

Improving access to GP services survey

Have your say– please give five
minutes of your time





NHS Vale of York Clinical Commissioning Group (CCG) plans and pays for healthcare services for the York area.

People all over England and Wales want to increase the times they can go to the GP (doctors). They want to be able to go in the evenings and weekends.



Some surgeries in our area already provide a limited evening and weekend service but the CCG wants to ensure everyone in the Vale of York is served equally.



A good doctors service would have

- **More appointments on the same day that you phone or visit**





- **the availability of routine appointments in the evening and/or at weekends;**



- **these appointments could be with a doctor, nurse or a pharmacist. You would be able to see the right person**



This survey is so you can tell us about your needs when you go to the doctors.



We do not ask for personal details and the information you provide will never be traced back to you as an individual.



5 min

It will take about 5 minutes to complete. Thank you for your time.





1. Did you know that the government wants you to be able to use Doctors services 7 days a week?

There will be extra appointments in the evenings and weekends.



yes

no

don't know

2. You are receiving advice and treatment, at your own doctor's surgery, for a condition you already have. Would you be prepared to see another doctor from another practice at evenings or weekends?



yes

no

don't know

3. If you urgently needed to see a doctor for an evening or weekend appointment, would you go to see a doctor or another practice?

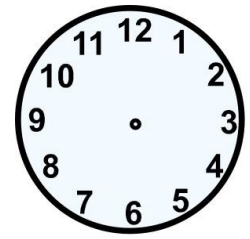






yes





no



don't know

4. To make sure evening appointments are at good times for you, please choose one of the times below.



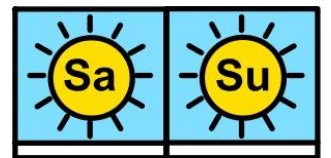
 to 
 to 

 to 
 to 

 to 





I would **not** want an appointment on a weekday evening





5. If you could have an appointment at the weekend, which day would you choose?



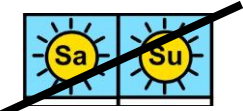


Saturday Sunday

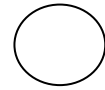
Please select all that apply

 or 
 

other:



6. Would you be happy for a doctor or nurse to phone you to check whether you needed a face to face appointment or to just give you advice?



yes

no

not sure

7. Not all appointments will need to involve a face-to-face consultation. Sometimes, would you be happy with another means of consultation which is confidential and secure?

I would **only** want to see a doctor face to face

Consult on the telephone

Video consultation (e.g. Skype)

Online symptom checker



easyhealth.org.uk

Other (Please provide your comments in the box below:)



Don't miss out on your free health check!

Do you have a learning disability?

Ask reception or your doctor to put you on the learning disability register.

You need to be on the register to get a free health check every year.

Having a health check will help you stay healthy.

Find out more about what the health check is by talking to your doctor.

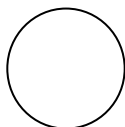
8. Are there any services you would like to see available outside of GP core hours? For example, Health checks or blood tests?

Tell us in the box below:

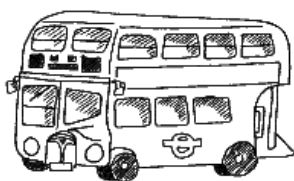
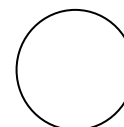
9. How would you normally get to your doctors? Please select the most frequently used method.



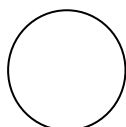
walking



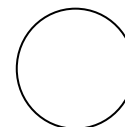
cycling



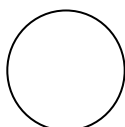
bus



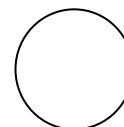
train



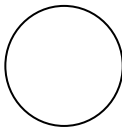
car



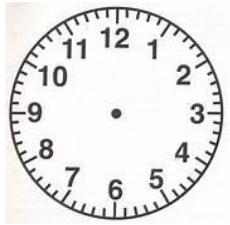
taxi



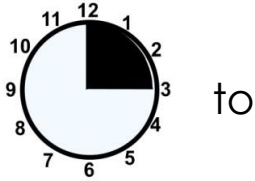
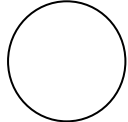
other:



