



This is the Springfield Surgery annual patient survey. These questions have been developed by the Springfield Patient Participation Group who will review the results and agree any actions. Many thanks in advance for your time in completing this survey, it should take no longer than 5 minutes to complete.

1. Are you?

- Male
- Female
- Prefer not to say

2. How old are you?

- Under 16
- 16 -24
- 25 – 44
- 45 – 64
- 65 – 74
- 75 or over

3. Which of the following best describes your situation?

- Employed / Self employed
- Looking for work / Unemployed
- Looking after the home
- Retired from work
- Other

4. We would like you to think about your recent experiences of our service. How likely are you to recommend our GP Practice to friends and family if they need similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know



5. Can you tell us why you gave that response?

6. Overall how would you describe your experience of making an appointment?

- Very easy
- Fairly easy
- Easy
- Fairly difficult
- Very difficult

7. The last time you wanted to see or speak to someone at the surgery, were you able to get an appointment to see or speak to someone?

- Yes
- No

8. How easy is it to get through to speak to someone at the surgery?

- Very easy
- Fairly easy
- Easy
- Fairly difficult
- Very difficult



9. How helpful do you find the staff answering the telephone?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know / no experience

10. When making an appointment is there a particular GP you usually prefer to see or speak to?

- Yes
- No
- Don't know / unsure

11. How often do you see or speak to the GP you prefer?

- Always or almost always
- A lot of the time
- Some of the time
- Never or almost never
- Not tried

12. Do you have a longstanding health condition?

- Yes
- No
- Don't know / unsure

13. How satisfied are you with the repeat prescription service you experience?

- Very satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied



14. How satisfied are you with the service you get from your GP?

- Very satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

15. How satisfied are you with the service you get from the practice nurses?

- Very satisfied
- Quite satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very dissatisfied

16. How helpful do you find the staff you see on reception?

- Very helpful
- Fairly helpful
- Not very helpful
- Not at all helpful
- Don't know / no experience

17. As far as you know, which of the following online services does the surgery offer?

By 'online' we mean on a website or smartphone app. Please tick all that apply.

- Booking appointments online
- Ordering repeat prescriptions online
- Accessing my medical record online
- None of these
- I don't know



18. Currently Springfield GPs and nurses offer their patients extended hours appointments on a Monday evening until 8pm and once a month on a Saturday morning.

In the future this service may be replaced with a service that will give patients access to evening appointments 5 days per week and regularly at weekends.

However this service may not run from Canalside, nor be staffed by Springfield Staff.

Assuming this service was available in the Bingley area and was staffed by non-Springfield clinicians who had full access* to your medical records, which if any, of the following would you use this service for? (*access will only be granted with your consent)

- Pre bookable appointments
- On the day / urgent appointments
- None, skip next question

19. For those who would use the service – If the service was not available in Bingley but was offered elsewhere, please rank these potential service locations in terms of your preference where 1 is your first choice and 5 your least favourite.

- Saltaire
- Shipley
- (High) Baildon
- Manningham (Westbourne Green)
- Central Bradford

20. If for any reason you would not use the extended hours service, please explain why.

Many thanks for completing this survey, if you have any further comments or suggestions please use the box over the page.



21. Other comments or suggestions: