

Monitor – GP Choice Survey
FINAL Questionnaire – for main stage

Introduction:

A standard CAPibus introduction will be read out to all respondents. At the beginning of this section we will include the below intro:

I would now like to ask you a few questions about GP services.

Screenener:

ASK ALL

S1 Are you currently registered with a GP practice?

SINGLE CODE. DO NOT SHOWSCREEN.

1. Yes
2. No - CLOSE
3. Don't know - CLOSE

Main questionnaire

ASK ALL CODE 1 AT S1

Q1a. What are the main things you look for in a GP practice? Please read the list of 26 options and then select up to five options.

MULTICODE UP TO 5 RESPONSES. SHOWSCREEN.

Convenience of location

1. Close to work
2. Close to home
3. Close to family
4. Close to childcare
5. Parking available
6. Close to a pharmacy
7. Easy to get to

Convenience of appointments

8. Easy to get an appointment
9. Open evening and weekends
10. Offers telephone consultations
11. Offers appointments online
12. I can order repeat prescriptions online

Quality of services

13. Good reputation
14. Good quality of diagnosis and treatment
15. Comfortable waiting rooms and facilities
16. Clean
17. Friendly and attentive staff
18. Can see the same doctor every time
19. Can get the prescription I need
20. My GP offers me choice of hospital for further care

Range of services

21. Integrated care
22. That it delivers a particular service I need
23. Male and female GPs available
24. GPs speak my language
25. The GP practice offers appointments with other healthcare professionals (e.g. practice nurse / dietician / counsellor / physiotherapist etc.)
26. GP practice has a patient participation group
27. Other (specify)
28. Don't know

ASK ALL CODE 1 AT S1

Q1b. And for each of the things you look for in a GP practice, to what extent, if at all, does your current GP practice meet your expectations?

SINGLE CODE FOR EACH STATEMENT. SHOWSCREEN.

PULL THROUGH ANSWERS SELECTED AT Q1a.

1. Meets my expectations
2. Below my expectations
3. Don't know

ASK ALL CODE 1 AT S1

Q2. Thinking about the last 6 months, how many times, if any, have you visited your GP practice?

ADD IF NEEDED: **That is since May 2014.**

SINGLE CODE DO NOT SHOWSCREEN.

1. Once
2. Twice
3. 3-5 times
4. 6-7 times
5. 8-9 times
6. 10 or more times
7. Have not visited GP practice in the last 6 months
8. Don't know / Can't remember

ASK ALL CODE 1 AT S1

Q3. When did you register with your current GP practice?

SINGLE CODE. DO NOT SHOWSCREEN.

- | | |
|--|-----------|
| 1. Less than a year ago | GO TO Q4 |
| 2. 1year up to and including 3 years ago | GO TO Q4 |
| 3. Over 3 years up to and including 5 years ago | GO TO Q4 |
| 4. Over 5 years up to and including 10 years ago | GO TO Q4 |
| 5. More than 10 years ago | GO TO Q26 |
| 6. Registered since birth | GO TO Q26 |
| 7. Don't know – someone else registered for me | GO TO Q26 |

**THE FOLLOWING QUESTIONS ARE FOR RESPONDENTS REGISTERED WITH
THEIR CURRENT GP PRACTICE IN THE LAST 10 YEARS (CODES 1-4 AT Q3)**

ASK IF CODES 1-4 AT Q3

Q4. Why did you need to register with a new GP practice at that time?

SINGLE CODE. DO NOT SHOWSCREEN.

1. Moved home
2. Was dissatisfied with my previous GP practice / GP
3. Wanted to move to a GP practice that delivers a particular service I need
4. Other (specify)
5. Don't know / Can't remember

ASK IF CODES 1-4 AT Q3

Q5. Do you think you have the right to...?

SINGLE CODE PER STATEMENT. DO NOT SHOWSCREEN.

- A. Choose your GP practice
- B. Ask to see a particular GP / doctor within a practice

1. Yes
2. No
3. Don't know

ASK IF CODES 1-4 AT Q3

Q6. How important, if at all, do you think it is to be able to choose the GP practice you register at?

READ OUT. SINGLE CODE ONLY

1. **Very important**
2. **Fairly important**
3. **Not very important**
4. **Not at all important**
5. Don't know

ASK IF CODES 1-4 AT Q3

Q7a. Why did you choose to register at your current GP practice?

MULTICODE. DO NOT SHOWSCREEN.

