**HAVERHILL FAMILY PRACTICE**

**PATIENT SURVEY 2019**

Survey was carried out during April 2019.

319 surveys were completed.

1. Generally how easy is it to get through to someone at the practice on the phone?
2. How helpful do you find the receptionists at your GP practice?
3. In the past 12 months have you booked a general practice appointment in any of the following ways?
4. As far as you know which of the following online services does your GP practice offer?
5. Which of the following general practice online services have you used in the past 12 months?
6. How easy is it to use your GP practice’s website to look for information or access services?
7. How often do you see or speak to your preferred GP when you would like to?
8. Before booking your last appointment, did you do any of the following?
9. On booking your last appointment at the surgery, what type of appointment did you get?
10. On booking your last appointment, how long after booking did the appointment take place?
11. Overall, how would you describe your experience of making an appointment?
12. When was your last appointment at the surgery?
13. Who was you last appointment with at the surgery?
14. Last time you had an appointment at the surgery, how good was the healthcare professional at each of the following?

**Giving enough time**

**Listening to you**

**Treating with care and concern**

1. During your last appointment at the surgery, did you feel that the healthcare professional recognised and / or understood any mental health needs that you might hav ahd?
2. During your last appointment at the surgery, were you involved as much as you wanted to be in decisions about your care and treatment?
3. During your last appointment at the surgery, did you have confidence and trust in the healthcare professional you saw or spoke to?
4. Overall, how would you describe your experience of your GP practice?
5. In the past 12 months, have you contacted an NHS service when you wanted to see a GP but the surgery was closed?
6. Which of the following Services did you contact?
7. Are you? How old are you?

HFP/rlm 23.07.2019