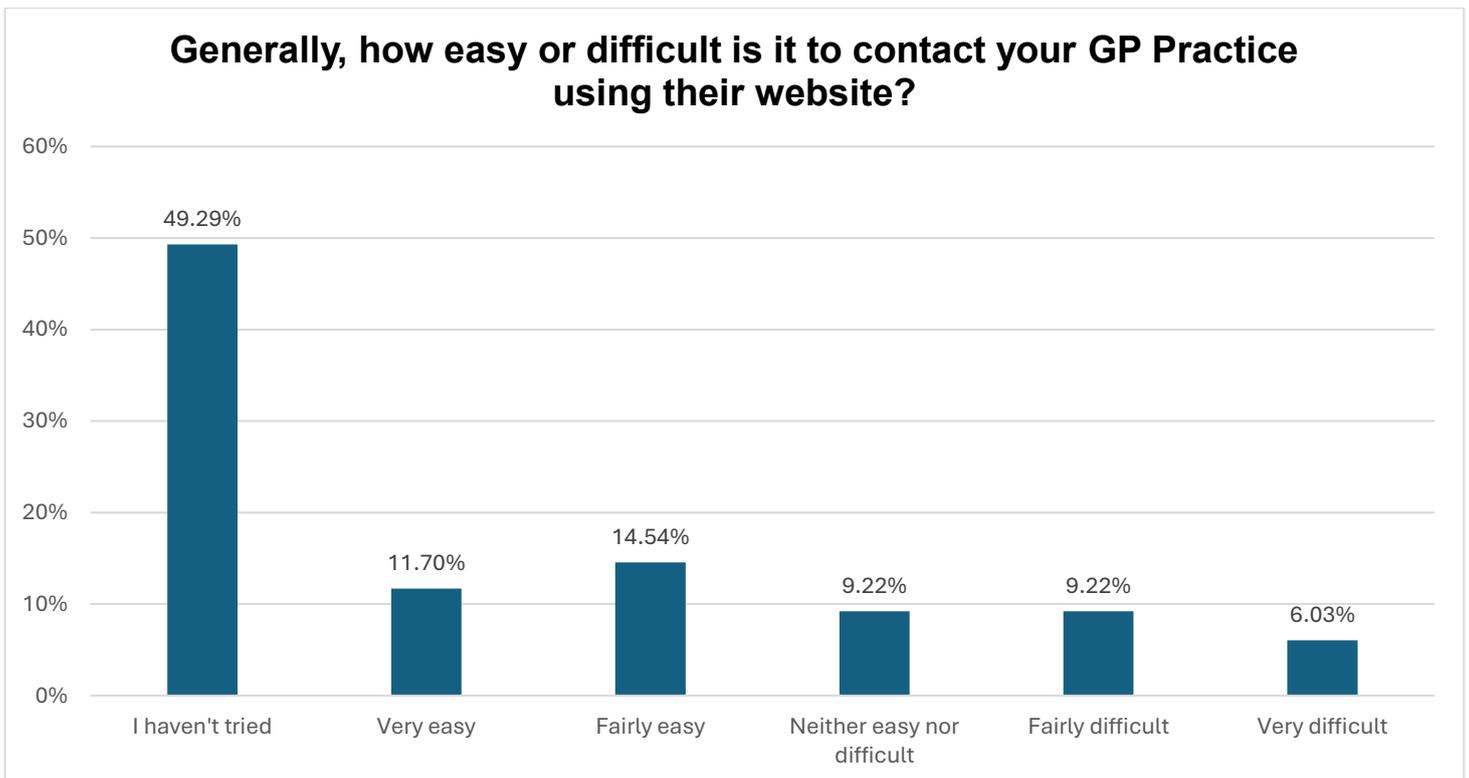
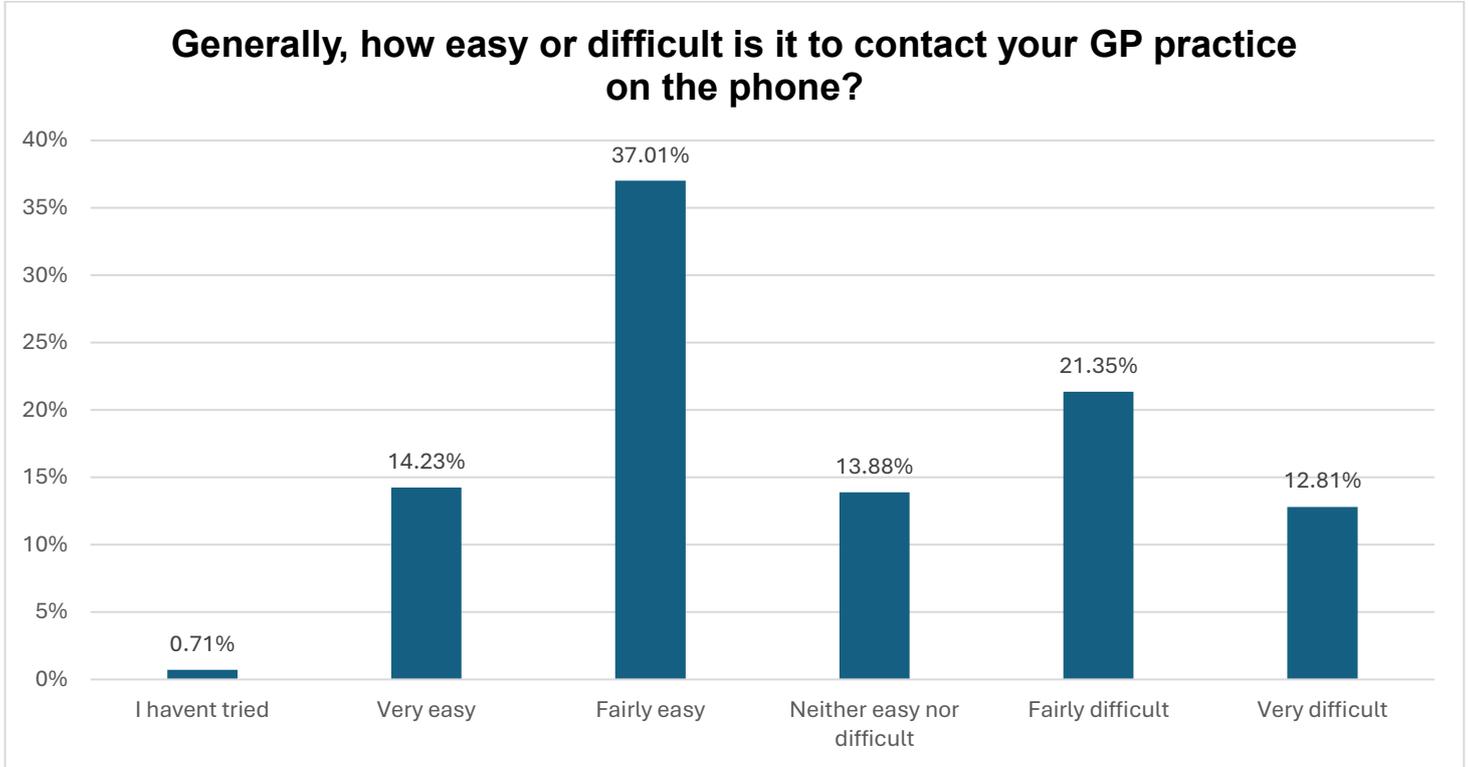
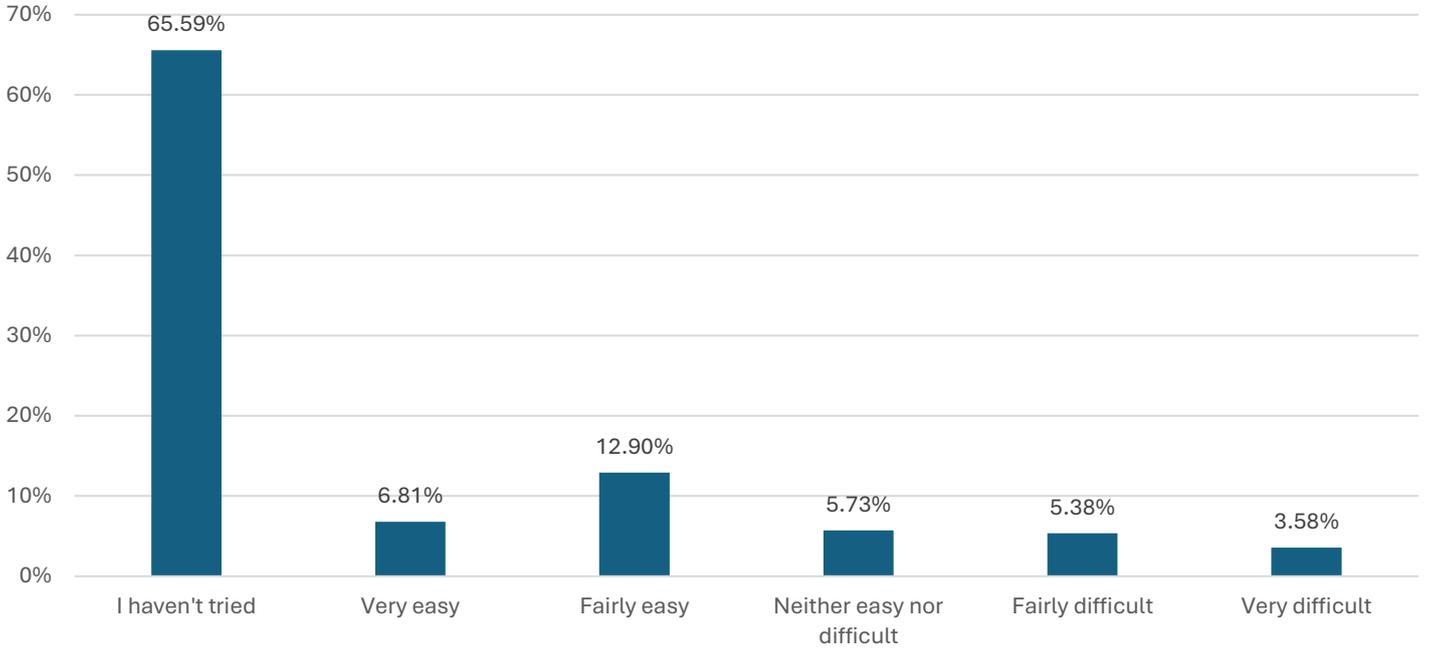


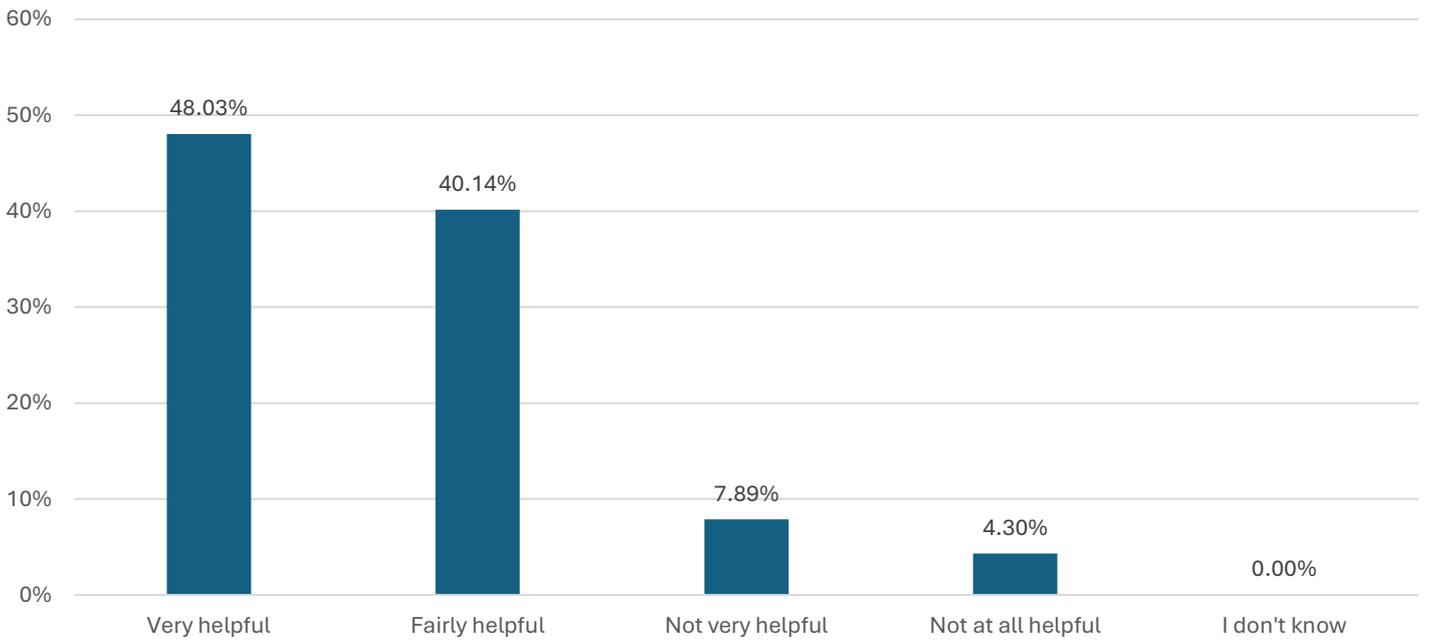
PATIENT SURVEY - MARCH 2025



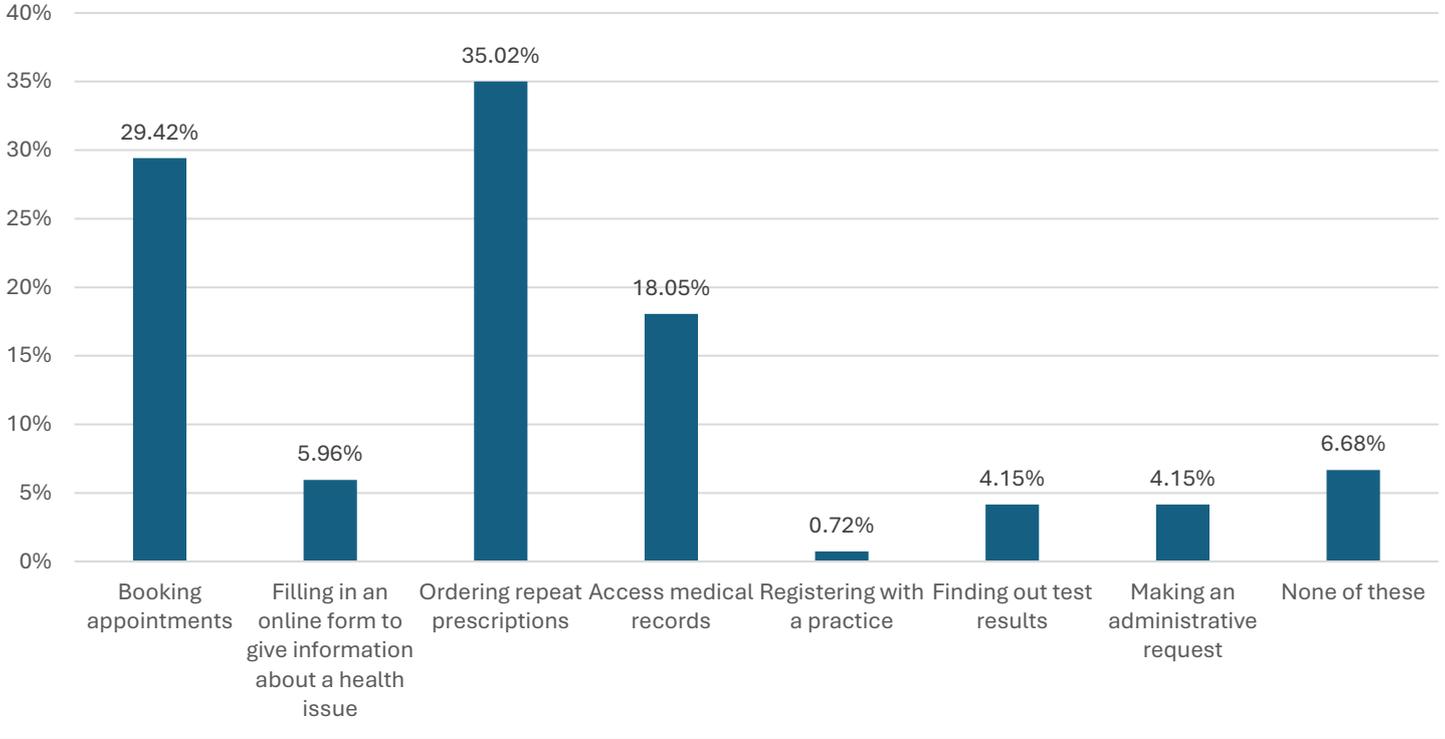
Generally, how easy or difficult is it to contact your GP Practice using their NHS App?



