

Young Peoples GP Experience Survey

Young Healthwatch want to hear from young people about your experiences when booking an appointment with your doctor/nurse and how you feel about your doctors surgery. We will use the information we get to try and improve services for you. This survey closes on Friday 20th March 2015.

All your answers will be confidential - so you can be as honest as you like!

If you need any help or have a question please call Healthwatch Wakefield on 01924 787379 or text 07885 913395. If you want to find out more about Healthwatch you can go to www.healthwatchwakefield.co.uk

*1. What is your post code?

*2. What is your age?

- 0-10 years 11-16 years 17-24 years

3. If you know the name of your doctors surgery or your doctors name please type it in below?

4. When did you last visit your doctors surgery?

- Within last 6 months 6 - 12 months 12 months+

5. Do you normally make your own appointment to see someone at your doctors?

- Yes No

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6. If you answered 'No' can you tell us why you didn't make your own appointment?

- I didn't know I could My parent/carer does it for me
 I wasn't allowed to by doctor I couldn't get through to doctor

Other (please specify)

7. When you have phoned your doctors, could you get through?

- Always Never
 Most of the time I cant remember or I don't know
 Rarely

8. Are you able to book an appointment at a time that suits you?

- Yes No

Any Comment (please specify)

9. If you want to see a doctor/nurse urgently, how easy is it to get an appointment on the same day?

- Very easy Not at all easy
 Fairly easy Don't Know
 Not very easy

10. How would you prefer to make your appointments?

- By Phone Text
 In Person Email
 Online

Other (please specify)

11. Have you had good and/or bad experiences with the doctors reception service?

- Good Both
 Bad

Please explain why in the box below

12. Do you feel that the doctor/nurse involves you in decisions about your care?

- Yes Sometimes No

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13. Are you aware that you can be seen without your parent/carer?

Yes

No

14. Would you know how to make a complaint if you were not happy about your experience at your doctors surgery?

Yes

No

15. If there is anything else you would like to tell us about your experience at your doctors surgery, please type your comments in the box below.

16. Would you recommend this service to your family and friends?

Yes

No

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Thank you for completing this survey. You have helped us to try and make services better for young people.