Convenience of location

1. Close to work
2. Close to home
3. Close to family
4. Close to childcare
5. Parking available
6. Close to a pharmacy
7. Easy to get to

Convenience of appointments

8. Easy to get an appointment
9. Open evening and weekends
10. Offers telephone consultations
11. offers appointments online
12. I can order repeat prescriptions online

Quality of services

13. Good reputation
14. Good quality of diagnosis and treatment
15. Comfortable waiting rooms and facilities
16. Clean
17. Friendly and attentive staff
18. Can see the same doctor every time
19. Can get the prescription I need
20. My GP offers me choice of hospital for further care

Range of services

21. Male and female GPs available
22. GPs speak my language
23. The GP practice offers appointments with other healthcare professionals (e.g. practice nurse / dietician / counsellor / physiotherapist etc.)
24. GP practice has a patient participation group

Practical reasons

25. I was not allowed to register with any other GP practice
26. I was not allowed to register with the practice I wanted to register with
27. Other practices were full / not taking new patients
28. There are no other GP practices in the local area / that I can get to
29. Other family members are (already) registered at the GP practice
30. It was recommended to me by friends / family
31. It was recommended to me by a healthcare professional
32. Other (specify)
33. Don't know / Can't remember

ASK IF MORE THAN ONE CODE SELECTED AT Q7a. IF ONLY ONE CODE SELECTED AT Q7a AUTOFILL TO SELECT THIS CODE AT Q7b.

Q7b. You mentioned a number of reasons why you are registered at your current GP practice. Which one of the following is the MOST important reason for registering at this GP practice?

SINGLE CODE. SHOWSCREEN.

1. SHOW CODES SELECTED AT Q7a
2. Unable to choose one / all equally important
3. Don't know

ASK IF CODES 1-4 AT Q3

Q8. If you wanted to see a GP because you were unwell but were unable to get an appointment when you wanted, what would you be most likely to do instead?

SINGLE CODE. DO NOT SHOWSCREEN.

1. Go to a walk-in centre
2. Go to A&E / Hospital
3. Call NHS 111
4. See an out-of-hours GP
5. Make an appointment with my GP for a different time
6. Not seek medical attention / self-medicate
7. Visit a pharmacy
8. Look for information / advice on NHS Choices / online
9. Ask friends / family for advice
10. Wait to see if the condition got worse
11. Ask for a home visit
12. Do something else (specify)
13. Don't know

ASK IF CODES 1-4 AT Q3

Q9. How easy or difficult did you find registering with your current GP practice?

SINGLE CODE. DO NOT SHOWSCREEN.

- | | |
|-------------------------------|-----------|
| 1. Very easy | GO TO Q11 |
| 2. Fairly easy | GO TO Q11 |
| 3. Neither easy nor difficult | GO TO Q11 |
| 4. Fairly difficult | GO TO Q10 |
| 5. Very difficult | GO TO Q10 |
| 6. Don't know | GO TO Q11 |

ASK IF CODES 4/5 SELECTED AT Q9

Q10. For what reasons did you find registering with your current GP practice difficult?

MULTICODE. DO NOT SHOWSCREEN.

1. Inconvenience of having to visit the surgery to register
2. It took a long time to transfer my files / records
3. My files were lost whilst transferring them
4. Inconvenience of filling in paperwork
5. I did not know my NHS number
6. I did not know where my local practices were/I could not find out which GP practices I could register with
7. Lots of procedures to go through
8. No one to ask for help in registering with a new GP practice / did not know who to ask for help
9. I did not know where I could get information on GP practices from / had to make uninformed choice
10. It was difficult to provide the relevant / required documents
11. Other (specify)
12. Don't know

ASK IF CODES 1-4 AT Q3

Q11. At the time when you registered with your current GP practice, did you consider any other GP practices?

SINGLE CODE. DO NOT SHOWSCREEN.

- | | |
|---------------|-----------|
| 1. Yes | GO TO Q13 |
| 2. No | GO TO Q12 |
| 3. Don't know | GO TO Q19 |

IF CODE 2 AT Q11

Q12. What were the main reasons why you did not consider any other GP practices at that time?

MULTICODE. DO NOT SHOWSCREEN. DO NOT PROMPT.