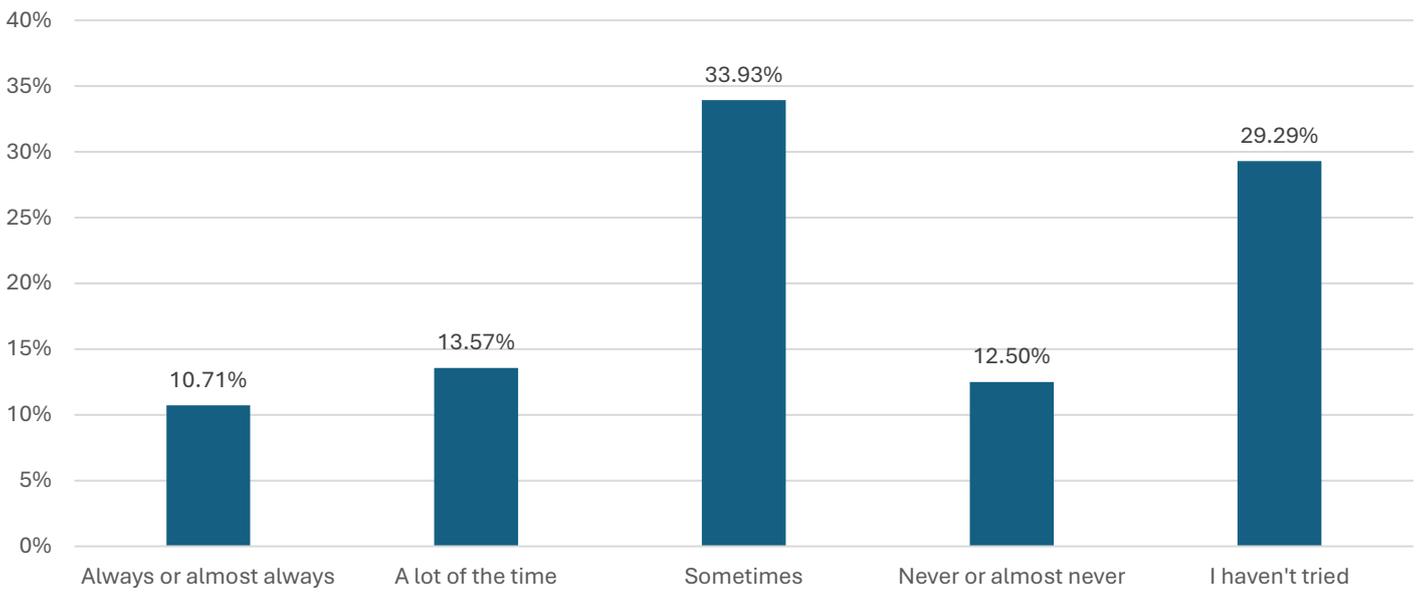
Overall, how helpful do you find the reception and administrative team at your GP Practice?



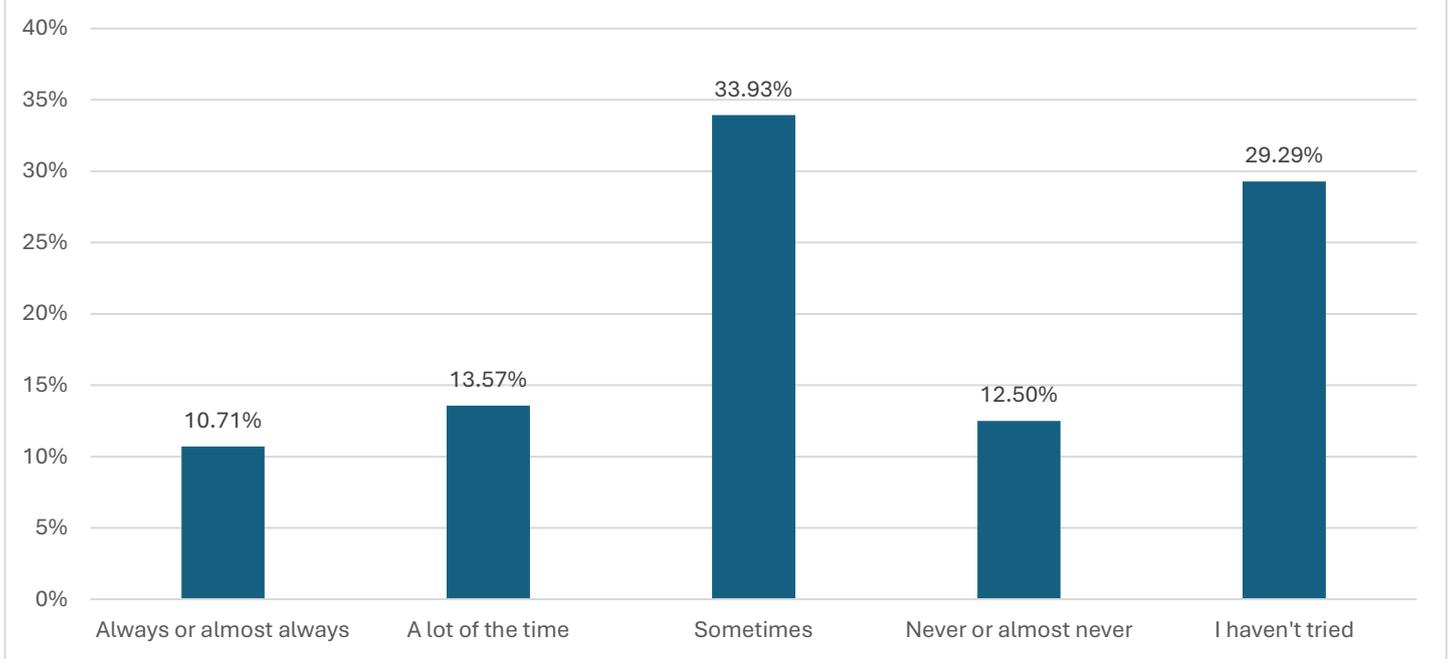
Which of the following online GP services have you used in the last 12 months?



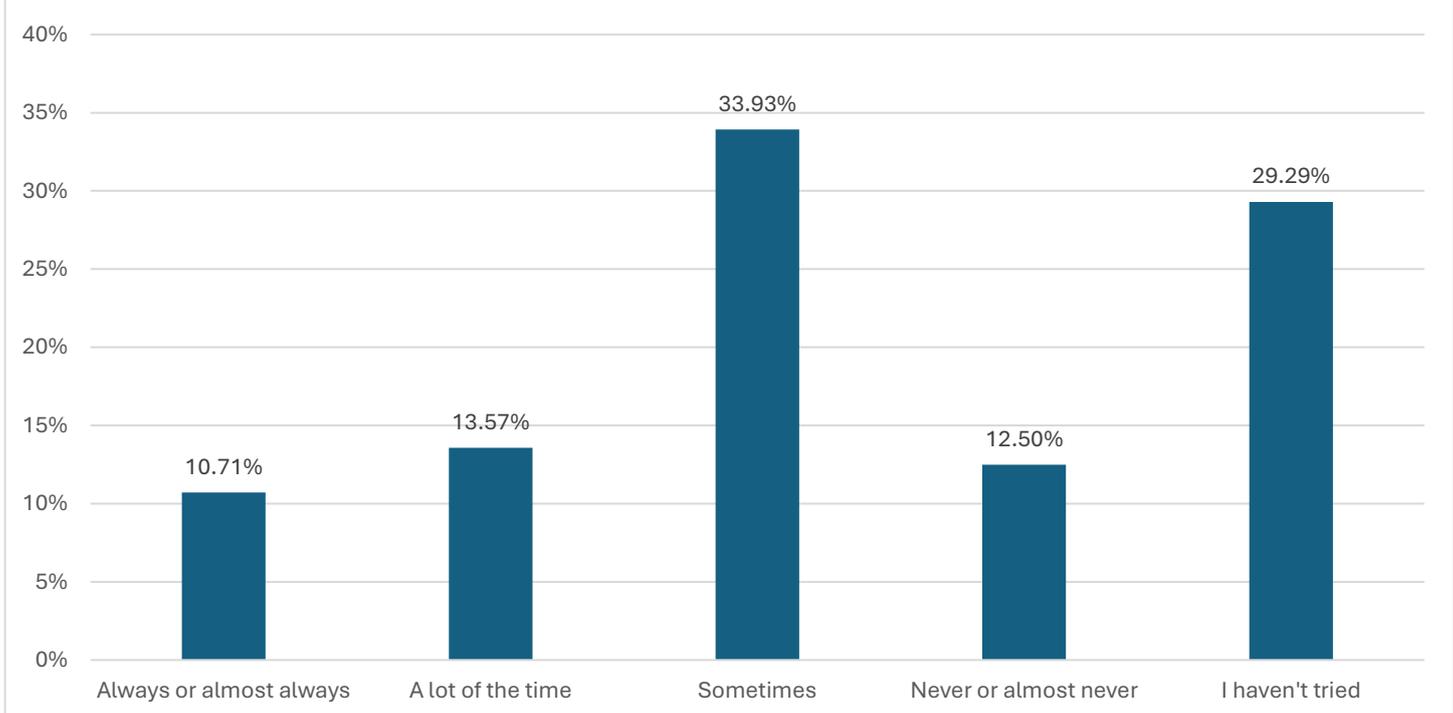
Is there a particular healthcare professional at your GP Practice you usually prefer to see or speak to?



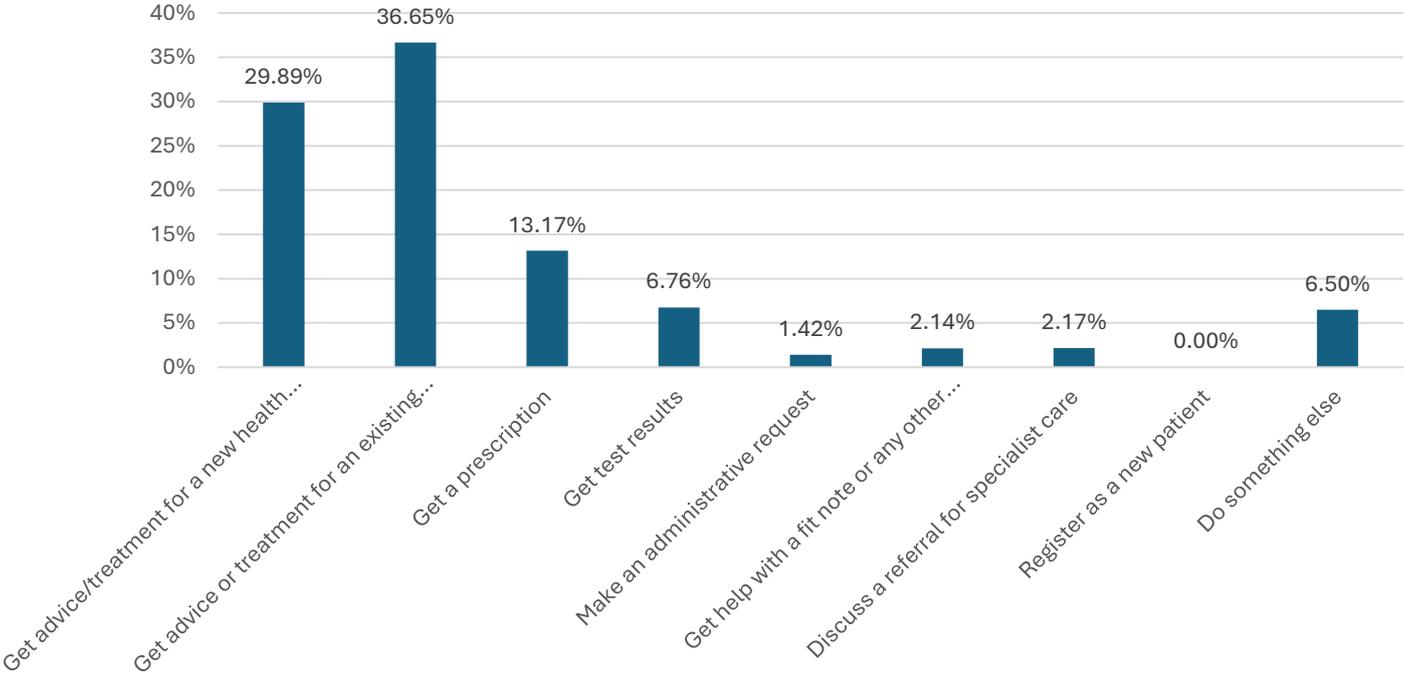
How often do you get to see or speak to your preferred healthcare professional when you ask to?



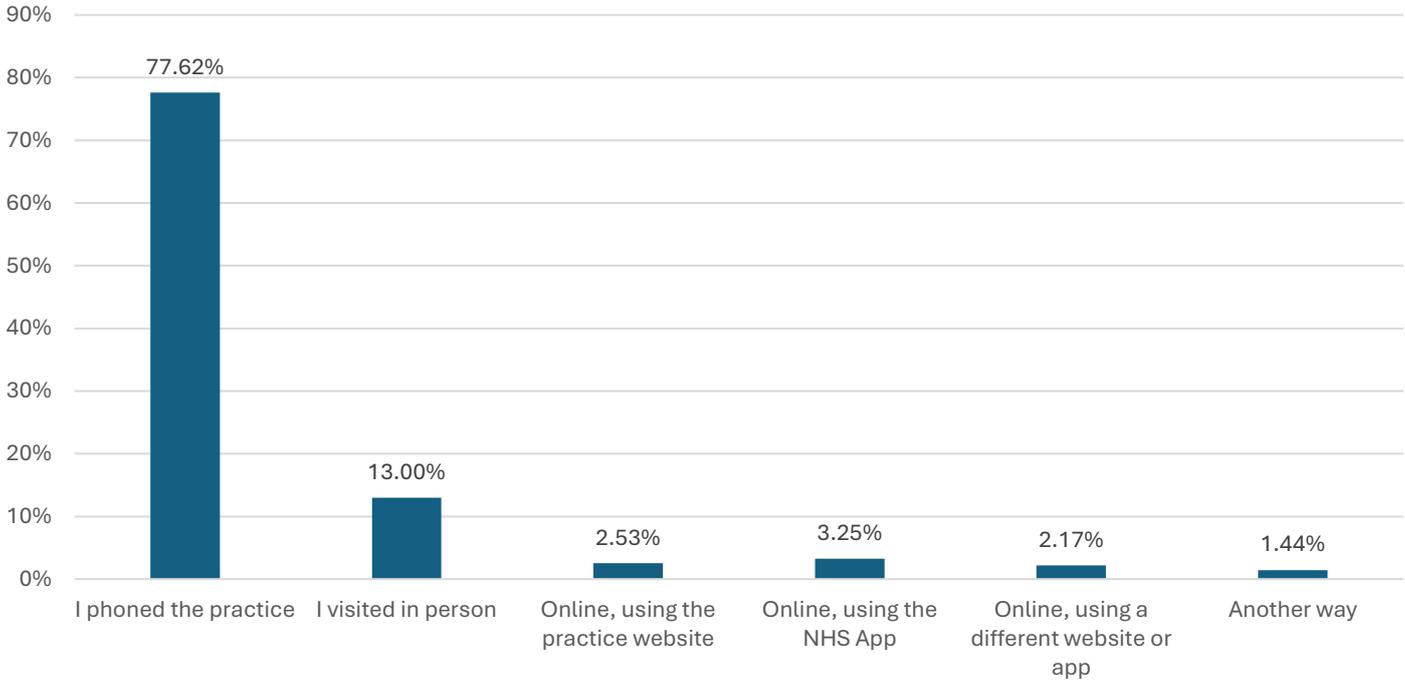
When did you last try to contact your GP Practice for yourself or someone else?



