

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 large extent
- To a very large extent
- Don't know*

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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

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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

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Assessment of GP

7. Do you feel your GP takes you seriously?

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

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

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

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10. Do you feel your GP is professionally competent?

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

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

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

13. Does your GP provide you with sufficient information about your health problems and their treatment?

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

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

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

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

- Not at all
- To a small extent
- To some extent
- To a large extent
- To a very large extent
- Not relevant*

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

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

Coordination and cooperation

20. Do you feel that your GP is good at coordinating the range of health services available to you?

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

24. Does contact with your GP make you better able to cope with your health problems?

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

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

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

26. Do you believe that in some way you have received incorrect treatment from your GP surgery (according to your own judgement)?

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

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

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

Background information

28. In general, would you say your health is...

- Excellent
- Very good
- Good
- Fair
- 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

If you wish, you can write more about your experiences here

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