1. GP practice is close to my home
2. GP practice is close to my job / workplace
3. GP practice is close to my family
4. GP practice is close to childcare
5. I did not know that I could choose a GP practice / GP
6. There are no other GP practices near my home or work / that are convenient to get to
7. My family were already registered with this practice
8. I tried to register with another GP practice but they refused to do so / were full
9. I did not know which other GP practices were an option for me
10. They are all the same
11. GP practice I chose had a good reputation
12. Didn't have time to think about alternatives
13. I live outside the catchment area of practice(s) I would like to register with
14. It was recommended to me
15. Other (specify)
16. No reason / No need to
17. Don't know

IF CODE 1 AT Q11

Q13. What was the main reason why did you not register with any of the other GP practices you considered?

SINGLE CODE. DO NOT SHOWSCREEN.

1. This was the only GP practice I was in the catchment area for
2. I tried to register with another GP practice but they refused to do so / were full
3. I expected that I would not be allowed to register
4. I found that this was the best option
5. I thought registering with a new practice would be difficult
6. Other (specify)
7. Don't know

ASK IF CODE 2 AT Q13

Q14. As far as you know what was the main reason you were refused registration?

SINGLE CODE. DO NOT SHOWSCREEN.

1. I lived outside of the catchment area / boundary of the practice
2. The practice was not accepting new patients
3. I was not given a reason
4. Other (specify)
5. Don't know

IF CODE 1 AT Q11

Q15. When you were choosing your GP practice, did you try to compare GP practices for any of the following?

MULTICODE EXCEPT CODE 15. SHOWSCREEN.

1. Opening times
2. Quality of diagnosis
3. Quality of treatment
4. Reputation/patient satisfaction rates
5. The number of appointments available per day
6. The number of GPs at the surgery
7. Availability of evening / weekend appointments
8. Availability of online / email access for making an appointment
9. Availability of online prescriptions
10. What clinical services are available
11. Availability of appointments with other healthcare professionals (e.g. practice nurse / dietician / counsellor / physiotherapist etc.)
12. Availability of parking spaces
13. Transport links / length of time or travel distance
14. Availability of male and female GPs
15. I have never tried to compare GP practices
16. Don't know / Can't remember

IF ANY OF CODES 1-14 SELECTED AT Q15 GO TO Q16, IF NOT GO TO Q19

ASK IF ANY OF CODES 1-14 SELECTED AT Q15

Q16. And what were the main sources of information you used when you were comparing GP practices?

MULTICODE. SHOWSCREEN.

1. Recommendations from family/friends
2. Phoned GP practice to find out information
3. Visited GP practice to find out information
4. NHS Choices website
5. GP practice website
6. My Health London website
7. Online GP survey results
8. Other (specify)
9. Don't know / Can't remember

ONLY SHOW STATEMENTS BELOW IF 1, 2, 3, 4, 8 OR 10 SELECTED AT Q15, IF NOT GO TO Q19

Q17. How easy or difficult was it to find information on...?

READ OUT. SINGLE CODE. SHOWSCREEN.

- A. Opening times**
- B. Quality of diagnosis**
- C. Quality of treatment**
- D. Reputation / patient satisfaction rates**
- E. Availability of online/email access for making an appointment**
- F. What clinical services are available**

1. Very easy
2. Fairly easy
3. Neither easy nor difficult
4. Fairly difficult
5. Very difficult
6. Don't know

ONLY SHOW STATEMENTS BELOW IF 1, 2, 3, 4, 8 OR 10 SELECTED AT Q15, IF NOT GO TO Q19

Q18. How easy or difficult was it to understand the information about...?
READ OUT. SINGLE CODE. SHOWSCREEN.

- A. Opening times**
- B. Quality of diagnosis**
- C. Quality of treatment**
- D. Reputation / patient satisfaction rates**
- E. Availability of online/email access for making an appointment**
- F. What clinical services are available**

- 1. Very easy
- 2. Fairly easy
- 3. Neither easy nor difficult
- 4. Fairly difficult
- 5. Very difficult
- 6. Don't know

ASK IF CODES 1-4 AT Q3

Q19. How would you describe your GP practice relative to other practices in your local area, would you say it was...?
READ OUT. SINGLE CODE. DO NOT SHOWSCREEN.

- 1. Better than average**
- 2. Average**
- 3. Worse than average**
- 4. There are no other GP practices in my local area
- 5. Don't know

IF CODES 1-3 SELECTED AT Q19

Q20. You said that you think your GP practice is [TEXT SUB FROM Q19], why do you say that?
MULTICODE. DO NOT SHOWSCREEN.