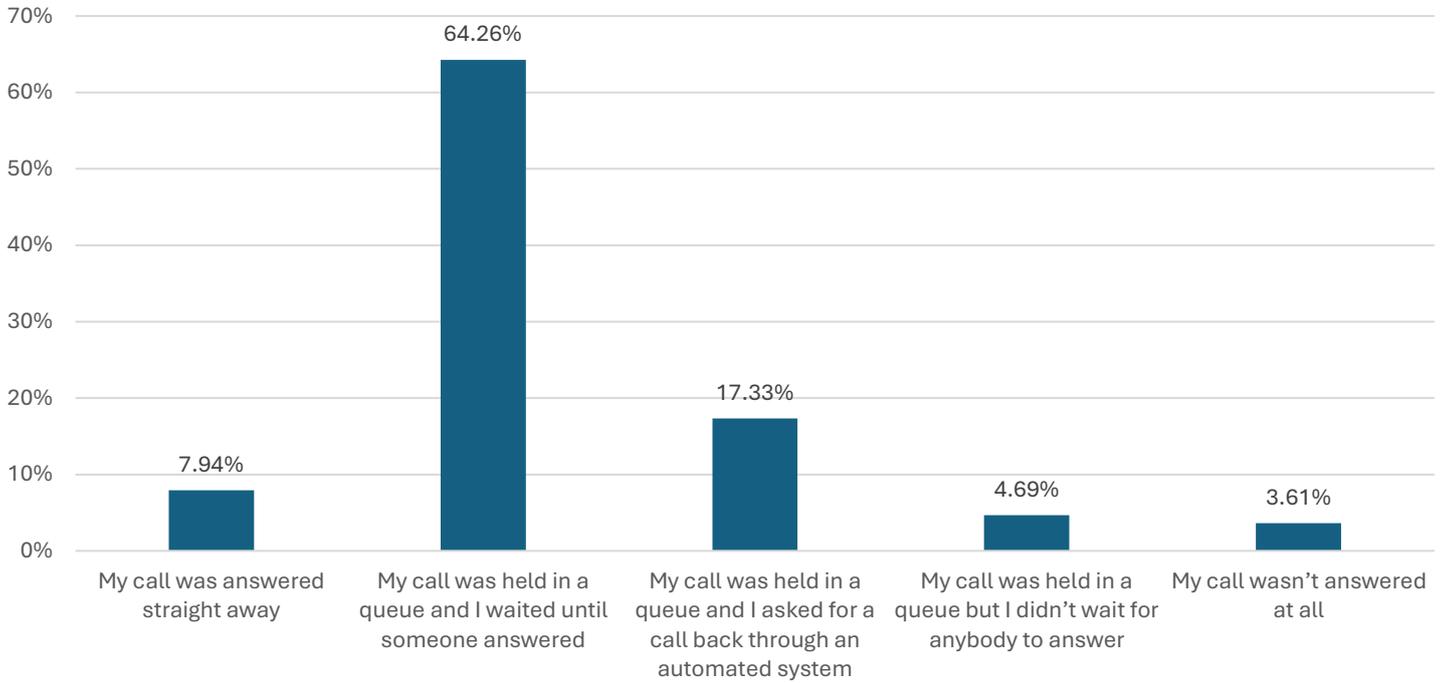
On that occasion, what was your main reason for trying to contact your GP Practice?



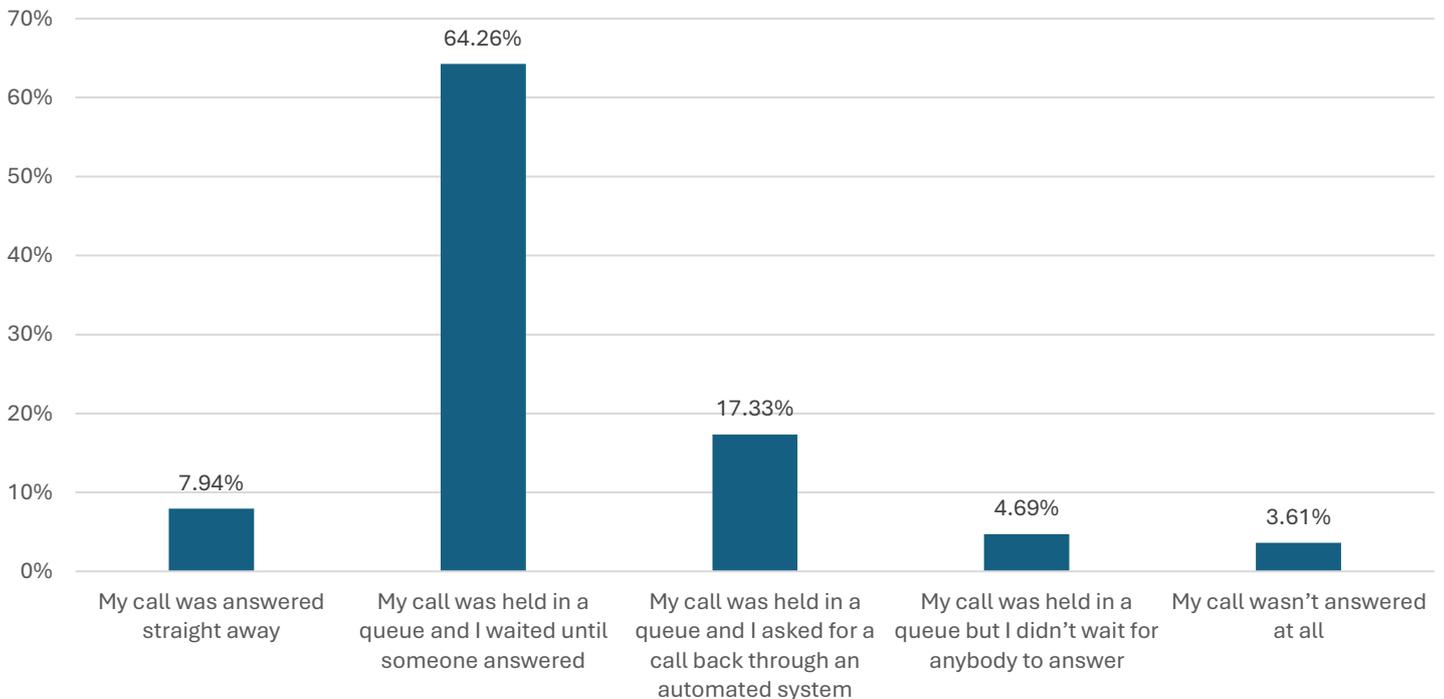
Still thinking about the last time you contacted your GP Practice, how did you try to contact them?



What happened when you phoned your GP Practice on that occasion?

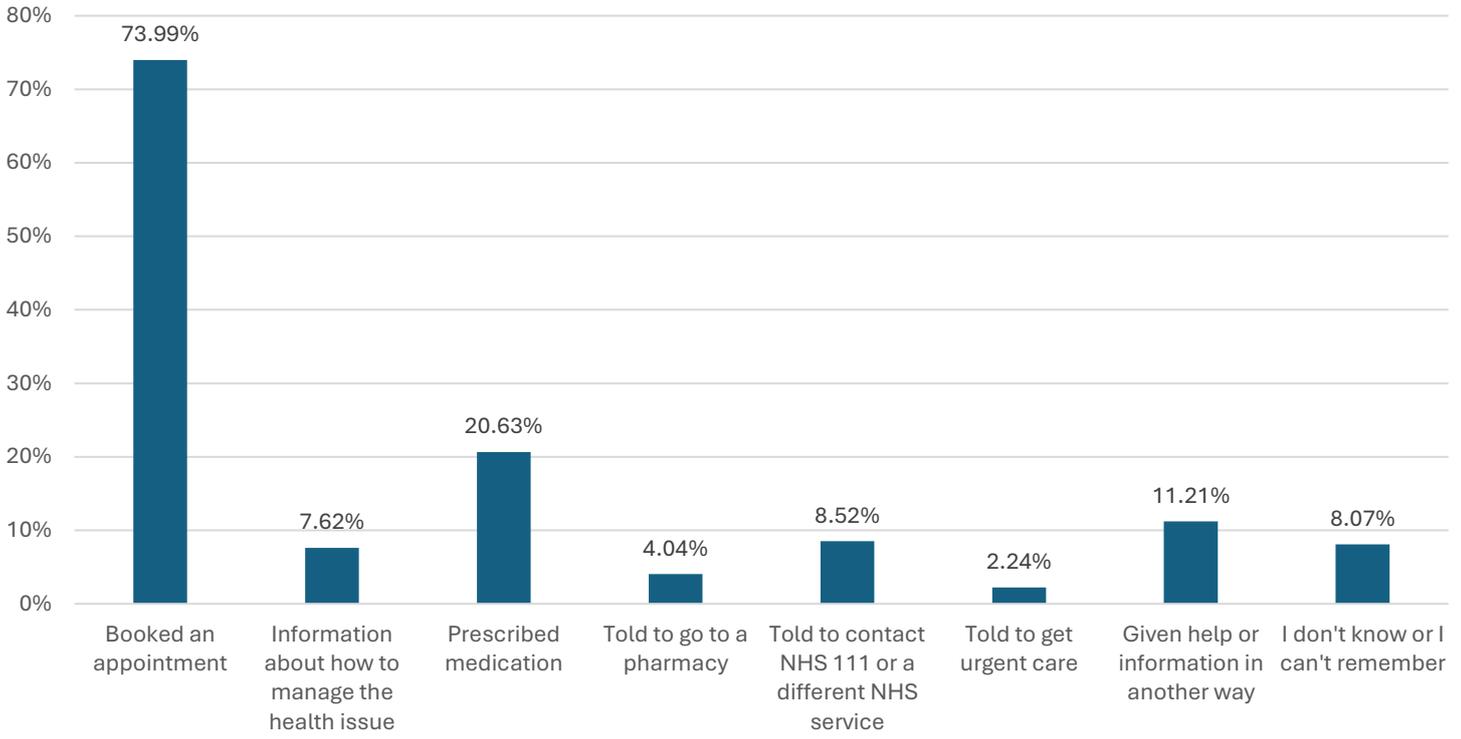


Once you had contacted your GP Practice, did you know what the next steps in dealing with your request would be?

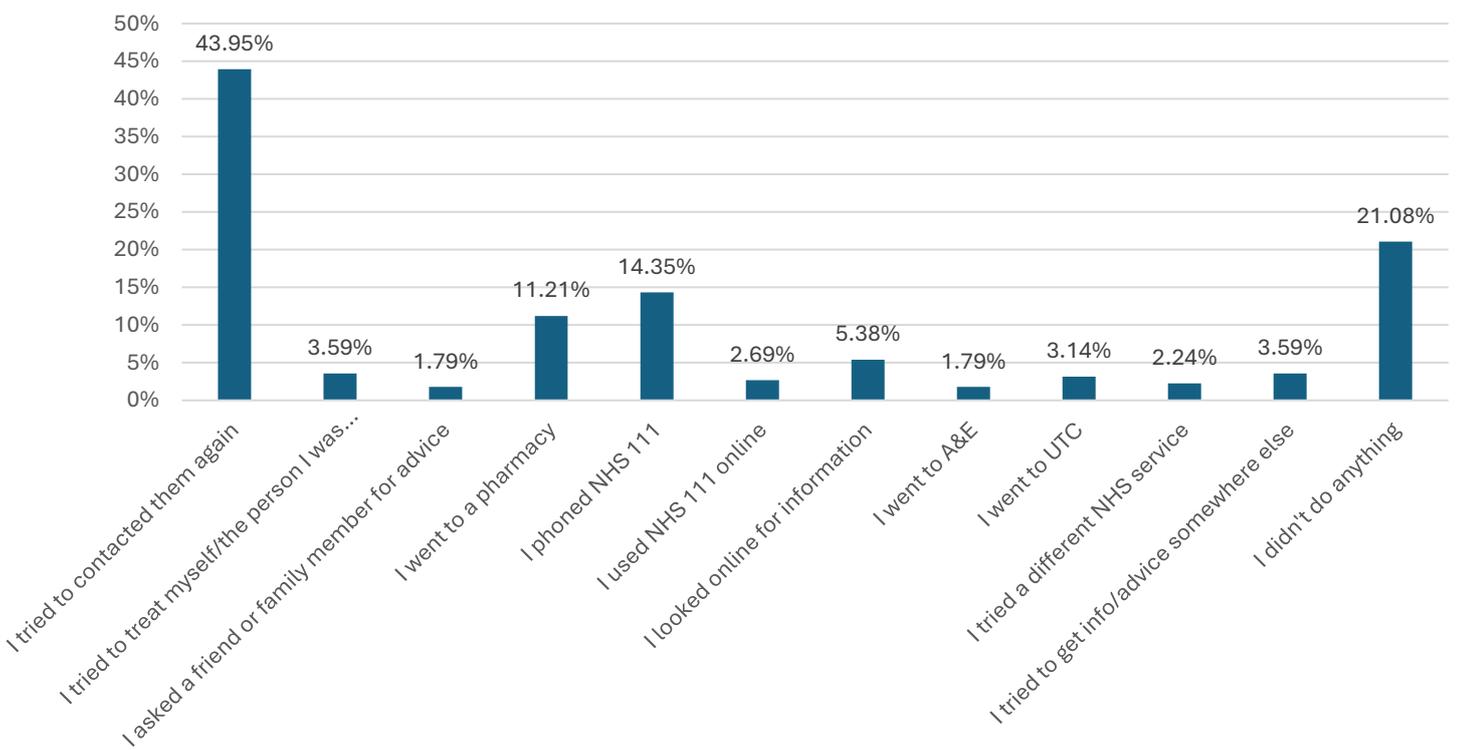


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How did your GP Practice deal with your request?

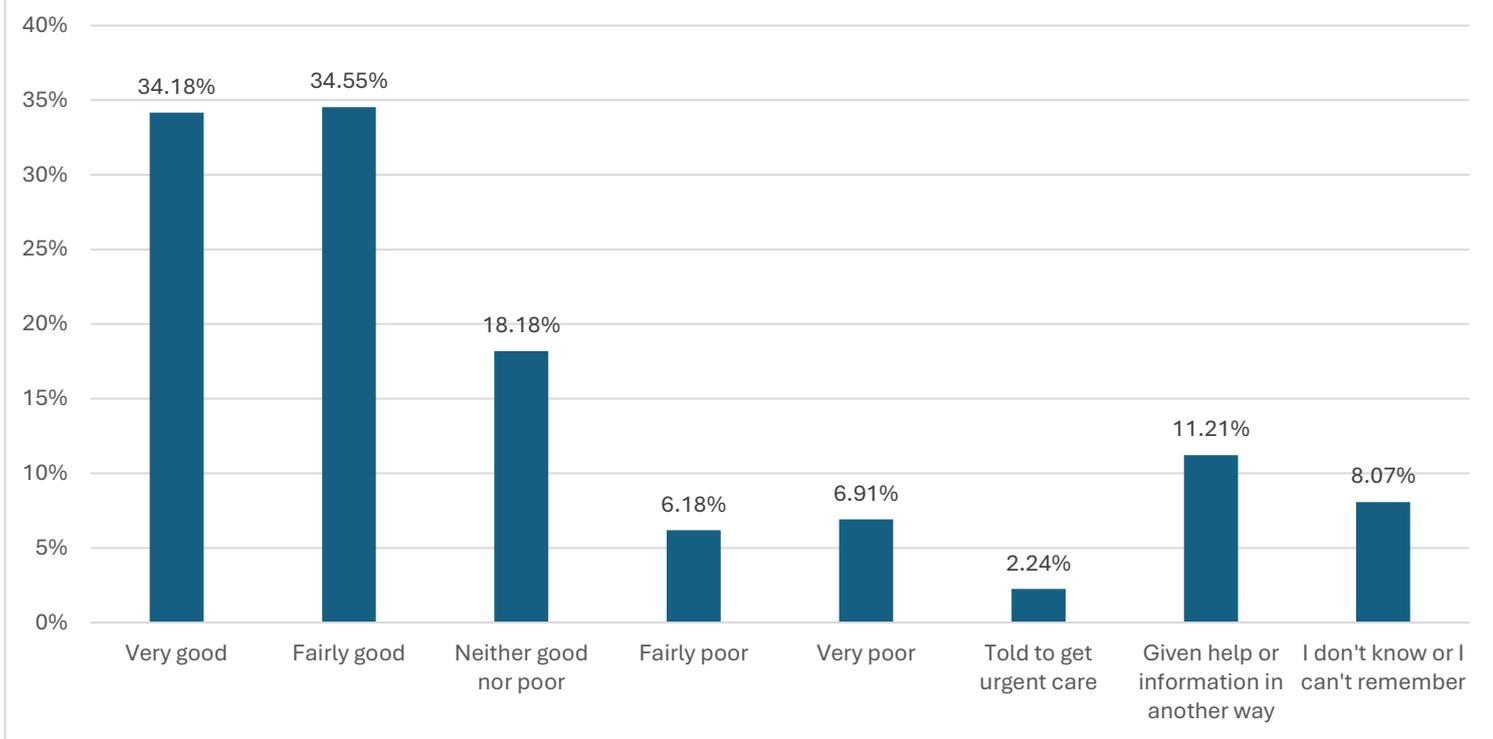


What did you do when you couldn't contact your GP Practice or didn't know what the next steps would be?

