

# HOFF Members' GP Survey

## 1. Introduction

This survey is being carried out by Healthwatch Havering and the Havering Over Fifties Forum (HOFF).

We want to find out what people know about their GP surgery and the services it offers.

You can complete the survey in hard copy and hand it back to the Healthwatch Havering representative or post it to FREEPOST HEALTHWATCH HAVERING (you will not need a stamp); or you can complete it online at <https://www.smartsurvey.co.uk/s/HOFFsurveyGPs/> or use this QR code:



### 1. In what part of Havering do you live?

- Central Romford and Brooklands
- Collier Row, North Romford and Havering-atte-Bower
- Elm Park
- Harold Hill and Noak Hill
- Harold Wood
- Hornchurch
- Rainham
- South Hornchurch
- Upminster and Cranham

**2. Please tell us the name of your GP surgery and its address**

- I prefer not to
- Please write the name and address below

Comments:

**3. How long have you been registered at your surgery?**

- Less than a year
- Between 1 and 5 years
- 5 to 10 years
- More than 10 years

**4. How many doctors are there at your surgery?**

- A single doctor
- Up to three doctors
- Four or more doctors
- I don't know

**5. Thinking about the last time you made an appointment to see a GP, how did you make that appointment?**

- By telephone
- By using an online app
- In person
- It depends on my circumstances at the time I want to make it

**6. If you made your last appointment by telephone, at what time did you call?**

- Before 8am
- Between 8am and 9am
- Morning, after 9am
- Afternoon, before 6.30pm
- At another time

**7. How long did it take the surgery to answer your call?**

- Less than 5 minutes
- More than 5 minutes and less than 10
- Up to 20 minutes
- More than 20 minutes (please tell us how long below)

Comments:

**8. Were you able to get an appointment at the time you wanted?**

- Yes
- No

**9. How were the options mentioned in the last questions offered to you?**

- The receptionist told me about them
- I had to ask the receptionist to tell me about them

**10. If no appointment was available at the time you wanted, did the receptionist:**

- Offer an appointment at another time in the morning or afternoon?
- Offer you an appointment in the evening or at the weekend?
- Ask you to call again at another time?
- Offer an appointment at another GP surgery?
- Suggest you make an appointment to be seen at the local GP hub?
- Suggest you ring NHS 111?
- Suggest you go to the Urgent Treatment Centre (Harold Wood Polyclinic or Queen's Hospital)?
- Suggest you go to the Accident & Emergency Department at Queen's Hospital?
- Offer a telephone consultation?
- Suggest something else?

Comments:

**11. Do you know that your GP surgery can make an appointment for you to see a healthcare professional during the week between 6.30pm and 8pm and on Saturdays and Sundays?**

- Yes
- No

**12. How long did you have to wait for the appointment that you accepted?**

- The same day
- The next day
- Within a week
- Within two weeks
- Within a month
- More than a month

**13. Have you had an appointment in the later evening or at the weekend?**

- Yes
- No

Comments:

**14. Was your last appointment:**

- At your regular GP surgery?
- At another local GP surgery?
- At another local NHS health facility?

**15. Please tell us the location at which you were seen (if not at your own surgery).**

**16. When did you last need an appointment?**

- Within the last week
- More than a week ago but within the last month
- More than a month ago but within the last six months
- More than six months ago but within the last year
- More than a year ago

**17. Were you offered or your last appointment with:**

- Your GP, in person
- Your GP, by telephone
- A nurse, in person
- A nurse, by telephone
- Another clinician, in person
- Another clinician, by telephone
- Other (please specify):

**18. How easy do you find it to get repeat prescriptions?**

- I do not need repeat prescriptions
- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

**19. How easy do you find it to get a blood test arranged?**

- I do not need blood tests
- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

**20. How easy do you find getting another service such as a doctor's letter, access to medical records, change of pharmacy?**

- I have not tried to get another service
- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

Comments:

**21. When you have an appointment, do you:**

- See the same GP every time?
- See a different GP at different times?

**YOU DO NOT HAVE TO ANSWER THE FOLLOWING QUESTIONS, BUT IT WILL HELP US IF YOU DO.**

**22. Please tell us your age group**

- Under 50
- 51-64
- 65 or older
- Prefer not to say

**23. Please tell us your gender**

- Male
- Female
- Other
- Prefer not to say

## 24. Please tell us your ethnicity

### Non-disclosure

I do not wish to disclose my ethnic origin

### Asian or Asian British (including Chinese)

- Bangladeshi
- Chinese
- Indian
- Pakistani
- Any other Asian background

### Black or Black British

- Black African
- Black Caribbean
- Any other black background

### Mixed

- White and Asian
- White and Black African
- White and Black Caribbean
- White and Chinese
- Any other mixed background

### White

- British
- Irish
- Any other white background

### Other Ethnic Group

- Any other Ethnic Group

**25. This survey is completely anonymous, but we may want to contact you about it or associated work. If you are happy for us to do so, please let us have your contact details - they will not be used for any other purpose.**

Name	<input type="text"/>
Address	<input type="text"/>
Town	<input type="text"/>
Postcode	<input type="text"/>
Email address	<input type="text"/>
Phone Number	<input type="text"/>