- 1. My personal experience of other GP practices
- 2. Information available on performance of other GP practices (e.g. NHS Choices, GP Patient Survey results etc.)
- 3. Feedback from family/friends
- 4. A sense I got at the GP practice/gut feeling
- 5. Other (please specify)
- 6. Don't know

ASK IF CODES 1-4 AT Q3

Q21. Overall, how satisfied or dissatisfied are you with your current GP practice? When answering please think about all aspects of your experience including accessibility, quality, the services and facilities available etc.
SINGLE CODE. DO NOT SHOWSCREEN.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK IF CODES 1-4 AT Q3

Q22. Have you ever considered moving from your current GP practice and registering with a different GP practice?
SINGLE CODE. DO NOT SHOWSCREEN.

1. Yes
2. No
3. I did not know I could (move to) register at a different GP practice

ASK IF CODES 4/5 AT Q21

Q23. What is the main reason why you have not moved to a different GP practice?
SINGLE CODE. DO NOT SHOWSCREEN.

1. I didn't know I could change GP practice
2. I moved to a different GP within my GP practice (I no longer see the GP I was dissatisfied with)
3. There are no alternatives
4. Requires too much effort / I don't have time
5. A new GP will not know me and my medical history
6. I won't be able to see the same GP every time at the new GP practice
7. I don't expect the new GP practice to be better than my current GP practice/ they are all the same
8. Lack of information to compare GP practices against each other
9. This was the only GP practice I was in the catchment area for
10. I have complained and waiting to see if the situation improves / changes
11. I am currently in the process of moving GP practice
12. Happy / satisfied with my GP / doctor
13. Other (specify)
14. Don't know

ASK IF CODES 1-4 AT Q3

Q24. If you wanted to register with a different GP practice, do you feel you would have a choice of GP practices to choose from?

SINGLE CODE. DO NOT SHOWSCREEN.

1. Yes
2. No
3. Don't know

ASK IF CODES 1-4 AT Q3

Q25. I am going to read out a number of situations. I'd like you to think about what you would do in each situation if they happened at your current GP practice. For each please tell me how likely or unlikely you would be to move to a different GP practice as a result.

Please give your answer on a scale of 0 to 10, where 0 means you are very unlikely to move to a different GP practice and 10 means you are very likely to move to a different GP practice.

READ OUT. SINGLE CODE FOR EACH STATEMENT A TO H. SHOWCARD.

- A. If it became more difficult to get an appointment when you wanted one**
- B. If the receptionist became less polite / friendly**
- C. If it became more difficult to see the same GP / the GP you wanted to see**
- D. If it became more difficult to order repeat prescriptions**
- E. If you found out that the diagnosis of a serious condition (such as cancer) became less accurate**
- F. If you became less satisfied with the treatment you received for your condition (e.g. back pain)**
- G. If the facilities at the GP practice became less clean (for example the waiting room, toilets etc.)**
- H. If it became less likely that you would be offered a choice of hospital for further care**

0. = Very unlikely to move to a different GP practice

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.

10. = Very likely to move to a different GP practice

11. Don't know

**QUESTIONS FOR RESPONDENTS WHO HAVE BEEN WITH THEIR GP
PRACTICE FOR OVER 10 YEARS (CODES 5-7 AT Q3)**

ASK IF CODES 5-7 AT Q3

Q26. Do you think you have the right to...?

SINGLE CODE PER STATEMENT. DO NOT SHOWSCREEN.

- A. Choose your GP practice
 - B. Ask to see a particular GP / doctor within a practice
-
- 1. Yes
 - 2. No
 - 3. Don't know

ASK IF CODES 5-7 AT Q3

Q27. How important, if at all, do you think it is to be able to choose the GP practice you register at?

READ OUT. SINGLE CODE ONLY

- 1. Very important
- 2. Fairly important
- 3. Not very important
- 4. Not at all important
- 5. Don't know

ASK IF CODES 5-7 AT Q3

Q28a. What aspects of your current GP practice do you value?

MULTICODE. DO NOT SHOWSCREEN.

Convenience of location

1. Close to work
2. Close to home
3. Close to family
4. Close to childcare
5. Parking available
6. Close to a pharmacy
7. Easy to get to

Convenience of appointments

8. Easy to get an appointment
9. Open evening and weekends
10. Offers telephone consultations
11. Offers appointments online
12. I can order repeat prescriptions online

Quality of services

13. Good reputation
14. Good quality of diagnosis and treatment
15. Comfortable waiting rooms and facilities
16. Clean
17. Friendly and attentive staff
18. Can see the same doctor every time
19. Can get the prescription I need
20. My GP offers me choice of hospital for further care

Range of services

21. Integrated care
22. That it delivers a particular service I need
23. Male and female GPs available
24. GPs speak my language
25. The GP practice offers appointments with other healthcare professionals (e.g. practice nurse / dietician / counsellor / physiotherapist etc.)
26. GP practice has a patient participation group
27. Other (specify)
28. Don't know / Not sure

ASK IF MORE THAN ONE CODE SELECTED AT Q28a. IF ONLY ONE CODE SELECTED AT Q28a AUTOFILL TO SELECT THIS CODE AT Q28b.