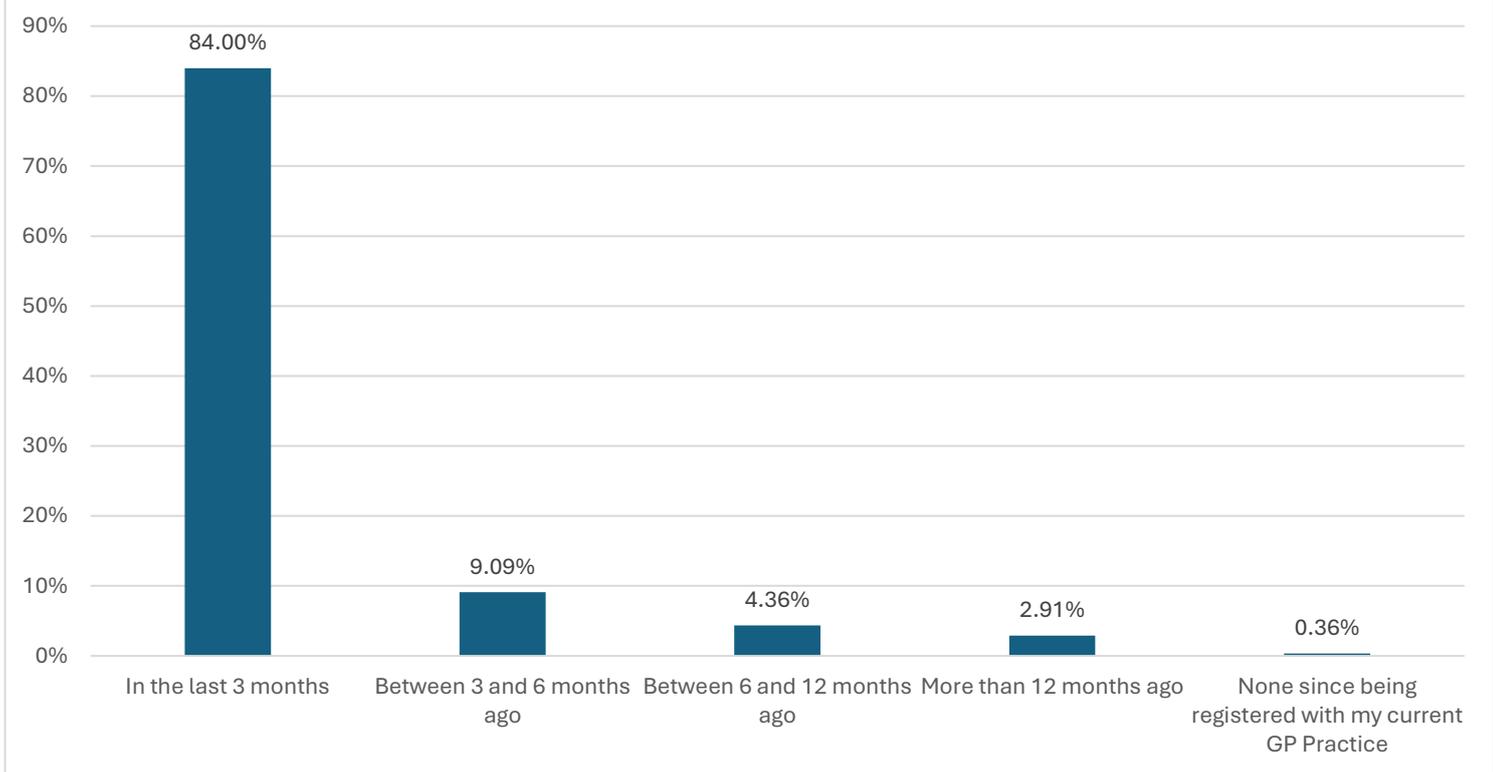


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Overall, how would you describe your experience of contacting your GP Practice on this occasion?

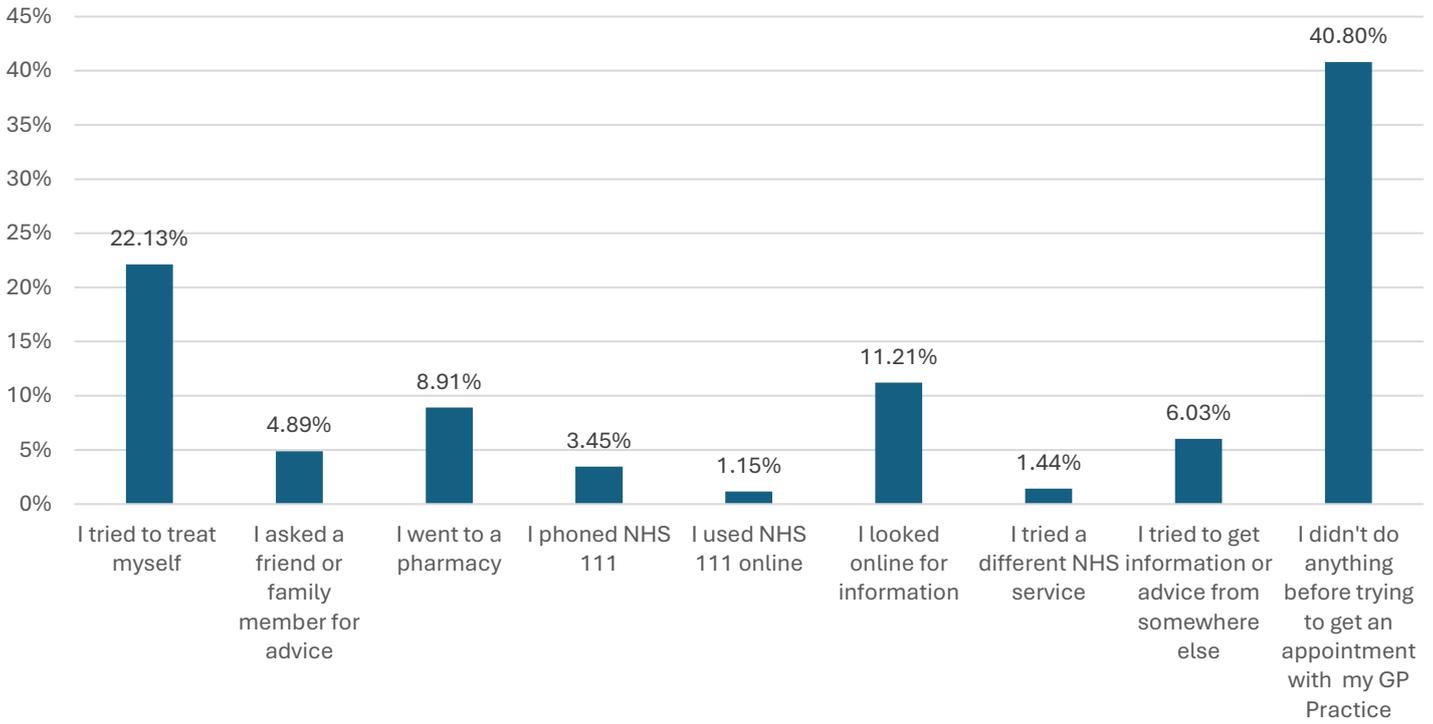


When was your last GP appointment?

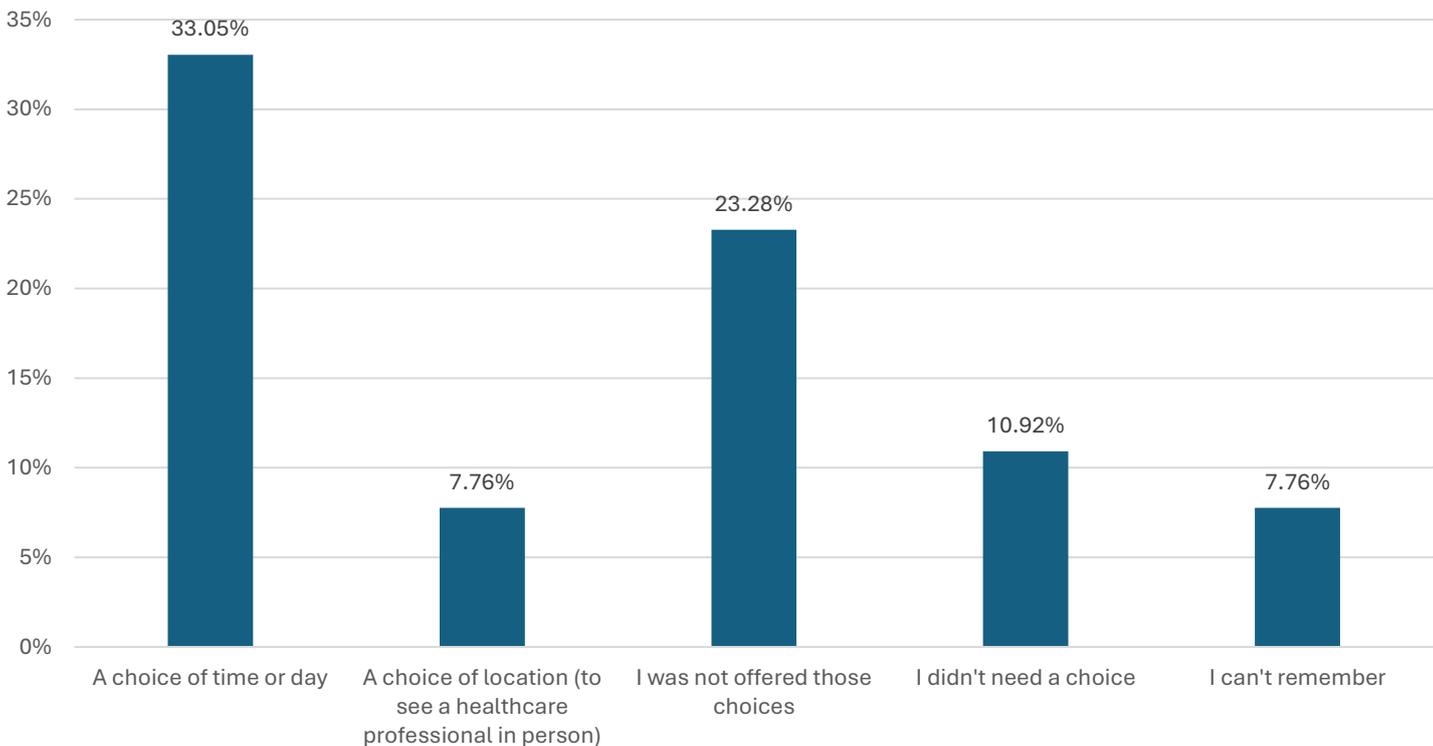


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Did you do any of the following before trying to get an appointment with your GP Practice?

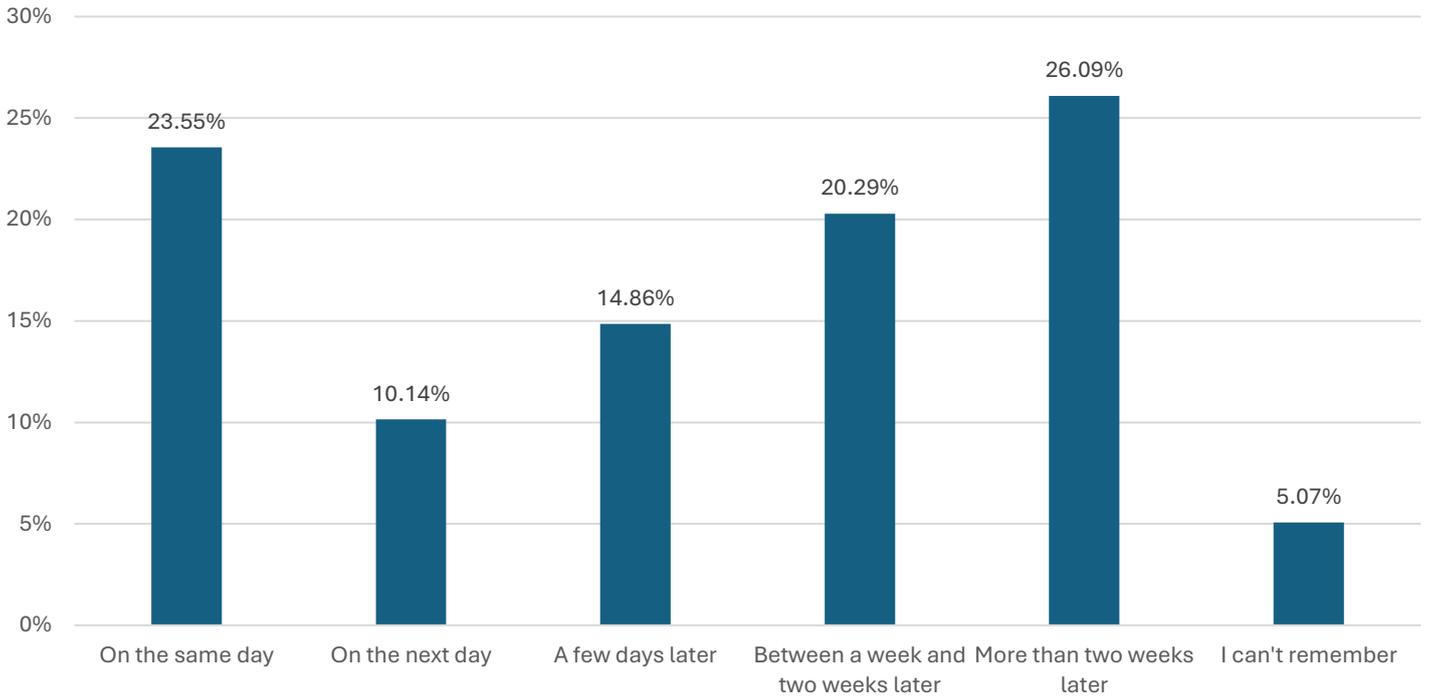


Were you offered the following choices?

