24. Do you or someone you care for usually need an interpreter when speaking with the doctor, nurse or other practice staff?

Yes

☐

No

☐

25. If you or someone you care for have difficulty speaking, reading or understanding English, what facilities at your practice do you find helpful and what could be improved?

Anything Else

26. Is there anything else that you would like us to think about when making a decision about appointing a new GP services provider to run your GP practice?

Information About You

You do not need to answer questions 27 to 30 but your responses will help us to make sure that the views of a broad range of patients are taken into account.

27. Are you?

- ☐ Male ☐ Female ☐ Prefer not to answer

28. How old are you?

- ☐ 0-14 ☐ 15-29 ☐ 30-44 ☐ 45-64 ☐ 65-74 ☐ 75-84 ☐ 85+ ☐ Prefer not to answer

29. Which of the following best describes your sexual orientation? (Tick ONE box only)

- ☐ Heterosexual ☐ Bisexual (both sexes)
☐ Gay or Lesbian (same sex) ☐ Other ☐ Prefer not to answer

30. What is your ethnic group? (Tick ONE box only) ☐ Prefer not to answer

a. WHITE

- ☐ English / Welsh / Scottish / Northern Irish / British ☐ Irish
☐ Gypsy or Irish Traveller ☐ Any other White background (Please write in box)

b. MIXED / MULTIPLE ETHNIC GROUPS

- ☐ White and Black Caribbean ☐ White and Black African
☐ White and Asian ☐ Any other Mixed / multiple ethnic background (Please write in box)

c. ASIAN OR ASIAN BRITISH

- ☐ Indian ☐ Pakistani ☐ Bangladeshi
☐ Chinese ☐ Any other Asian background (Please write in box)

d. BLACK / AFRICAN / CARIBBEAN / BLACK BRITISH

- ☐ African ☐ Caribbean
☐ Any other Black / African / Caribbean background (Please write in box)

e. OTHER ETHNIC GROUP

- ☐ Arab ☐ Any other ethnic group (Please write in box)

Thank you for completing this survey

Your responses are important to us and they will be used to help shape the future of your surgery