Q28.b You mentioned a number of aspects you value about your current GP practice. Which one of the following is the MOST important aspect to you?
SINGLE CODE. SHOWSCREEN.

1. SHOW CODES SELECTED AT Q28a
2. Unable to choose one / all equally important
3. Don't know / Not sure

ASK IF CODES 5-7 AT Q3

Q29. If you wanted to see a GP because you were unwell but were unable to get an appointment when you wanted, what would you be most likely to do instead?

SINGLE CODE. DO NOT SHOWSCREEN. DO NOT PROMPT

1. Go to a walk-in centre
2. Go to A&E / Hospital
3. Call NHS 111
4. See an out-of-hours GP
5. Make an appointment with my GP for a different time
6. Not seek medical attention / self-medicate
7. Visit a pharmacy
8. Look for information / advice on NHS Choices / online
9. Ask friends / family for advice
10. Wait to see if the condition got worse
11. Ask for a home visit
12. Do something else (specify)
13. Don't know

ASK IF CODES 5-7 AT Q3

Q30. Have you ever tried to compare GP practices for any of the following?
MULTICODE EXCEPT CODE 15. SHOWSCREEN.

1. Opening times
2. Quality of diagnosis
3. Quality of treatment
4. Reputation/patient satisfaction rates
5. The number of appointments available per day
6. The number of GPs at the surgery
7. Availability of evening / weekend appointments
8. Availability of online / email access for making an appointment
9. Availability of online prescriptions
10. What clinical services are available
11. Availability of appointments with other healthcare professionals (e.g. practice nurse / dietician / counsellor / physiotherapist etc.)
12. Availability of parking spaces
13. Transport links / length of time or travel distance
14. Availability of male and female GPs
15. I have never tried to compare GP practices
16. Don't know

ASK IF ANY OF CODES 1-14 SELECTED AT Q30

Q31. And what were the main sources of information you used when you were comparing GP practices?
MULTICODE. SHOWSCREEN.

1. Recommendations from family/friends
2. Phoned GP practice to find out information
3. Visited GP practice to find out information
4. NHS Choices website
5. GP practice website
6. My Health London website
7. Online GP survey results
8. Other (specify)
9. Don't know / Can't remember

ONLY SHOW STATEMENTS BELOW IF 1, 2, 3, 4, 8 OR 10 SELECTED AT Q30

Q32. How easy or difficult was it to find information on...

SINGLE CODE. SHOWSCREEN.

- A. Opening times**
- B. Quality of diagnosis**
- C. Quality of treatment**
- D. Reputation / patient satisfaction rates**
- E. Availability of online/email access for making an appointment**
- F. What clinical services are available**

- 1. Very easy
- 2. Fairly easy
- 3. Neither easy nor difficult
- 4. Fairly difficult
- 5. Very difficult
- 6. Don't know

ONLY SHOW STATEMENTS BELOW IF 1, 2, 3, 4, 8 OR 10 SELECTED AT Q30

Q33. How easy or difficult was it to understand the information about...

SINGLE CODE. SHOWSCREEN.

- A. Opening times**
- B. Quality of diagnosis**
- C. Quality of treatment**
- D. Reputation / patient satisfaction rates**
- E. Availability of online/email access for making an appointment**
- F. What clinical services are available**

- 1. Very easy
- 2. Fairly easy
- 3. Neither easy nor difficult
- 4. Fairly difficult
- 5. Very difficult
- 6. Don't know

ASK IF CODES 5-7 AT Q3

Q34. How would you describe your GP practice relative to other practices in your local area, would you say it was...?

SINGLE CODE. DO NOT SHOWSCREEN.

1. **Better than average**
2. **Average**
3. **Worse than average**
4. There are no other GP practices in my local area
5. Don't know

IF CODES 1-3 SELECTED AT Q34

Q35. You said that you think your GP practice is [TEXT SUB FROM Q34], why do you say that?

MULTICODE. DO NOT SHOWSCREEN.