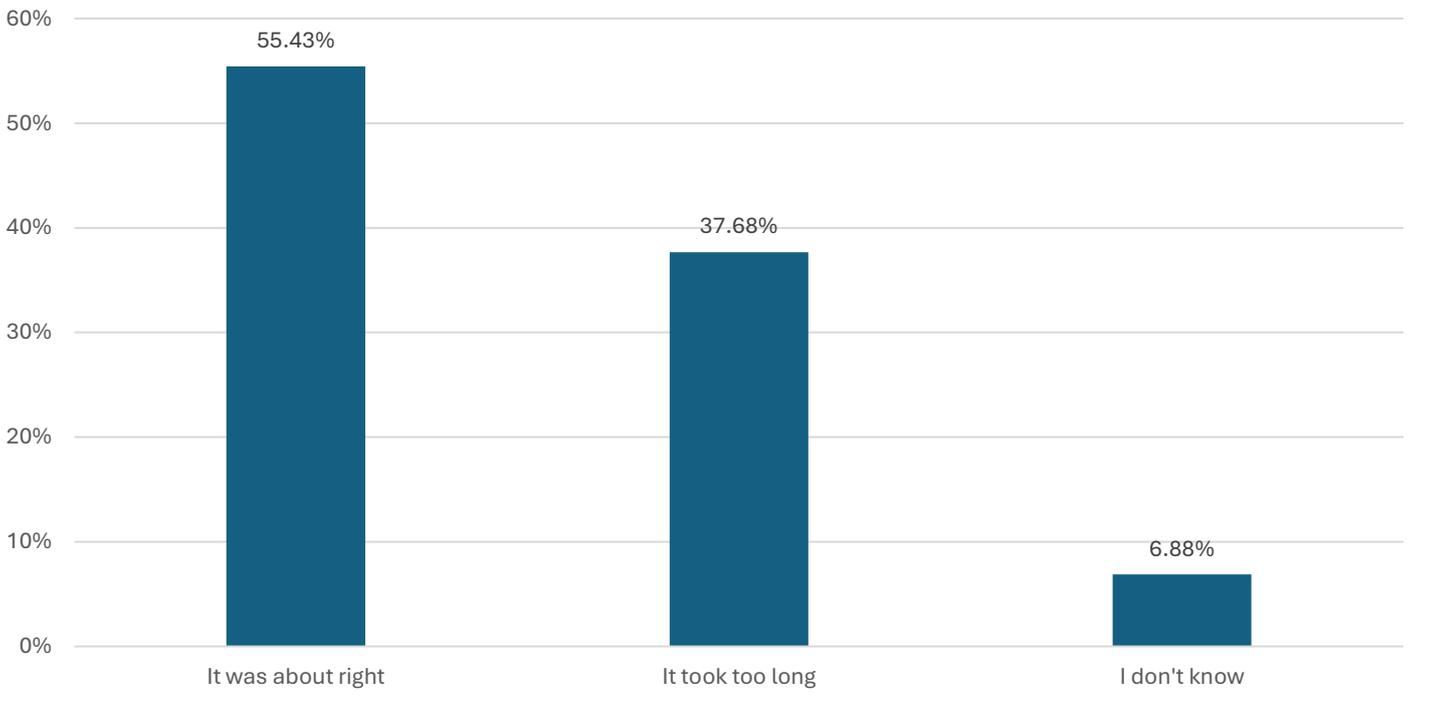


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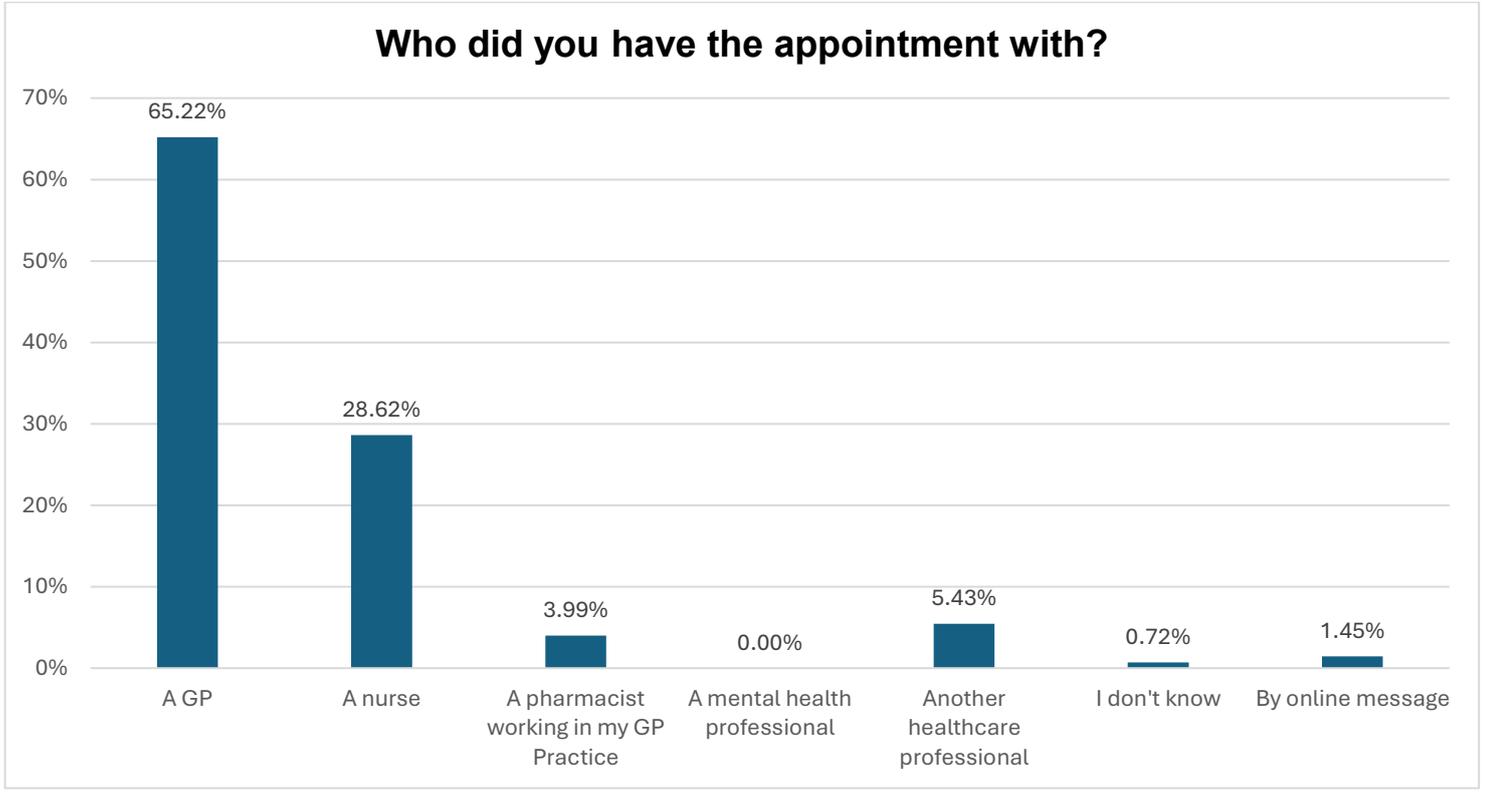
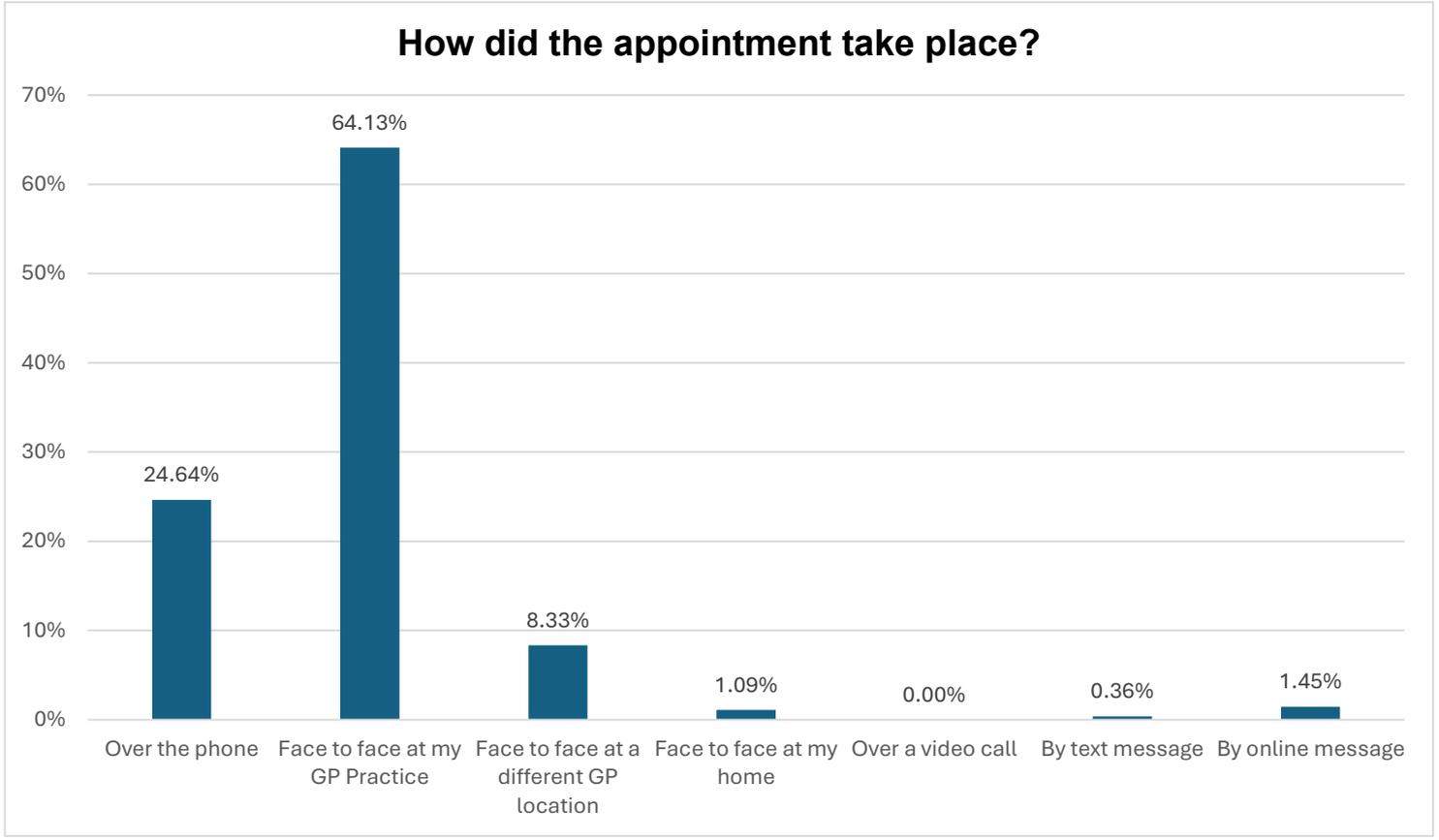
How long after you first contacted your GP Practice did the appointment take?



How do you feel about how long you waited for your appointment?

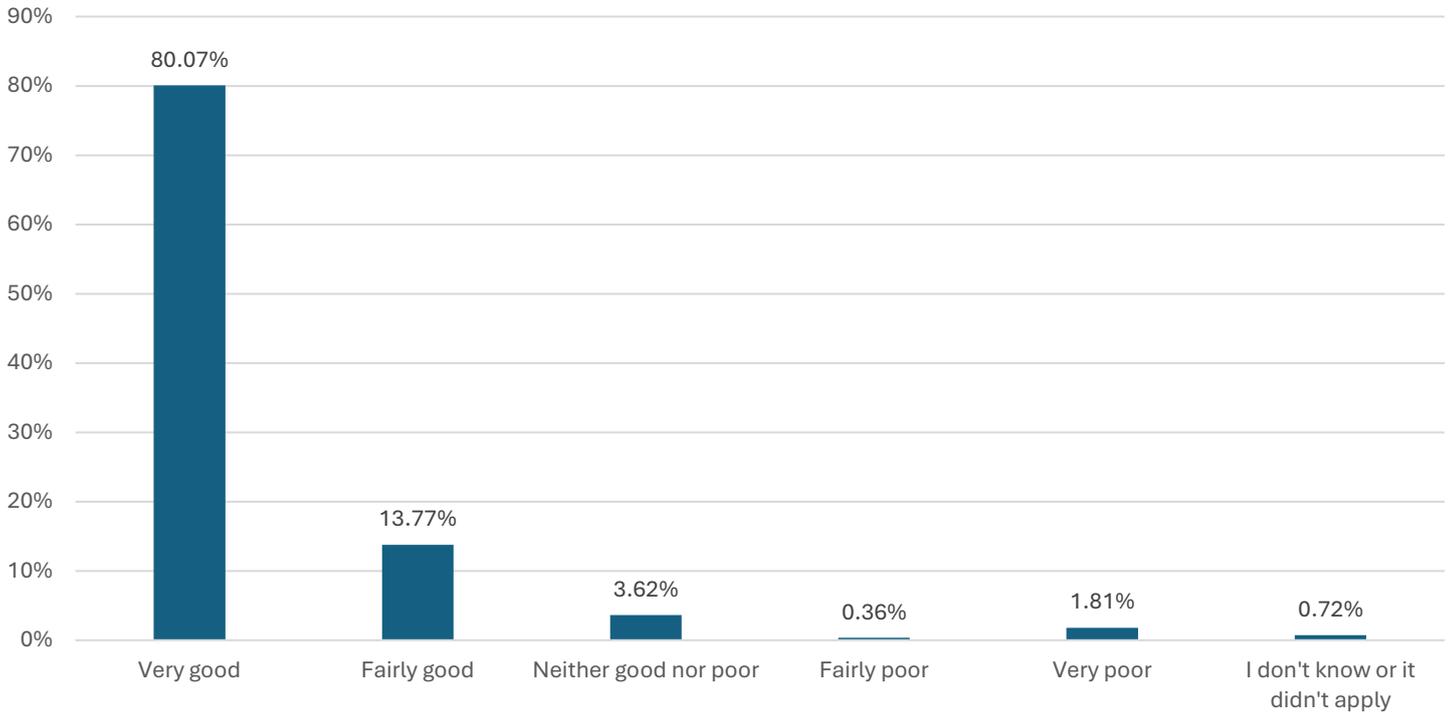


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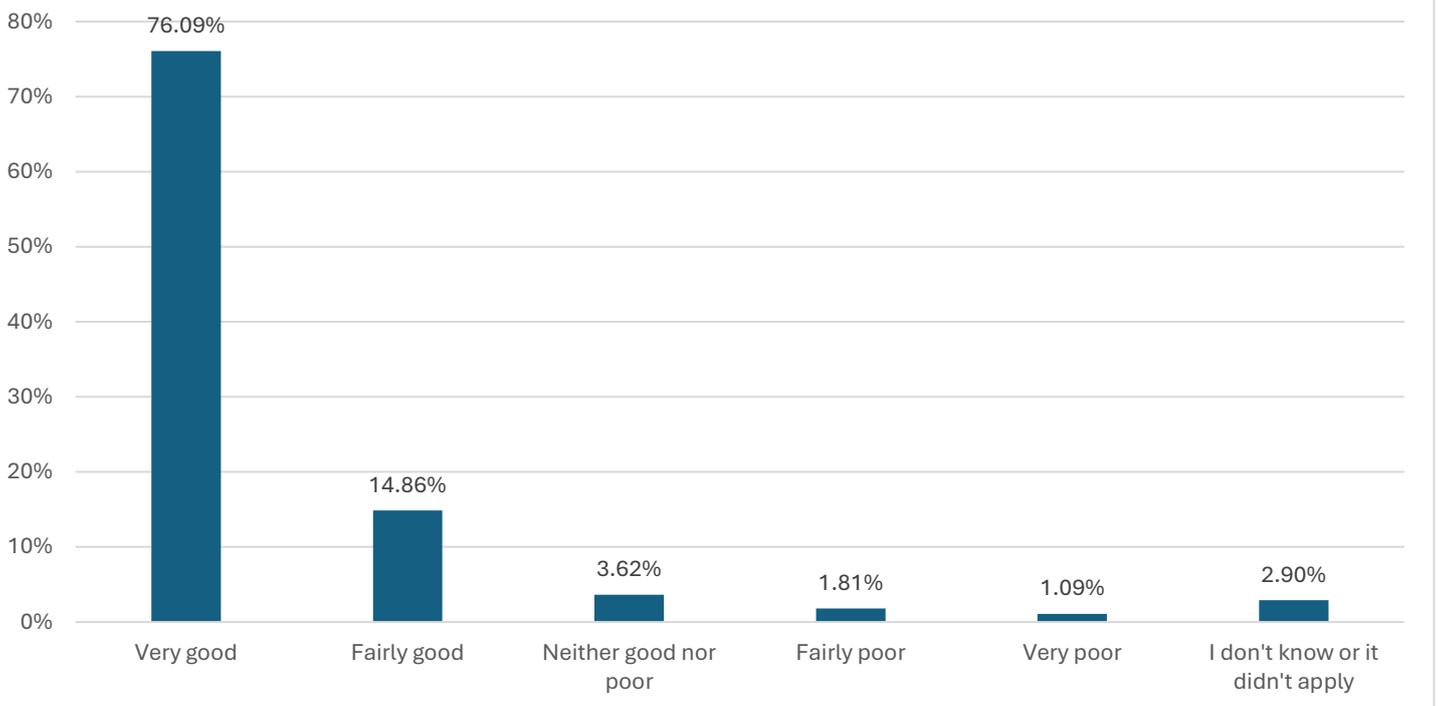


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During your last appointment, how good was the healthcare professional at listening to you?

