



# Your experience of your GP and GP surgery

In this questionnaire we ask you to assess your current GP (see information letter).

## Availability

**1. Is it difficult to get in touch with your GP surgery via the telephone?**

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent
- Don't know*



**2. Are you satisfied with the availability of your GP surgery online and via SMS? (Booking appointments, renewal of prescriptions)**

- Yes
- No
- Don't know*

**3. The last time you required an urgent appointment with your GP, when did you receive the appointment?**

- The same day
- The next day
- After 2 days
- After more than 2 days
- Not relevant* → go to question 5

**4. Was this waiting time acceptable?**

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent



Questions 5 and 6 only apply to appointments that are not urgent (disregard appointments where urgent help is required).

**5. How long do you usually have to wait for an appointment with your GP?**

- 0–1 day
- 2–3 days
- 4–7 days
- 8–14 days
- More than two weeks
- Not relevant* → go to question 7

**6. Is this waiting time acceptable?**

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent



## Assessment of GP

**7. Do you think your GP takes you seriously?**

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

**8. Do you feel your GP spends enough time with you?**

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

**9. Do you feel your GP talks to you in a way you understand?**

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent



10. Do you feel your GP is professionally competent?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

11. Do you feel your GP shows interest in your situation?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

12. Do you feel your GP includes you as much as you would like in decisions concerning you?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

13. Does your GP provide you with sufficient information about your health problems and treating them?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent
- Not relevant

14. Does your GP provide you with sufficient information about the use and side effects of medication?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent
- Not relevant

15. Do you feel that your GP surgery is well organised?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

16. Do you feel the other employees are helpful and competent?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

17. Are you treated with courtesy and respect at reception?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent
- Not relevant

18. Do you generally have to wait in the waiting room beyond the agreed appointment time?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

19. Are conversations with your GP and other employees conducted in a way that protects your privacy?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

## Coordination and cooperation

20. Do you feel that your GP effectively coordinates the range of health services available to you?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent
- Not relevant

21. Do you feel that your GP cooperates well with other services you need?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent
- Not relevant/don't know

## Other assessments

22. All in all, are you satisfied with your GP?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

23. Does contact with your GP make you better able to understand your health problems?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

24. Does contact with your GP make you better able to take command of your health problems?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

25. Does contact with your GP make you better able to stay healthy?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

26. Do you believe that in some way you have been mistreated at your GP surgery (according to your own judgement)?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent

27. Would you recommend your GP to friends/family?

- Not at all
- To a small extent
- To some extent
- To a great extent
- To a very great extent
- Don't know

## Background information

28. Generally speaking, would you say that your health is...

- Excellent
- Very good
- Good
- Quite good
- Poor

29. Do you have a long-lasting health problem?

("Long-lasting" refers to a health problem that has lasted for at least six months or a more recent health problem that you believe will become long-lasting.)

- Yes, one
- Yes, two
- Yes, three or more
- No

30. Who completed the questionnaire?

- The patient
- A relative of a child under 16 years of age
- A relative of others

