



Liscard Group Practice would like to invite you to Have Your Say

1. Generally, how easy is it to get through to someone at your GP practice on the phone?

- Very easy
- Fairly easy
- Not very easy
- Not at all easy
- Haven't tried

2. How long after your appointment time did you wait to see or speak to the healthcare professional?

- 5 minutes or less
- Between 5 and 15 minutes
- 15 to 30 minutes
- More than 30 minutes
- I didn't have an appointment at a set time
- Can't remember

3. Which of the following general practice online services have you used in the past 12 months? By 'online' we mean on a website or smartphone app. Please put an x in all the boxes that apply to you.

- Booking appointments online
- Ordering repeat prescriptions online
- Accessing my medical records online
- None of these

4. How satisfied are you with the general practice appointment times that are available to you?

- Very satisfied
- Fairly satisfied
- Neither satisfied nor dissatisfied
- Fairly dissatisfied
- Very dissatisfied
- I'm not sure when I can get an appointment

5. How often do you see or speak to your preferred GP when you would like to?

- Always or almost always
- A lot of the time
- Some of the time
- Never or almost never
- I have not tried

6. How helpful do you find the receptionists at your GP practice?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know

7. In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?

Please think about all services and organisations, not just health services.

- Yes, definitely
- Yes, to some extent
- No I haven't needed support
- Don't know / can't say

Please specify the services used:

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8. Are you aware we have an internet based patient participation group?

Everyone is welcome to join. More information is available from reception and on our website. If you are interested in joining and happy to be contacted occasionally via Email please provide your details below:

Email

Name

Thank you for taking the time to complete this survey.

Your input is important to us.

Please return to: Reception at Liscard Group Practice, Victoria Central Health Centre, CH44 5UF or by Email; WICCG.LiscardGroupPractice@nhs.net