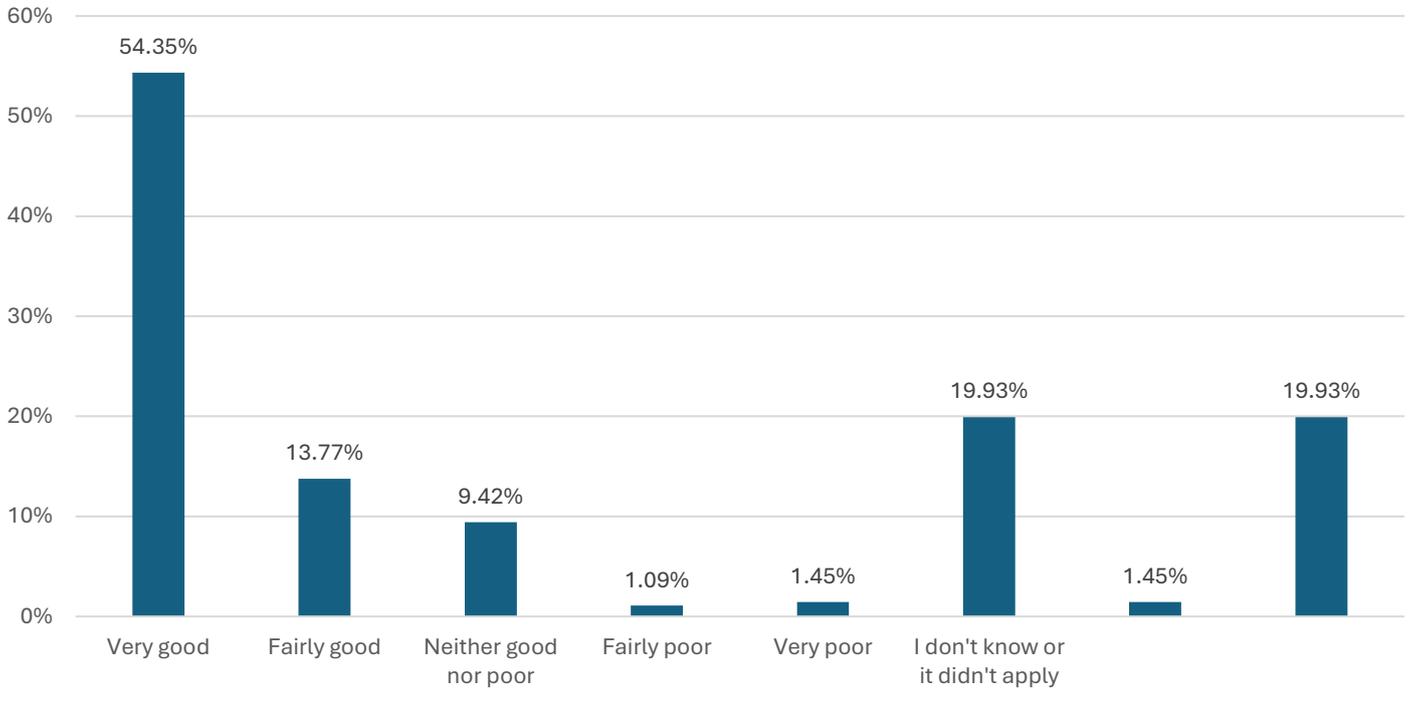


During your last appointment, how good was the healthcare professional at treating you with care and concern?

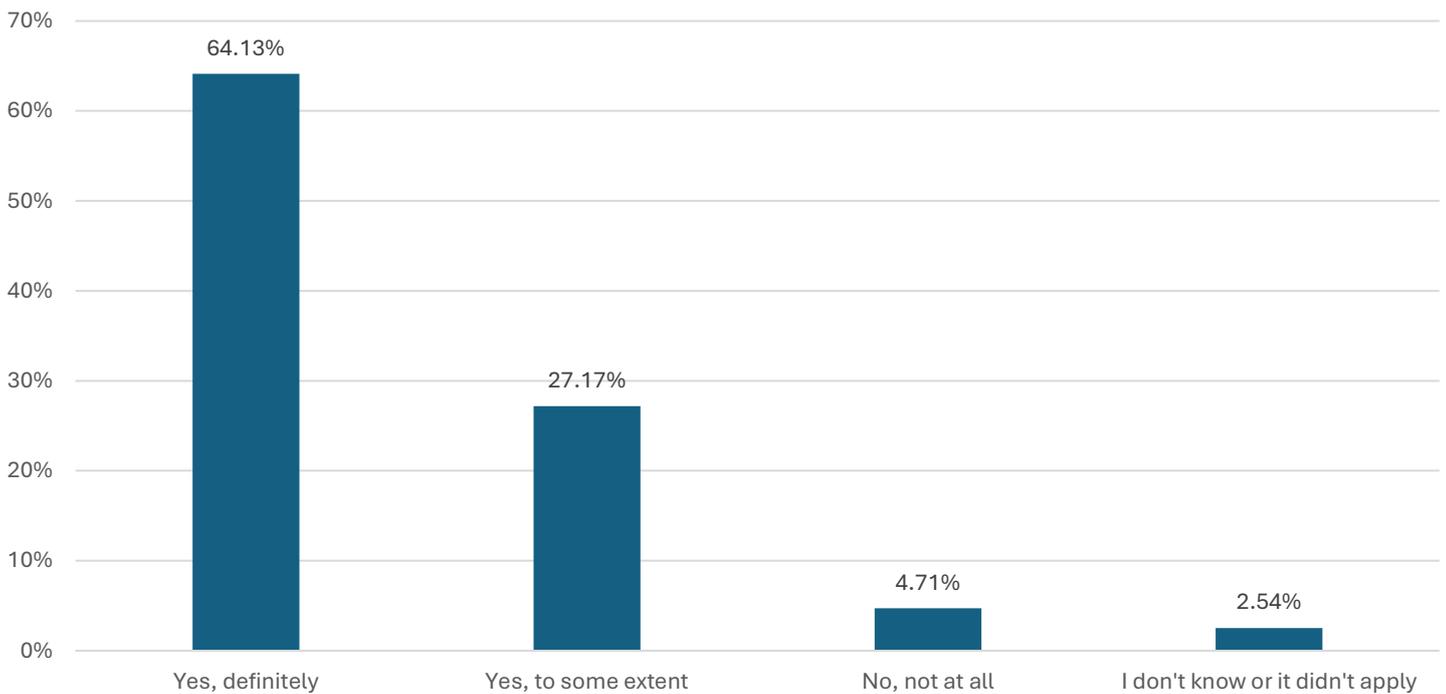


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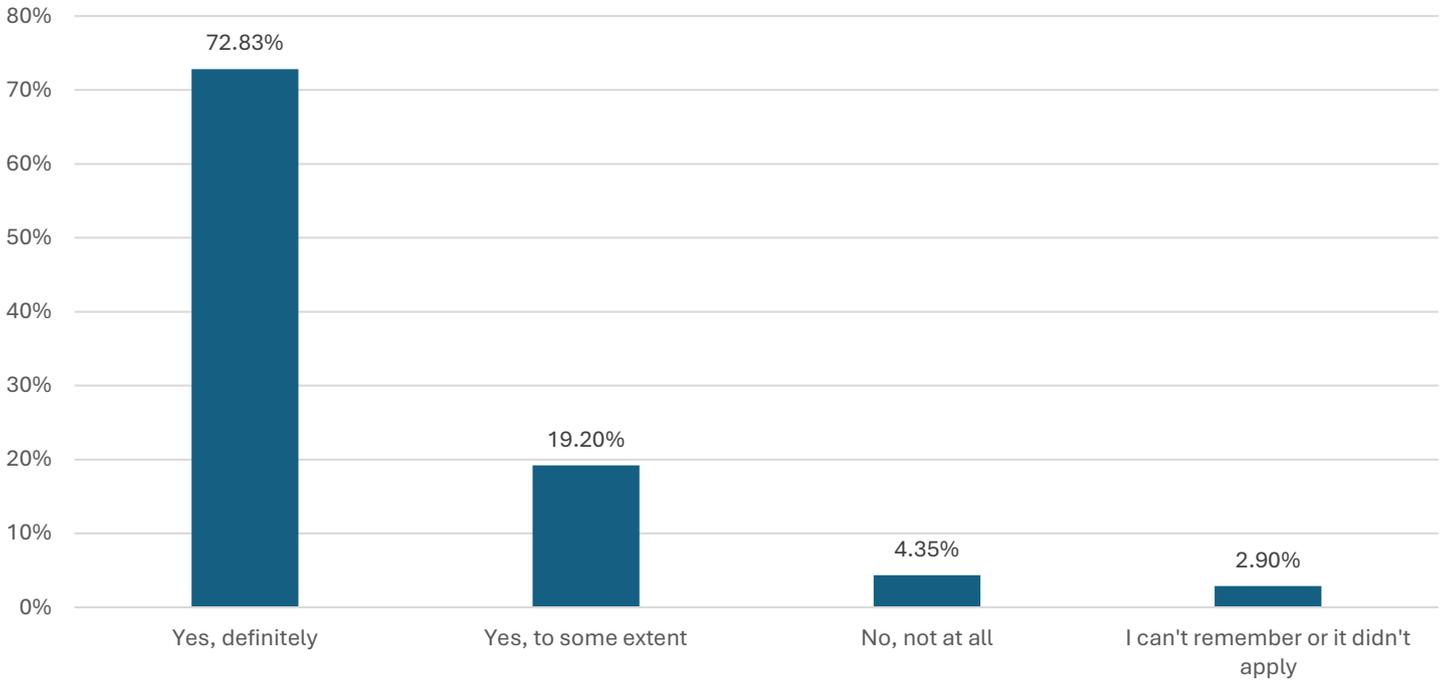
During your last appointment, how good was the healthcare professional at considering your mental wellbeing



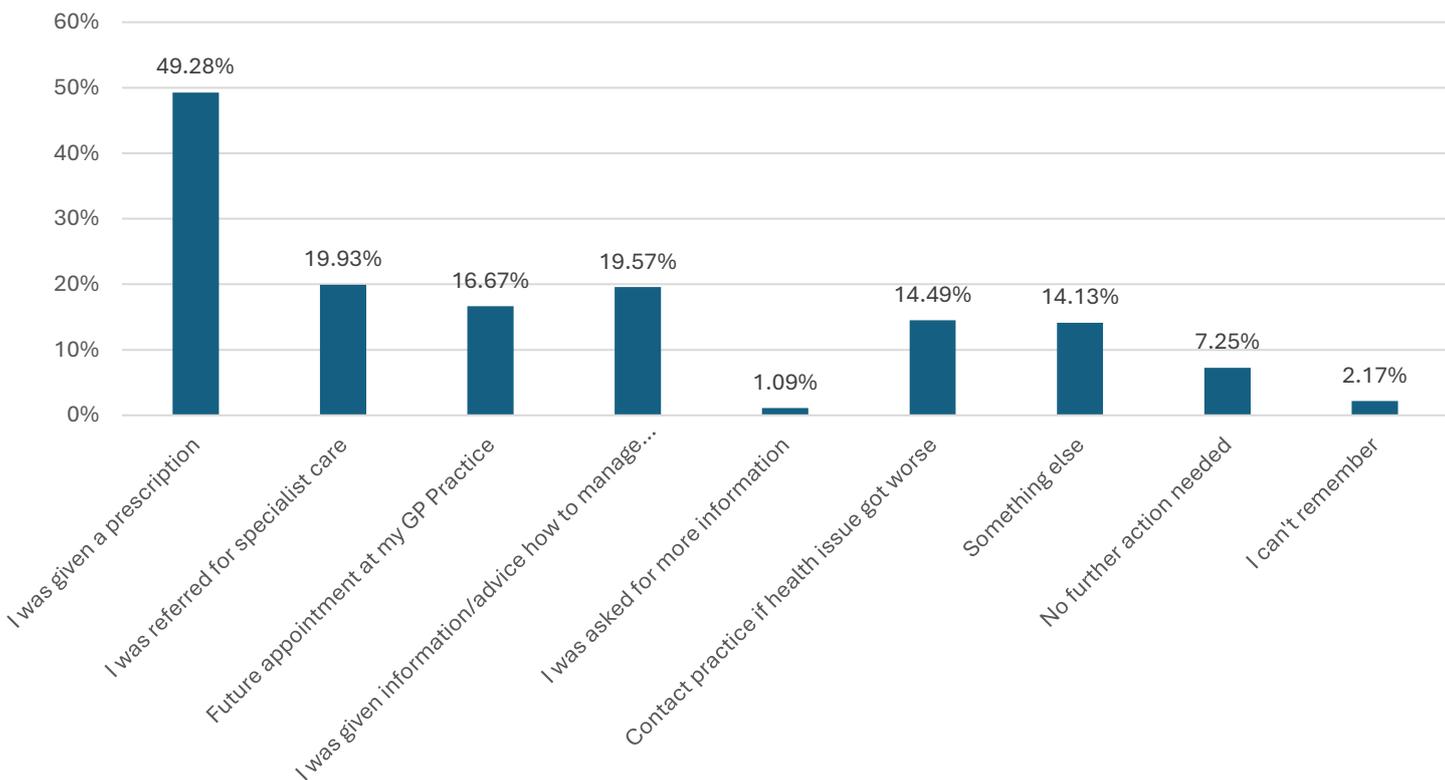
Did you feel that the healthcare professional had all the information they needed about you?



At your last appointment, were you involved as much as you wanted to be in decisions about your care and treatment?

