

Castle Mead Medical Centre & Stoke Golding Surgery

1. What is your age group?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

2. What is your gender?

- Female
- Male
- Prefer not to say

3. Which member of the clinical team was your consultation with?

- GP
- Nurse practitioner
- Nurse
- Healthcare assistant
- Unsure

4. How was your appointment carried out?

- Telephone (**Please go to question 5**)
- Telephone with photo submission (**Please go to question 7**)
- Video (**Please go to question 10**)
- Face-to-face (**Please go to question 12**)

Telephone Consultations

5. How user-friendly was the process for you?

- Extremely
- Very
- Moderately
- Slightly
- Not at all

6. In the future would you be happy with a telephone consultation with a clinician first, only to be brought into the surgery for a face to face appointment if this was helpful to the outcome of the consultation?

- Yes
- No

Please go to question 15

Video consultations

7. How user-friendly was the process for you?

- Extremely Slightly
 Very Not at all
 Moderately

8. Did this video option lead to a completed consultation over the telephone and avoid needing to attend surgery for a face to face appointment?

- Yes
 No

9. Would you feel happy to do a video consultation in the future if the clinician felt this would be useful during your remote clinical consultation?

- Yes
 No

Please go to question 15

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Telephone with the submission of a photo

10. How user-friendly was the process for you?

Extremely

Slightly

Very

Not at all

Moderately

11. Did this photo option lead to a completed consultation over the telephone and avoid needing to attend surgery for a face to face appointment?

Yes

No

Please go to question 15

Face to face consultations

12. How user-friendly was the process for you?

- Extremely Slightly
 Very Not at all
 Moderately

13. With regards to the practice adaptations and staff wearing PPE (apron, masks, gloves etc) how safe did you feel when on the practice premises?

- Very safe Unsafe
 Safe Very unsafe
 Neutral

If you felt unsafe, please explain why

14. In hindsight do you think your clinical condition could have been dealt with by a telephone or video consultation instead of attending the practice?

- Yes
 No

Please go to question 15

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15. If you could choose how you next consult with a nurse, nurse practitioner or GP at the practice, what would you find the most acceptable method for you?

- Telephone
- Telephone with photo attachment
- Video
- Face to face

16. For a routine (non-urgent) problem, would it be more convenient for you to book an 'on the day' appointment via reception that morning, or have a 'pre-bookable' appointment?

- On the day
- Pre-book

By April 2021 the Government wants all practices to operate an e-consultation option. This is similar to emailing via a secure platform. This technology would be for non-urgent medical problems or administrative queries; with an aim to have a response back to you within one working day.

17. Do you have the available technology to use this method of contact with the practice (i.e. smart phone/tablet/computer)?

- Yes
- No

18. If so, would you have felt your recent consultation could have been managed in this way?

- Yes
- No

19. If answered no, please explain why:

20. Finally, how likely are you to recommend this practice to your family and friends?

Very likely

Unlikely

Likely

Very unlikely

Neither likely nor unlikely

21. Please feel free to leave any constructive comments which may help us to develop our future practice