

# Appendix 4 - Accessing GP services in Rutland

## Future Rutland

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Please help us by answering the following questions about your experiences when you accessed you local medical centre or surgery.

Please enter your postcode:

Which medical centre or surgery are you registered with?

(Choose any one option)

- Empingham Medical Centre
- Market Overton and Somerby Surgery
- Oakham Medical Centre
- Uppingham Surgery
- Other - not located in Rutland

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**Which non-Rutland medical centre or surgery are you with?**

(Choose any one option)

- Billesdon Surgery
- Glenside Country Practice - Castle Bytham
- Gretton Surgery
- Lakeside Healthcare - Stamford
- Latham House Medical Practice
- The Welby Practice - Waltham
- Other

**Answer this question only if you have chosen Other for Which non-Rutland medical centre or surgery are you with?**

**What is the name of the medical practice or surgery?**

**Answer this question only if you have chosen Other for Which non-Rutland medical centre or surgery are you with?**

**Please tell us the postcode of the medical practice or surgery, if known:**

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In a few words, please tell us why you chose to use a medical centre or surgery that's not in Rutland:

Have you contacted your medical centre or surgery in the last 12 months?

(Choose any one option)

Yes

No

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**Did you make an appointment for yourself, or someone else?**

(Choose any one option)

- Myself
- Someone else

**Answer this question only if you have chosen Someone else for Did you make an appointment for yourself, or someone else?**

**Who were you making an appointment for? (Select one option)**

(Choose any one option)

- A child
- Elderly relative
- A neighbour or friend
- Someone who has additional needs
- Other

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**How did you last make an appointment at the medical centre or surgery?**

(Choose any one option)

- Phone
- Website
- App
- In person

Answer this question only if you have chosen Phone for How did you last make an appointment at the medical centre or surgery?

**When you called, did you get an engaged tone?**

(Choose any one option)

- Yes
- No

Answer this question only if you have chosen Phone for How did you last make an appointment at the medical centre or surgery?

**If you got an engaged tone, how many times did you call before you can an answer?**

(Choose any one option)

- Answered on second attempt
- More than two attempts

Answer this question only if you have chosen Phone for How did you last make an appointment at the medical centre or surgery?

**How long until your call was answered?**

(Choose any one option)

- Less than 5 minutes
- 5 to 15 minutes
- 15 to 30 minutes
- Over 30 minutes

Answer this question only if you have chosen Phone for How did you last make an appointment at the medical centre or surgery?

**Were you triaged (did the staff member who answered the telephone ask questions about your condition)?**

**Many people are unaware that staff answering the surgery telephones are not receptionists, but care navigators who are trained to signpost people to the most appropriate professional.**

(Choose any one option)

- Yes
- No

Answer this question only if you have chosen Phone for How did you last make an appointment at the medical centre or surgery?

**Did you find the receptionist helpful?**

(Choose any one option)

- Yes
- No

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How long did you wait for an appointment?

(Choose any one option)

- Same day
- Within 48 hours
- Within 72 hours
- Within a week
- Over a week

How satisfied were you with the appointment time offered?

Questions	1	2	3	4	5
1 = not at all satisfied, 5 = very satisfied					

Who was your appointment with?

(Choose any one option)

- GP
- Nurse practitioner
- Nurse
- Pharmacist
- Other (please specify)

Did you see the person you wanted to?

(Choose any one option)

- Yes
- No

Was your appointment face to face, or remote?

(Choose any one option)

- Telephone
- Video
- Face to face
- Home visit

Were you happy with your level of care?

(Choose any one option)

- Yes
- No

Answer this question only if you have chosen No for Were you happy with your level of care?

Why were you unhappy with your level of care?

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Overall, how easy was it make an appointment?

Questions	1	2	3	4	5
1 = not at all easy, 5 = very easy					

Overall, how satisfied were you with your level of care?

Questions	1	2	3	4	5
1 = not at all satisfied, 5 = very satisfied					

Please enter a few words detailing your experience when engaging with your medical practice or surgery:

Can we contact you for more information?

(Choose any one option)

Yes

No

Answer this question only if you have chosen Yes for Can we contact you for more information?

Please give your email address:

Answer this question only if you have chosen Yes for Can we contact you for more information?

Please give your phone number: