

Your experience of health care in general practices

PREOS PC Compact

What is this survey about?

Patients receive health care in general practices in England that is usually safe and of a high quality. However, this health care can sometimes harm patients' health or wellbeing. For example:

- you may not receive an examination or test when needed;
- you may receive a wrong diagnosis; or
- you may be given the wrong medication.

Your GP surgery has sent you this questionnaire because they want to learn more about how to improve the quality and safety of their services. Your views are very important in helping to improve health care and patient safety at your GP surgery.

Please take part in this survey, even if you have never experienced any problem at your practice. The survey will probably take you about 10 minutes to fill in.

Please read the instructions on the next page carefully before starting the survey.

How to complete the survey

- Please put a cross inside the relevant box using a black or blue pen.
- Don't worry if you make a mistake or change your mind, simply fill in the box you had crossed (like this) and put a cross in the new box.
- If you are a carer and doing this survey on behalf of someone else, please answer about the medical care given to the person you are caring for, rather than about the care you received from your own GP surgery.
- Please **do not** write your name or address anywhere on the survey. This survey is anonymous – we cannot report any problems on your behalf. If you want advice on any safety problem, please contact the surgery, your local Healthwatch or your local PALS office (Patient Advice and Liaison Service).

Thank you for your time and help.

1. Thinking about the health care you have received in your GP surgery in the last 12 months, how often did the following apply to your GPs?

	Always	Often	Sometimes	Rarely	Never	Does not apply
They were available when you needed to see or talk to them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They encouraged you to talk about any concerns about your health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They told you what side effects of your treatments to watch for (such as feeling sick or diarrhoea)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They took your concerns seriously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Thinking about the health care you have received in your GP surgery in the last 12 months, how often did you do the following?

	Always	Often	Sometimes	Rarely	Never	Does not apply
Tell your GPs, nurses or other staff at the surgery when you thought something was wrong with your health care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make a suggestion to your GPs, nurses or other staff at the surgery when you thought something could be done to improve the service provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Next we would like to ask you if you have experienced any safety problems in your GP surgery. By **safety problems** we mean those problems that may happen **when a patient receives health care that might lead to harm to their health or wellbeing**. We do not mean just 'health and safety' issues, but problems such as not being examined or treated when necessary, or receiving a wrong diagnosis or the wrong medication.

The next question contains a list of safety problems that may happen in GP surgeries that might help you to better understand what we mean by safety problems.

3. Thinking about the health care you have received in your GP surgery in the last 12 months, were there any safety problems related to the following? (Please put a cross in **all** the boxes that apply.)

The diagnosis of your health problem	<input type="checkbox"/>
Medication prescribed or given to you at your GP surgery	<input type="checkbox"/>
Other treatments prescribed or given to you at your GP surgery	<input type="checkbox"/>
Vaccines prescribed or given at your GP surgery	<input type="checkbox"/>
Blood tests and other laboratory tests ordered or carried out at your GP surgery	<input type="checkbox"/>
Tests for diagnosis and follow-up, ordered or carried out at your GP surgery (other than blood and laboratory tests, such as ECG or X-rays)	<input type="checkbox"/>
Your appointments	<input type="checkbox"/>
Your health records	<input type="checkbox"/>
None of the above	<input type="checkbox"/>

4. Thinking about the health care you have received in your GP surgery in the last 12 months, were there any communication problems with the following?

	Yes	No
Between you and GPs, nurses or other health-care staff in your GP surgery	<input type="checkbox"/>	<input type="checkbox"/>
Among GPs, nurses or other health-care staff in your GP surgery	<input type="checkbox"/>	<input type="checkbox"/>
Between GPs, nurses or other health-care staff in your GP surgery and other health-care professionals (such as consultants or hospital nurses)	<input type="checkbox"/>	<input type="checkbox"/>

Next we would like to ask you whether you have been harmed as a result of the health care provided in your GP surgery. By harm, we mean those situations in which health care itself causes a problem to patients' health or wellbeing. Problems in health care can cause harm to patients. Sometimes this is because the health care is not as good as it might have been. For example, a patient who has symptoms of cancer that need further investigation according to current guidelines sees her GP, but the GP does not recognise the importance of the symptoms and takes no action. Months later the cancer is finally diagnosed, but at a stage that is more advanced than when the patient first visited the GP.

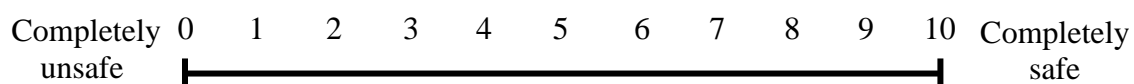
Harm can also happen even with high-quality health care, for example, when a patient is given the right medication but develops an unexpected reaction that makes them feel unwell.

Please fill in the next question (5) even if you said in questions 3 and 4 that you had not experienced any safety problem in the last 12 months.

5. Do you think you have experienced any of the following types of harm as a result of the health care provided in your GP surgery in the last 12 months?

	Not at all	Yes, some	Yes, a lot	Yes, extreme	I don't know (yet)
Harm to your physical health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harm to your mental health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harm that limited your usual social activities (such as seeing friends or shopping)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harm that led to increased health-care needs (such as needing medications or tests)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harm that led to increased personal-care needs (such as needing help preparing meals or cleaning)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Harm that led to increased financial needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. On the scale below, please circle a number from 0 to 10 to show how safe you think the health care you received in your GP surgery was in the last 12 months.



7. What things, if any, does your GP surgery do well to make sure that health care is provided safely?

8. What changes, if any, would you suggest to your GP surgery to make sure that health care is provided safely?

Please return this survey in the reply-paid envelope provided (you do not need a stamp).

Thank you for your time and help.