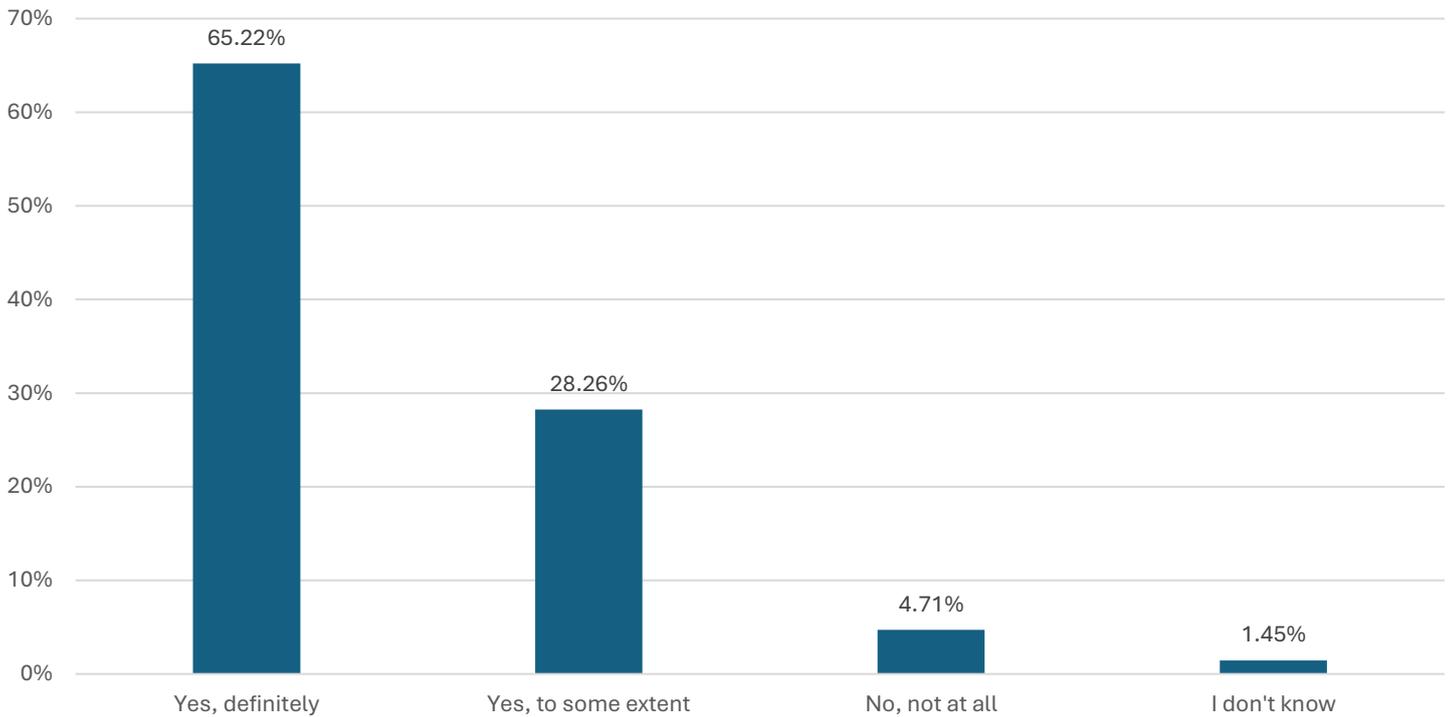


What was the outcome of the appointment on this occasion?

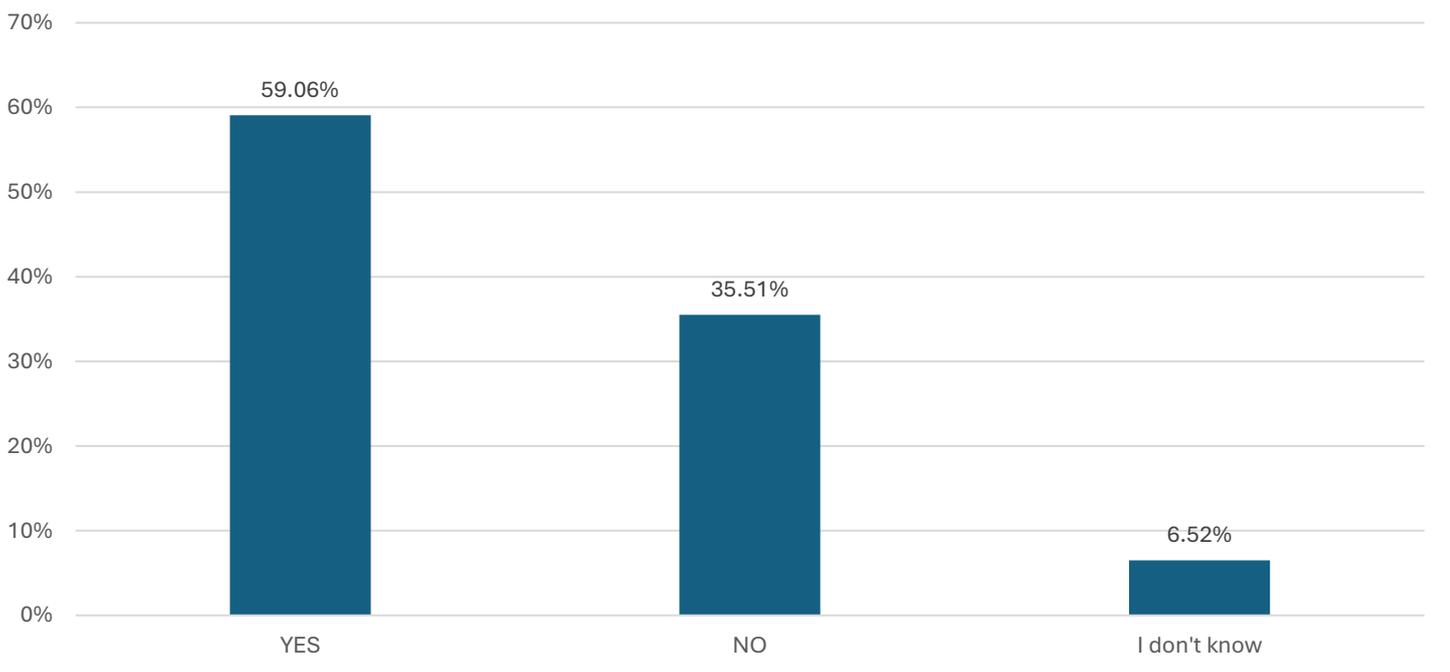


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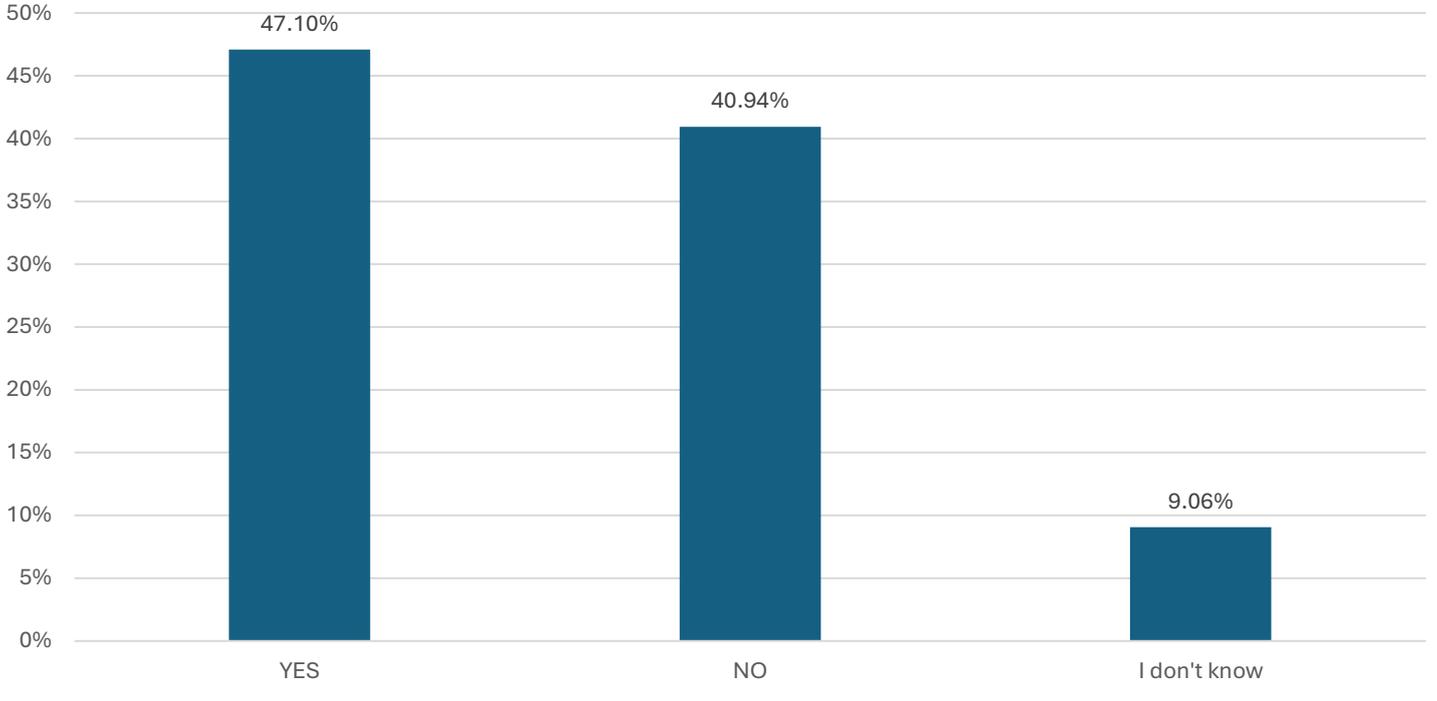
Thinking about the reason for your last appointment, were your needs met?



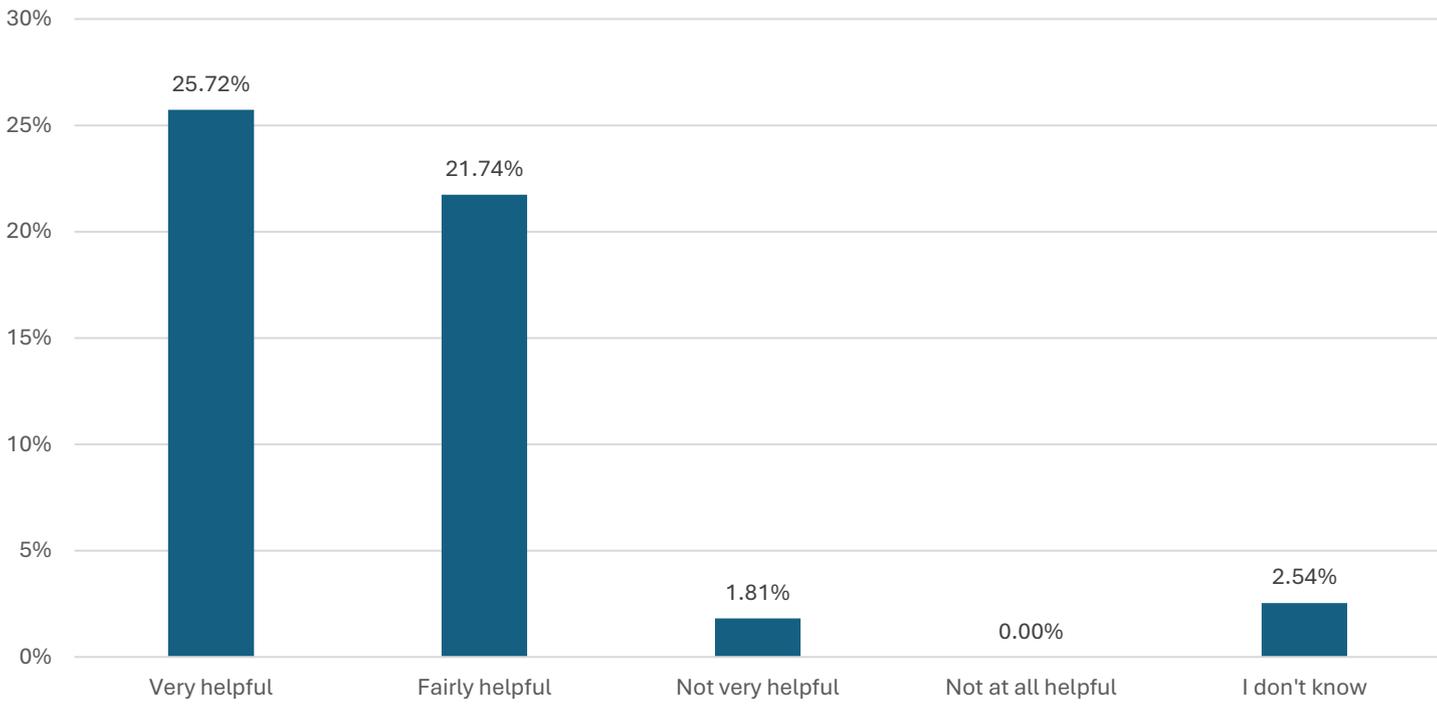
Have you had a conversation with a healthcare professional from your GP Practice to discuss what is important to you when managing your conditions or illnesses?



Have you agreed a plan with a healthcare professional from your GP Practice to manage your conditions or illnesses?

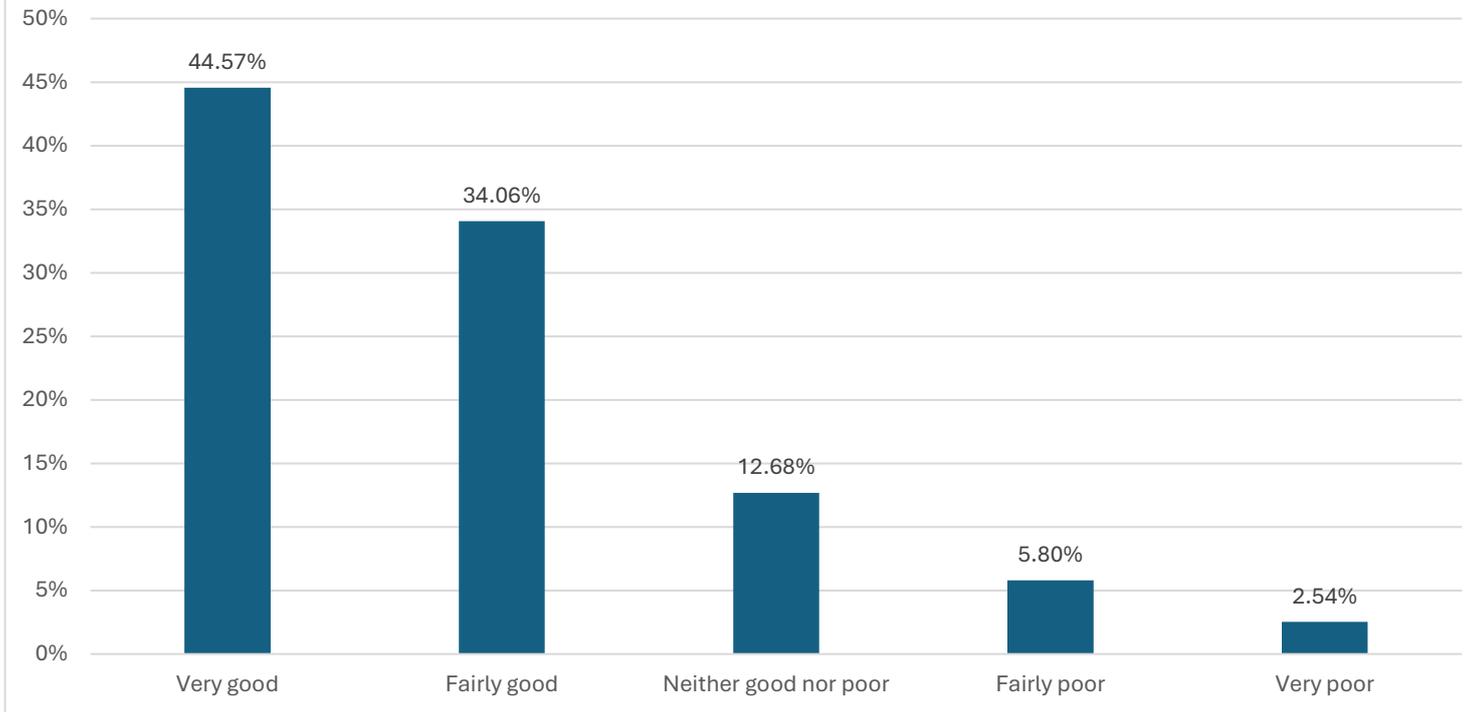


How helpful have you found this plan in managing your conditions or illnesses?

