

## PENISTONE GROUP PRACTICE

### CONTINUITY OF CARE QUESTIONNAIRE

It has long been felt by patients and GPs alike that continuity of care is an essential part of the patient experience when they visit their GP surgery.

Continuity of care is about seeing the doctor at the practice that knows you best. Patients describe developing a relationship with a doctor based on trust and knowledge of them. Patients who have long term health conditions (such as diabetes, heart and lung disease) are more likely to value continuity. This is also true if patients are having a difficult time with their mental or emotional health. If people have a short term illness, they are less likely concerned about who they see as long as they can see a doctor soon.

The GP patient survey recently conducted, highlighted that patients at Penistone surgery are finding it difficult to see the doctor of their choice.

We would like to find out more about this and look at methods of improving continuity. Hence we are therefore conducting a survey on a sample of the practice's patient population.

We would be very grateful if you could complete this **strictly confidential** questionnaire. The results will be reviewed by the practice team and patient reference group (PRG). The findings and actions will be published within the surgery and on the practice website

Even if continuity is not an issue for you; we would value your opinion.

Thank you for your time

Dr Jon Griffin

# CONTINUITY OF CARE QUESTIONNAIRE

1. Do you have a doctor you would prefer to see? (tick one)
  - Yes
  - No
  
2. How important to you is it that you see your preferred GP (circle one)
  - Very important
  - Fairly Important
  - You don't really mind
  
3. How often do you speak to or see the GP you prefer? (circle one)
  - Almost or always
  - A lot of the time
  - Some of the time
  - Never or almost never
  - It doesn't matter to me
  
4. What is the most important aspect of seeing the GP you prefer? (circle one)
  - They know me as a person
  - They know all about my health
  - They co-ordinate my care with the hospital and other agencies
  
5. When do you like to see your preferred GP? (circle as many as apply)
  - All of the time
  - For some aspects of my health  
- (but I see other doctors/nurses for other things)
  - For health problems I've had a long time
  - For emotional problems or similar concerns
  - It doesn't matter to me
  
6. If you cannot see the GP you prefer what do you do? (circle one)
  - Book the next available and suitable appointment with them
  - Phone another time
  - Book with another doctor
  - Try and leave them a message
  - I don't have a preferred GP

7. What other methods would you consider useful when communicating with your preferred GP (circle as many as apply)

- A telephone appointment that I made
- A call from the GP
- A letter from the GP
- An e-mail from the GP
- I would prefer to see them face to face
- I don't have a preferred GP

8. Of the methods above would you prefer? (circle only one)

- A telephone appointment that I made
- A call from the GP
- A letter from the GP
- An e-mail from the GP
- I would prefer to see them face to face
- It doesn't matter to me

### **JUST A FEW QUESTIONS ABOUT YOU:-**

1. How old are you?

- 0 - 40
- 40 - 75
- 75 plus

2. How often do you attend the surgery in a year?

- 1-2
- 3-5
- 5+

3. Do you have a long term health condition (such as diabetes, heart and lung disease)

- YES
- NO