Chat in Waiting Room

Getting patient views is key in ensuring services meet their needs. Some practices found investing 2-3 hours of time into conversations with patients in the practice waiting room provided some key insights. The conversations were based around the attached questionnaire.

## Suggested Script for interviewer:

*There is a lot of evidence that seeing the same GP, or a small clinical team, is just as important as seeing someone quickly. The practice would like to know what you think please.*

*Do you have a few minutes for me to ask you some questions please?*

*This is an informal survey. It is entirely anonymous. I do not need your name although an indication of what age band you fall into would be helpful*.

The Interviewer completes the questionnairebased on the patient’s responses.

# Suggested Questions

1. Demographics of Respondents

**Patient Age**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Under 25** | **25 – 40** | **40 – 55** | **55 – 75** | **75+** |
|  |  |  |  |  |

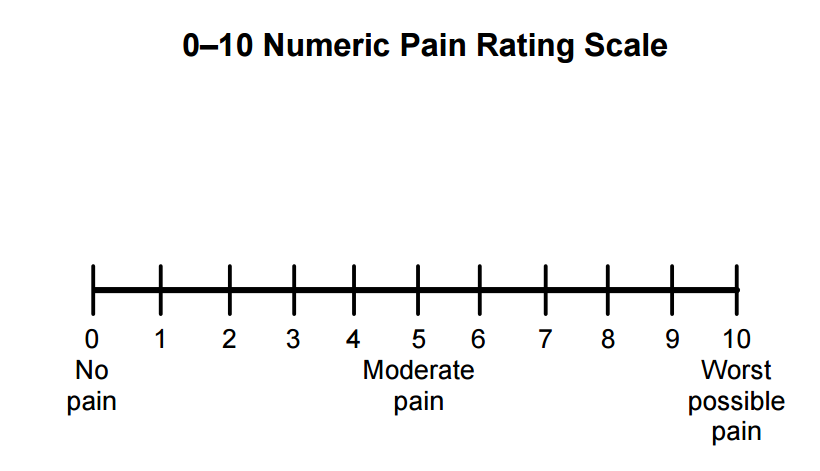
**Patient Gender**

|  |  |
| --- | --- |
| **Male** | **Female** |

1. Have you heard of “continuity of care” and know what it is? Yes/No

……………………………………………………………………………………………………………

1. When booking a routine appointment with your practice for something you feel needs to be dealt with quickly, is it access as quickly as possible that is important or do you prefer to wait to see your GP?



Access Neither/Both Wait for my GP/team

1. How long would you be prepared to wait for an appointment to see your own GP/a member of your GP team? ……………………………………………
2. Have you seen the patient leaflet on continuity? Yes/No

Is the information clear? ………………………………………………………………

1. Does the information in this leaflet change how you will book an appointment next time you need one? Yes/No
2. Have you learnt anything from this conversation/leaflet you did not know before? Yes/No ……………………………………………………………………………
3. Any other comments you would like to add that you think is relevant?

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