1. My personal experience of other GP practices
2. Information available on performance of other GP practices (e.g. NHS Choices GP, Patient Survey results etc.)
3. Feedback from family/friends
4. A sense I got at the GP practice/gut feeling
5. Other (please specify)
6. Don't know

ASK IF CODES 5-7 AT Q3

Q36. Overall, how satisfied or dissatisfied are you with your current GP practice? When answering please think about all aspects of your experience including accessibility, quality, the services and facilities available etc.

SINGLE CODE. DO NOT SHOWSCREEN.

1. Very satisfied
2. Fairly satisfied
3. Neither satisfied nor dissatisfied
4. Fairly dissatisfied
5. Very dissatisfied
6. Don't know

ASK IF CODES 5-7 AT Q3

Q37. Have you ever considered moving from your current GP practice and registering with a different GP practice?

SINGLE CODE. DO NOT SHOWSCREEN.

1. Yes
2. No
3. I did not know I could (move to) register at a different GP practice

ASK IF CODES 4 OR 5 AT Q36

Q38. What is the main reason why you have not moved to a different GP practice?

SINGLE CODE. DO NOT SHOWSCREEN.

1. I didn't know I could change GP practice
2. I moved to a different GP within my GP practice (I no longer see the GP I was dissatisfied with)
3. There are no alternatives
4. Requires too much effort / I don't have time
5. A new GP will not know me and my medical history
6. I won't be able to see the same GP every time at the new GP practice
7. I don't expect the new GP practice to be better than my current GP practice/ they are all the same
8. Lack of information to compare GP practices against each other
9. This was the only GP practice I was in the catchment area for
10. I have complained and waiting to see if the situation improves / changes
11. I am currently in the process of moving GP practice
12. Happy / satisfied with my GP / doctor
13. Other (specify)
14. Don't know

ASK IF CODES 5-7 AT Q3

Q39. If you wanted to register with a different GP practice, do you feel you would have a choice of GP practices to choose from?

SINGLE CODE. DO NOT SHOWSCREEN.

1. Yes
2. No
3. Don't know

ASK IF CODES 5-7 AT Q3

Q40. I am going to read out a number of situations. I'd like you to think about what you would do in each situation if they happened at your current GP practice. For each please tell me how likely or unlikely you would be to move to a different GP practice as a result.

Please give your answer on a scale of 0 to 10, where 0 means you are very unlikely to move to a different GP practice and 10 means you are very likely to move to a different GP practice.

READ OUT. SINGLE CODE FOR EACH STATEMENT A TO H. SHOWSCARD

- A. If it became more difficult to get an appointment when you wanted one**
- B. If the receptionist became less polite / friendly**
- C. If it became more difficult to see the same GP / the GP you wanted to see**
- D. If it became more difficult to order repeat prescriptions**
- E. If you found out that the diagnosis of a serious condition (such as cancer) became less accurate**
- F. If you became less satisfied with the treatment you received for your condition (e.g. back pain)**
- G. If the facilities at the GP practice became less clean (for example the waiting room, toilets etc.)**
- H. If it became less likely that you would be offered a choice of hospital for further care**

0. = Very unlikely to move to a different GP practice

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.= Very likely to move to a different GP practice

11. Don't know

Demographics

ASK ALL
QDEMOG1

Do you have any long-standing illness, disability or infirmity? By long-standing I mean anything that has troubled you over a period of time, or that is likely to affect you over a period of time.

SINGLE CODE ONLY

Yes
No
Don't know

QDEMOG2
READ OUT

As part of the research we would like to compare the results of this survey with those of other surveys about GP Practices. For example, studies looking at the performance of GP practices. To be able to do this we need to collect the address details of your current GP practice.

We can assure you that this information will only be used by Ipsos MORI and Monitor to compare anonymous results from this study with anonymous results relating to your GP Practice from other studies. Monitor are the sector regulator for health services in England. Allowing us to do this will NOT affect any care or treatment you receive, nor will it affect your GP / GP practice in any way. We can also assure you that all your individual answers, as with those given in the rest of the survey, will remain confidential to Ipsos MORI and Monitor.

Would you be happy to provide address details for your GP practice for this purpose?

SINGLE CODE ONLY

1. Yes
2. No

ASK IF CODE 1 AT QDEMOG2
QDEMOG3

Please can you tell me the name and address of the GP practice you are currently registered with?

WRITE IN – PLEASE CAN WE HAVE THIS ALL ON ONE SCREEN BUT
SEPARATE TEXT BOXES FOR: GP PRACTICE NAME; STREET; TOWN/AREA;
POSTCODE