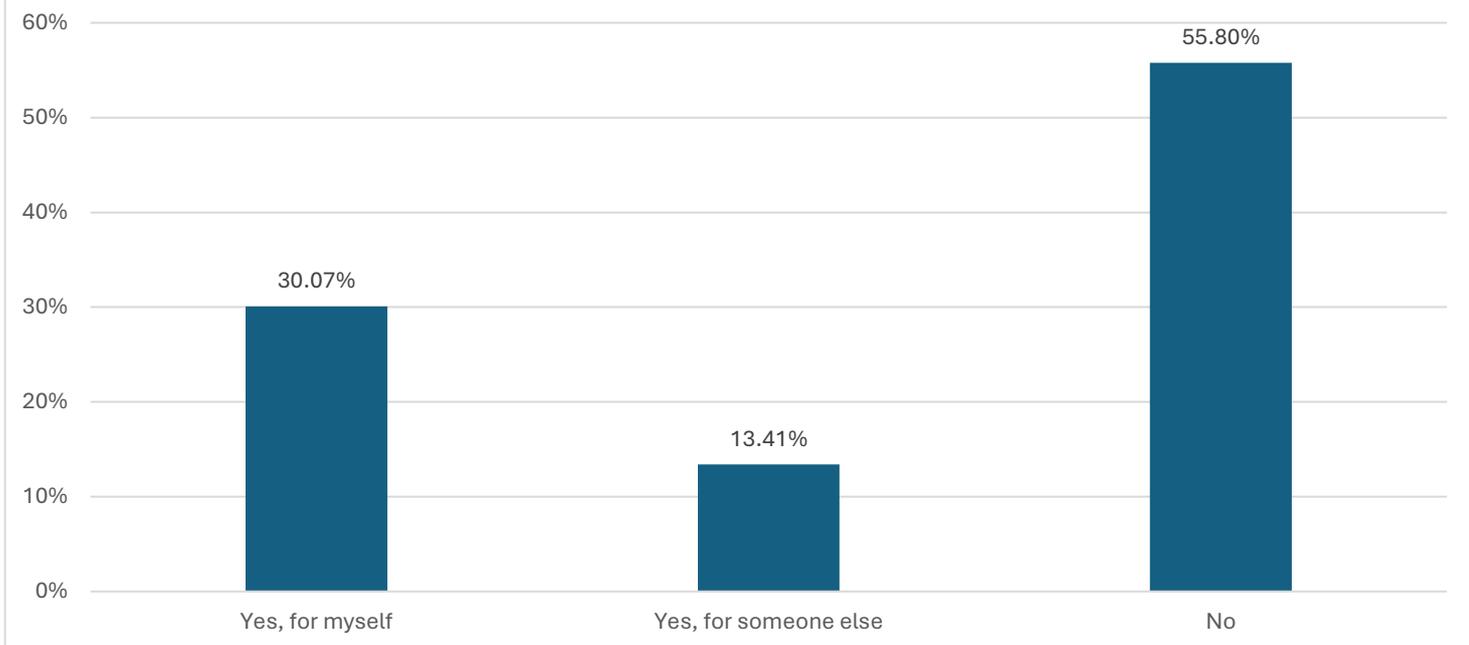


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Overall, how would you describe your experience of your GP Practice?

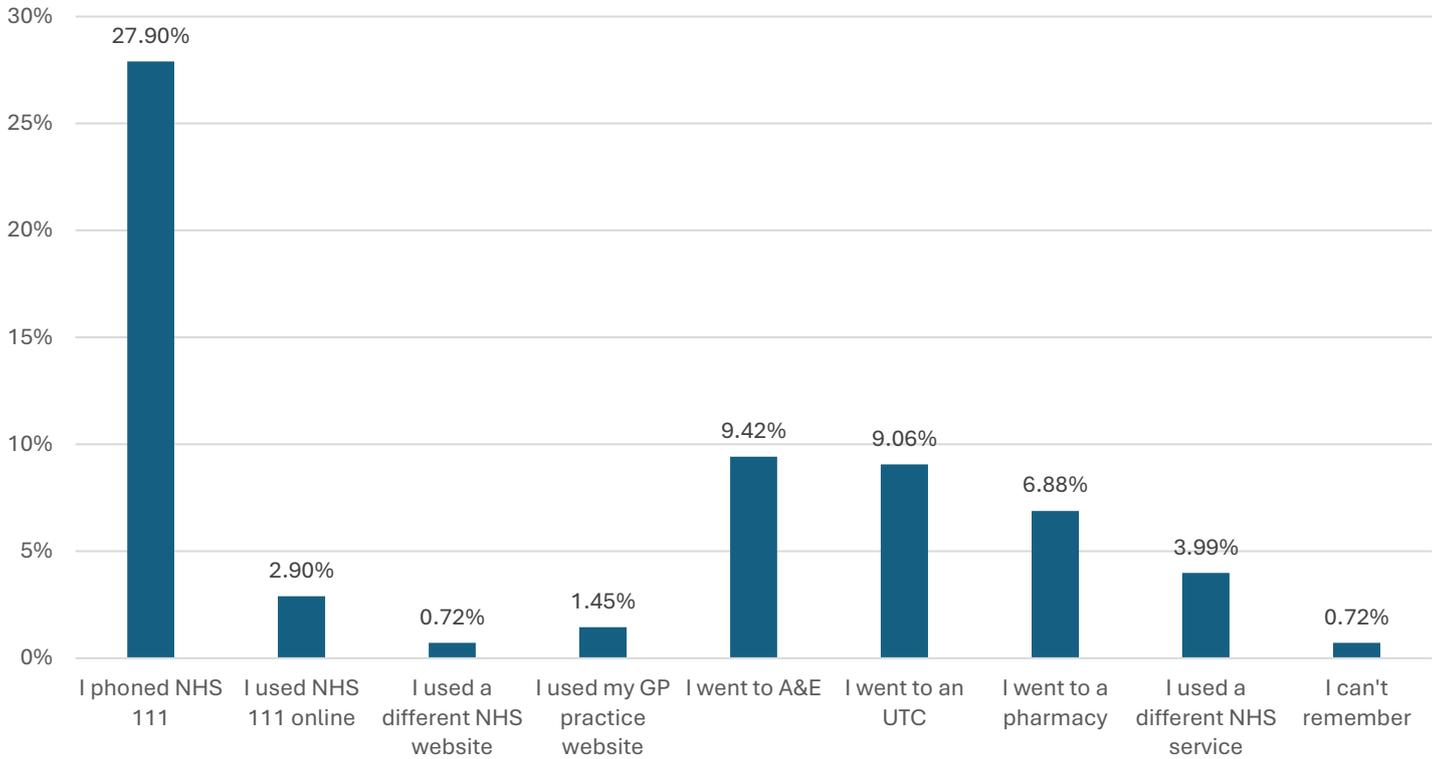


In the last 12 months, have you contacted or used an NHS service when you wanted care or advice from a healthcare professional at your GP Practice but it was closed?

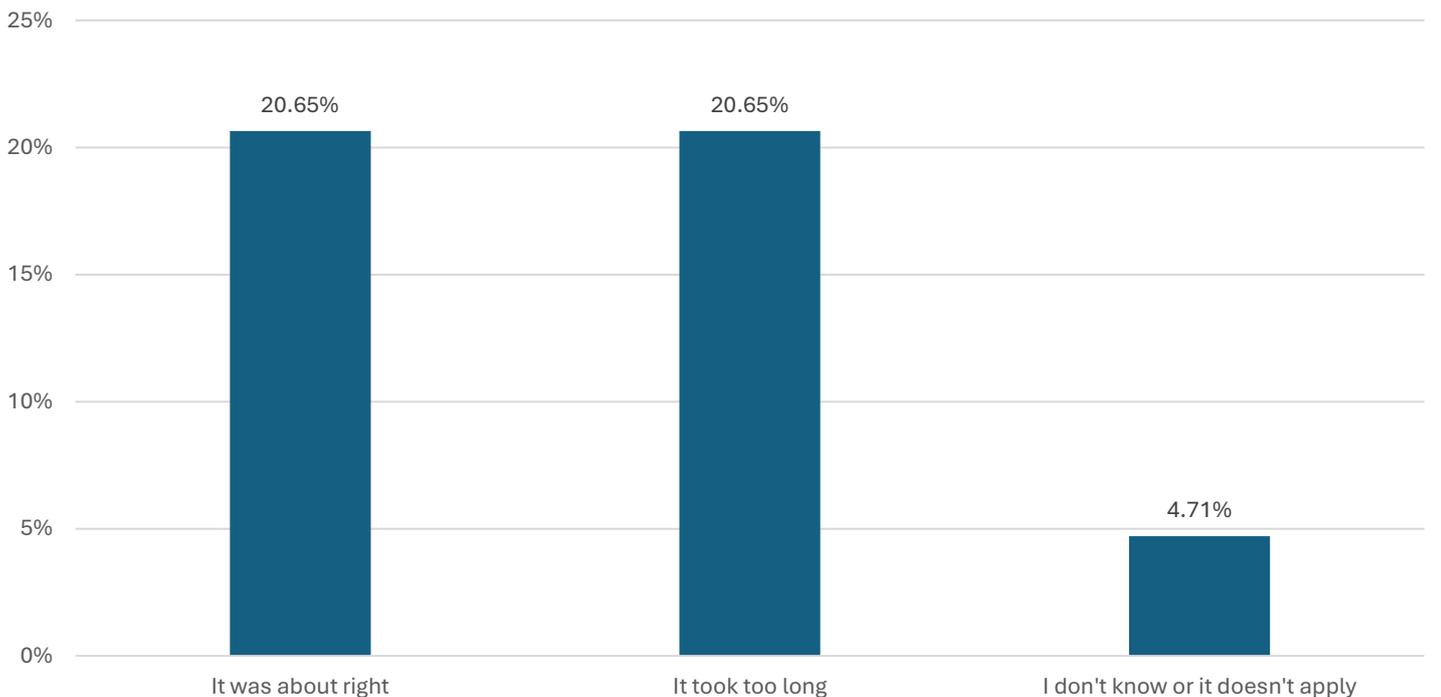


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Which of the following services did you contact or use on that occasion?

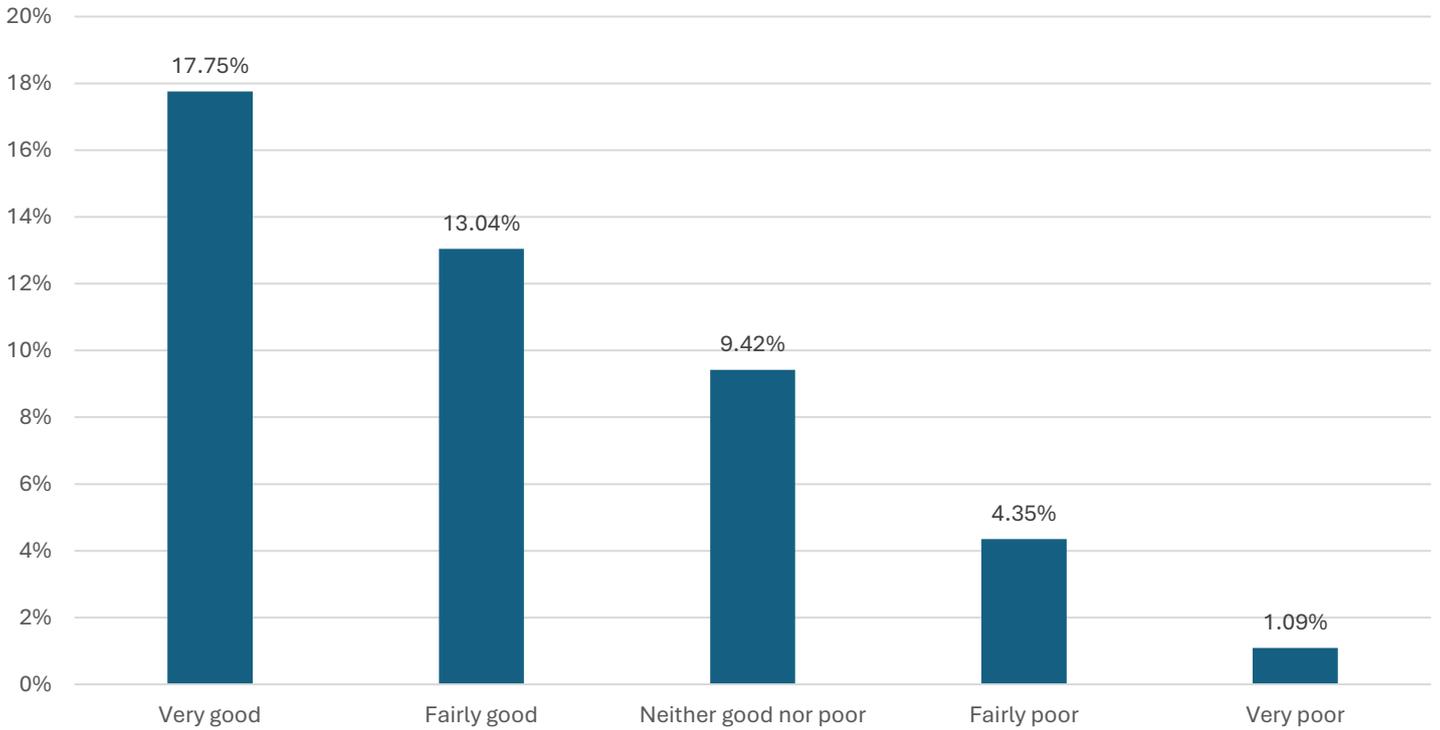


How do you feel about how long you waited to get care or advice on that occasion?

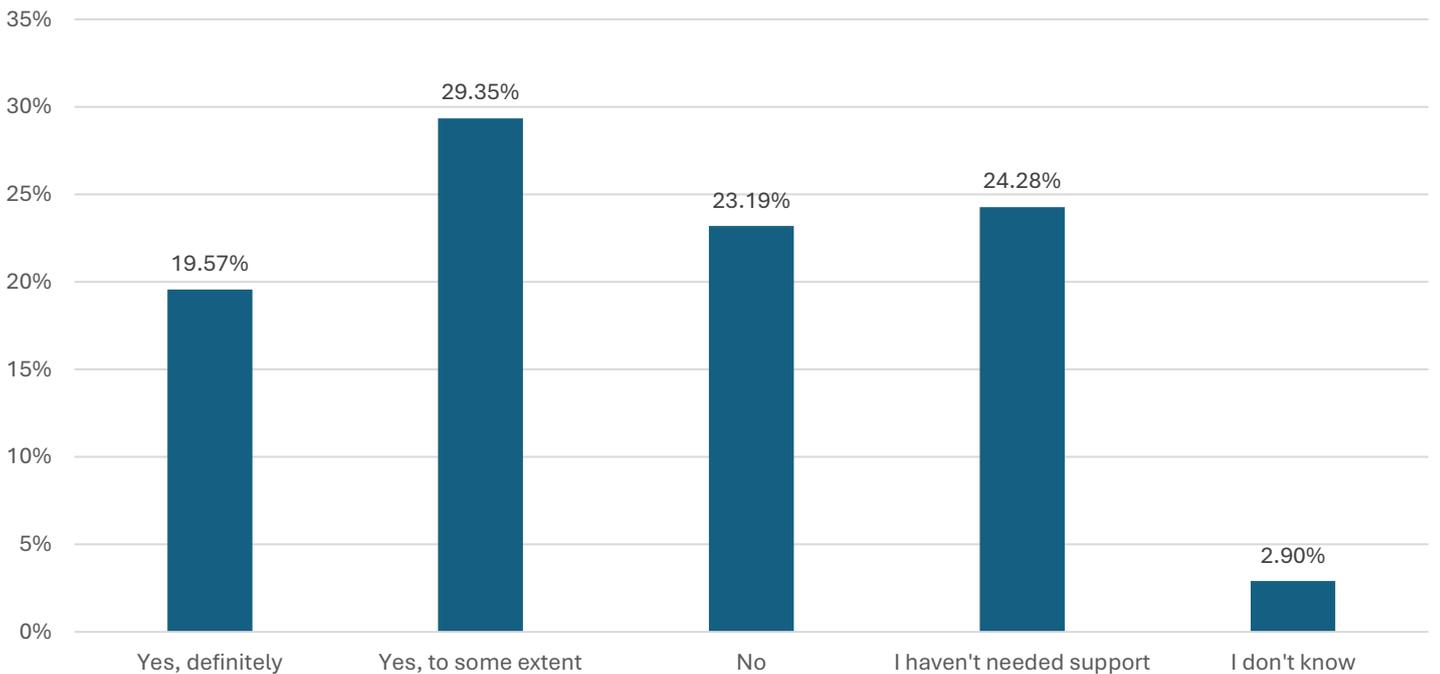


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Overall, how would you describe your experience of NHS services on this occasion when your GP Practice was closed?



In the last 12 months, have you had enough support from local services or organisations to help you manage your conditions or illnesses?



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