

**THE GENERAL PRACTICE QUESTIONNAIRE (GPQ) – L.L. MEDICAL CARE (AGARWAL & AGRAWAL PRACTICE) 2018 - 2019**

1. Please enter your e-mail address (this information will be kept confidential)

2. When did you last attend your GP surgery?

Less than 6 months     Between 6 – 12 months     More than 12 months

3. In the past 6 months how easy have you found the Getting through to the surgery via the telephone?

Not at all easy     Fairly easy     Good     Excellent     Not sure

Please enter any additional comments here...

4. Based on your answer to question 3, how would you like to make an appointment with the practice? – **Online services were introduced in 2017 to make it easier for patients to book appointments from a mobile device (laptop, phone, ipad), from the comfort of their own home in an effort to make it easier for patients and GP practices, saving time and helping to reduce the workflow, giving more time to receptionists to answer patients queries at the reception desk**

Telephone     Face-to-face     Online services     All 3

What other services would you like to be made available to you if you were to use online services?

5. How helpful do you find the receptionists?

Not at all easy     Fairly easy     Good     Excellent     N/A

Please enter any additional comments here...

6. How long after your appointment time do you normally wait to be seen?

- I am normally seen on time       5-15 minutes  
 15 - 30 minutes       30 minutes or more

7. How do you rate the level of care that you have received from the nurses?

- Poor       Fair       Good       Excellent       Not sure





Please enter any additional comments here...

8. How do you rate the level of care that you received from the GP's?

- Poor       Fair       Good       Excellent       Not sure

Please enter any additional comments here...

9. Would you recommend your GP surgery to a friend or relative who has just moved to your area?

Extremely Likely	Likely	Neither likely or unlikely	Unlikely	Extremely Unlikely	Don't Know
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					

Please enter any additional comments here...

**Please note that no medical information or questions will be responded to.**

The information you supply us will be used lawfully, in accordance with the GDPR (GENERAL DATA PROTECTION REGULATION) of May 2018. the GDPR (GENERAL DATA PROTECTION REGULATION) of May 2018 gives you the right to know what information is held about you and sets out the rules to make sure that this information is handled properly.