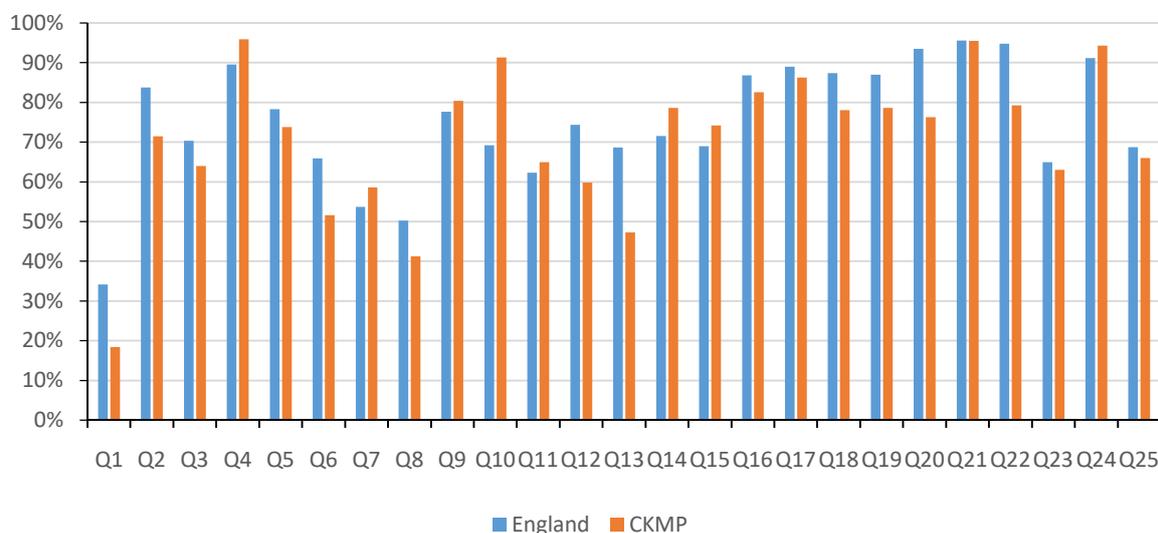


Charlotte Keel Medical Practice

	Question
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2018 England & CKMP



Overall Experience	Q1	Response Rate
	Q2	Overall, how would you describe your experience of your GP practice?
Your Local GP Services	Q3	Generally, how easy is it to get through to someone at your GP practice on the phone?
	Q4	How helpful do you find the receptionists at your GP practice?
	Q5	How easy is it to use your GP practice's website to look for information or access services?
	Q6	How satisfied are you with the general practice appointment times that are available to you?
	Q7	Is there a particular GP you usually prefer to see or speak to?
	Q8	How often do you see or speak to your preferred GP when you would like to?
Making an Appointment	Q9	When did you last try to make a general practice appointment, either for yourself or for someone else? (No. within last 6 months)
	Q10	How concerned were you at the time about your health, or the health of the person you were making this appointment for?
	Q11	On this occasion, were you offered a choice of appointment?
	Q12	Were you satisfied with the type of appointment (or appointments) you were offered?
	Q13	Overall, how would you describe your experience of making an appointment?
Your Last Appointment	Q14	When was your last general practice appointment? (No. within last 6 months)

	Q15	How long after your appointment time did you wait to see or speak to the healthcare professional (No. under 15 mins not including not set time or can't remember)
	Q16	Last time you had a general practice appointment, how good was the healthcare professional at giving you enough time?
	Q17	Last time you had a general practice appointment, how good was the healthcare professional at listening to you?
	Q18	Last time you had a general practice appointment, how good was the healthcare professional at treating you with care and concern?
	Q19	During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?
	Q20	During your last general practice appointment, were you involved as much as you wanted to be in decisions about your care and treatment?
	Q21	During your last general practice appointment, did you have confidence and trust in the healthcare professional you saw or spoke to?
	Q22	Thinking about the reason for your last general practice appointment, were your needs met?
When your GP Practice is Closed	Q23	How do you feel about how quickly you received care or advice on the most recent occasion that you contacted an NHS service when you wanted to see a GP but your GP practice was closed?
	Q24	Considering all the people you saw or spoke to on this occasion, did you have confidence and trust in them?
	Q25	Overall, how would you describe your last experience of NHS services when you wanted to see a GP but your GP practice was closed?