10. How long would you be willing to travel to get to an appointment?



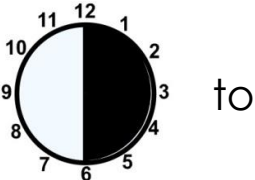
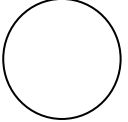
less than 15 minutes



to



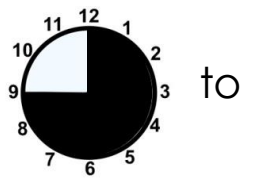
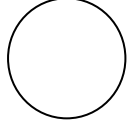
15 to 30 minutes



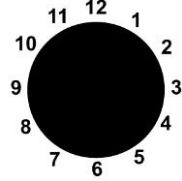
to



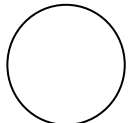
30 to 45 minutes



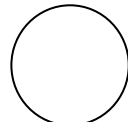
to



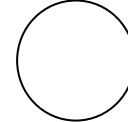
45 to 60 minutes



Travel would not be an issue



I would **not** want to travel



11. Do you have anything you would like to say that could make doctors services better. Could you write what you think in the box below.



About you

We would like to ask some questions about you.



The information you provide will be kept entirely confidential and will never be traced back to you as an individual.



We are asking these questions because we want to make sure that we have asked lots of different people for their views. These questions are optional and you do not have to answer these questions if you do not want to.



12. Which Doctors practice are you registered with?



- Beech Tree Surgery
- Dalton Terrace Surgery
- East Parade Surgery
- Elvington Medical Practice
- Escrick Surgery
- Front Street Surgery
- Haxby Group Practice
- Helmsley Medical Centre
- Jorvik Gillygate Practice
- Kirkbymoorside Surgery
- Millfield Surgery
- My Health
- Old School Medical Practice
- Other (please specify in the box below)
- Pickering Medical Practice
- Pocklington Group Practice
- Posterngate Surgery
- Priory Medical Group
- Scott Road Medical Centre
- Sherburn Group Practice
- South Milford Surgery
- Stillington Surgery
- Tadcaster Medical Centre
- Terrington Surgery
- Tollerton Surgery
- Unity Health
- York Medical Group

13. Where did you find out about this survey?



Doctors' practice



Twitter



Facebook

THE PRESS

Newspaper



Email

Other

16. Your age

0 - 21

22 - 35

36 - 50



51 - 60

61 - 70

71 - 80

81+

15. What is your gender?



Male

Female

Transgender

I prefer not to say

other:

16. How would you describe your ethnicity?



17. What is your sexual orientation?



Heterosexual (other sex)



Homosexual



Lesbian woman

Bisexual (both sexes)



I prefer not to say

other:

18. How would you describe your religious beliefs?



19. Do you consider yourself to have a disability ?

yes no

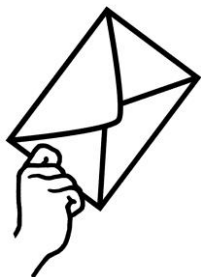


20. Do you have a mental health condition?

yes no



Please return this form by post to the address below by Friday
6 April 2018. You do not need a stamp.



Freepost NHS Vale of York

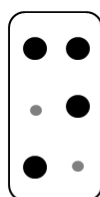


If you would prefer to complete this survey online please
use this link:

<https://www.surveymonkey.co.uk/r/ImprovingGPAccess>

To request this document in a different language or format, or
for any more information please contact us.

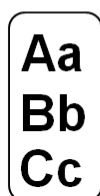
- Phone: 01904 555 870
- Email: voyccg.engagement@nhs.net
- Website: <http://www.valeofyorkccg.nhs.uk>



Braille



Electronic
copies



Large
print



Audio
e.g. CD

This document was created by York People First
<http://www.yorkpeoplefirst.co.uk/>

