

## Overton Park Surgery Patient Access Survey

We would be grateful for a few minutes of your time to enable us to obtain a better picture of our service from a patient's perspective. The results will be discussed by the Practice and our Patient Participation Group, and published on the Practice website and in the waiting room.

1. How easy it is to make appointments with the GP of your choice?

Very easy                  Not very easy                  Difficult                  Very difficult

2. How easy is it to make a same day or urgent GP appointment?

Very easy                  Not very easy                  Difficult                  Very difficult

3. How easy is it to make an appointment with a practice nurse or health care assistant?

Very easy                  Not very easy                  Difficult                  Very difficult

4. Have you used/been referred to the Choice Plus service (acute on-the-day appointments at a satellite surgery) for a same day appointment?

Yes    No

If so what has been your experience of this?

Excellent                  Good                  Fair                  Poor

5. Have you used the GP telephone consultation service?

Yes    No

If you did how helpful did you find the service?

Very helpful                  Fairly helpful                  Not very helpful                  Not helpful at all

6. Would you use video consultations if they were available?

Yes    No    Not sure

7. Are you aware of which health care professional it is best for you to see when making an appointment i.e. GP, practice nurse, Health Care Assistant?

Always                  Usually                  Sometimes                  No

**OR** I ask for guidance from the receptionist as to who to book an appointment with.

8. How do you book appointments? Please highlight all that apply.

In person                      By phone                      Online                      Various – no preference

9. If you are over 75, are you aware of who your named GP is?

Yes                                      No                                      Not sure

10. Our extended hours are: Tuesday 7:30am, Wednesdays 7:30am (nurses), every other Thursday until 7:00pm, Friday 7:30am and every other Saturday morning.

Do you have a preferred time for us to open early or late?

<b>Monday:</b>	morning	evening	<b>Thursday:</b>	morning	evening
<b>Tuesday:</b>	morning	evening	<b>Friday:</b>	morning	evening
<b>Wednesday:</b>	morning	evening	<b>Saturday:</b>	morning	evening

11. Please add any further comments you would wish to make, such as additional services you would benefit from being held at the practice.

The following questions will help us to see how experiences vary between different groups of the population. We will keep your answers completely confidential.

How old are you?

Under 18	18-24	25-34	35-44
45-54	55-64	65-74	75 or over

What is your gender?

Male                                      Female                                      Prefer not to say

How frequently do you visit the practice?

Weekly/Fortnightly                      Monthly                      Every 3-6 months                      Less than twice a year

Thank you for completing this survey. Your answers will be completely anonymised. Your input is valued and will be acted upon.