

Our dedicated NHS and social care teams are working hard to keep you well, but there may be ways to make it even better. The COVID pandemic has changed healthcare and your input can help shape the future.

Healthwatch Dudley is your local champion for health and social care services. We are eager to hear about your GP appointment and service access experiences. If you've faced any obstacles, we're here to listen.

Results from this survey will be anonymised and included within a report which will be shared with the public and those in charge of services in Dudley to enhance access.

Would you prefer to contact us directly instead? You can reach out to us at hello@healthwatchdudley.co.uk or call us at 03000 111 001.

Please inform us if you require this survey in a different language or format.

Please return completed surveys by 29th February 2024.

Prefer to complete online?
smartsurvey.co.uk/s/HWDGPSurgeryAccess/



1 Which GP Surgery are you registered with?

2 Do you have personal access to the internet?

YES NO

3 How comfortable are you using technology?
1 = Very comfortable 5 = Very Uncomfortable

1 2 3 4 5

4 Are there any challenges you face when trying to access health and social care services online or through an app?

YES NO

5 Has your GP Surgery ever provided you with information or assistance regarding the use of technology?

YES NO

6 Do you use the NHS App?

YES NO

7 Do you use your GP surgery website?

YES

NO

8 When was the last time you booked or tried to book an appointment at your GP Surgery?

In the last month

1 to 3 months

3 - 6 months

Longer than 6 months

9 What went well when you last tried to book an appointment with your GP surgery?

10 What could have been better when you last tried to book an appointment with your GP surgery?

11 Were you asked for any information about why you needed an appointment?

YES

NO

12 How did you book an appointment?

In person

By phone

Online, through my GP surgery website

Through an app

I did not book an appointment

Other (please specify) :

IF YOU DID BOOK AN APPOINTMENT PLEASE GO TO QUESTION 15

13 If you did not get an appointment why was that?

- There weren't any appointments for the time and day that I wanted
- I couldn't book ahead at my GP surgery
- No appointments available on the day
- I needed a home visit and one wasn't available
- I wasn't offered an appointment
- My GP surgery helped in another way
- Other (please specify) :

14 If you did not get an appointment at your GP surgery, what did you do?

- Went to A&E
- Spoke to a pharmacist
- Rang a helpline (such as NHS 111)
- Attended the Urgent Treatment Centre
- Decided to ring the GP surgery another time
- My GP surgery helped in another way
- Didn't see or speak to anyone
- Other (please specify) :

15 To what extent do you feel you know about the range of services and other professionals you can have an appointment with at your GP surgery?

(known as Extended Healthcare Teams which includes professionals such as health coaches, physiotherapists, paramedics, podiatrists etc)

1= Very well 5 = Not at all

- 1 2 3 4 5

16 Would it be useful for your GP practice to provide you with information on the services they provide?

- YES NO

17 Do you have any specific communication needs?

E.g. British Sign Language, information in an additional language or easy read materials.

- YES NO

18 Do you believe your GP surgery understands the help you need to communicate and makes reasonable adjustments to suit you?

E.g. by providing a BSL interpreter, larger print documents, allow you time to speak if you have a stammer or other communication needs.

- YES NO

19 Is there anything else you would like to share with us?

It would really help to know a little more about you so that we can better understand how people's experiences may differ.

The following questions are completely voluntary.

Age range 17 or younger 21-29 40-49 60+
 18-20 30-39 50-59 Prefer not to say

Gender Male Female Prefer not to say
 Non-binary Prefer to self-describe _____

Ethnicity

Do you have a disability? Yes No Prefer not to say

Do you have a long term health condition?? Yes No Prefer not to say

What is your first language?

The information you share with us helps us spot trends to identify areas for improvement. We may use quotes in our reports, but we will not use any information that will identify you. If you are sharing information on behalf of another person, please make sure that you have their permission to do so.

Find out more about how we handle your information in the privacy statement on our website www.healthwatchdudley.co.uk

Completed surveys should be returned to: Healthwatch Dudley, 7 Albion Street, Brierley Hill DY5 3EE by 29th February 2024.