

# THE LAW MEDICAL GROUP PRACTICE

## Patient Questionnaire – Out of Hours Service

1. Is your GP practice open at times that are convenient for you? (Please tick)

Yes	No	Don't know
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2. Were you aware that your appointment today is an out of hours appointment? (Please tick)

Yes	No
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3. Why did you book into our out of hours clinic? (Please tick)

I work during the day	My family member who accompanies me works during the day	It is quieter during these clinics	It was the first available appointment	Other (Please state on the line below)
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4. How good was the last GP you saw at each of the following? (Please tick)

	Very good	Good	Fair	Poor	Very Poor	Does not apply
Asking about your symptoms						
Building your confidence and trust						
Giving you enough time						
Listening to you						
Explaining tests and treatments						
Involving you in decisions about your care						
Treating you with care and concern						

5. Do you feel that we should be offering an extended hours services? (Please tick)

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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6. Should these appointments be reserved for working patients? (Please tick)

Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
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7. How easy was it to get an appointment for this clinic? (Please tick)

Very Easy	Fairly Easy	Not easy	Not at all easy	Don't know
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8. Overall, how was your experience of this clinic? (Please tick)

Excellent	Very Good	Good	Fair	Poor	Very Poor
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9. How could we improve this service? (Please write in the space provided)

Demographics:

<b>What is your gender?</b> (Please tick)	Male		Female			
<b>What is your age?</b> (Please tick)	Under 16	16 to 44	45 to 64	65 to 74	75 or over	
<b>Do you have a longstanding health condition?</b> (Please tick)	Yes		No		Can't say / Don't know	
<b>Are you a carer?</b> (Please tick)	Yes			No		
<b>What is your ethnicity?</b> (Please tick)	White	Black or Black British	Asian or Asian British	Mixed	Chinese	Other ethnic group

Thank you for taking the time to provide us with your valuable feedback.