

## Improving access to GP services

Age Alliance Wales and the Bevan Foundation are charities which want to improve access to GP services for older people. We need your help to do this.

**Please tell us what happens when you contact your GP's practice by filling in this short survey.**

Please look at the questions below and tick the box next to your answer. For some answers, you can write down more detail if you want to.

The answers you give are strictly confidential. We will add them together and use them in a report. We might quote some of the extra detail you provide but you will not be identified if we do. We do not ask for your name or address and we do not need to know anything about your health.

When you have finished please put the survey in an envelop marked 'AGE ALLIANCE GP SURVEY'. You can give it to the person who asked you to complete it or post it to the Bevan Foundation at the address at the end.

**Thank you very much for your help**

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### 1. In the last two years, has your GP practice changed?

Yes, changed  
GP at my  
request

Yes, my GP practice  
has moved, closed or  
merged

No, no change

### 2. If your GP practice moved, closed or merged, please tell us how the change affected you?

.....  
.....

### 3. Have you contacted your GP, practice nurse or other health professional at your GP practice in the last 12 months?

Yes

No

*If you have not visited your GP  
please end the survey.*

**4. How would you describe getting an urgent (same day) appointment?**

Always easy  Sometimes easy  Sometimes hard  Always hard

**5. How would you describe getting a non-urgent appointment?**

Always easy  Sometimes easy  Sometimes hard  Always hard

**6. When you ask for an appointment, are you happy to answer questions about your health from a non-medical member of staff e.g. receptionist?**

Usually happy to answer  Not usually happy to answer  Never been asked  Don't know

**7. Why do you say this? Please write any comments**

.....  
.....

**8. In the last two years, have you asked to see a GP but been unable to get an appointment?**

Yes  No

**9. If you were unable to get an appointment, what happened then?**

.....  
.....  
.....

10. Thinking about visiting your GP practice, please tell us how easy you find it to:

Get in and out of the building and move around  
See signs easily  
Hear my name called  
Hear and understand the doctor, nurse or receptionist  
Use the toilet / bathroom if I need to

| Easy | OK | Hard | Don't know |
|------|----|------|------------|
|      |    |      |            |
|      |    |      |            |
|      |    |      |            |
|      |    |      |            |
|      |    |      |            |

11. If there is one change that would improve GP services for you, what would it be?

.....  
.....

12. Please tell us:

Your age: ..... Are you Male ..... Female .....

13. Do you have a long-term disability that affects your everyday life?

|   | Yes |
|---|-----|
| Difficulty standing or walking          |     |
| Difficulty seeing                       |     |
| Difficulty hearing                      |     |
| Difficulty speaking                     |     |
| Difficulty with memory or understanding |     |
| Other disability or impairment          |     |
| None or don't want to say               |     |

14. Local authority area where you live: .....

*Thank you for your help*

**Please return to the Bevan Foundation, 145a High Street, Merthyr Tydfil CF47 8DP**