

5 Patient survey

An investigation of the scale scope and impact of skill mix in primary care

Survey for patients attending for an appointment at [NAME GP practice]

We are inviting you to take part in a short survey (less than five minutes) to look at what happens when GP practices, like the one you attend, offer appointments with people who have different types of training and qualifications.

We are interested in your experience of seeing these different practitioners; such as pharmacists, physician associates, advanced practitioners, paramedics etc.

You are being invited to participate because your GP practice is helping with this research. In addition to this survey, we will interview some of the GPs and other staff about how they work together.

Your participation in the study will be kept confidential to the study team. We are interested in your experiences and opinions, but we will not be collecting any information about your medical conditions or treatment. All data will be stored securely in a locked cabinet or secure computer storage at the University of Manchester until no longer needed for this research then destroyed.

We will publish the results of our study as a report, academic papers, and presentations. You can contact us directly if you wish to be sent a report on what we have learned from this research.

Contact: skillmixstudy@manchester.ac.uk

It is entirely up to you to decide. If you do not want to take part that's OK. Your decision will not affect the care you receive.

To obtain your consent for participating in this survey, we ask you to complete this survey on the day of your appointment and return the completed survey by dropping it in a collection box located at the reception area of your GP practice.

At the end of the survey sheet, you will be asked if you are interested to find out more about participating in a one-hour focus group to explore your views about seeing different types of practitioner. If you are happy for us to contact you, you will be asked to provide us with your contact details. This contact details will be removed from the survey and the survey will be assigned a study ID. Your contact details will be stored securely following the University of Manchester procedures until no longer needed for this research then destroyed.

Thank you.

1. What sort of practitioner/person did you **want** an appointment with today?
 Pick list will be tailored according to list all available practitioner types at each study site] plus 'no preference' option

2. What sort of practitioner/person did you **get** an appointment with today?
 Pick list will be tailored according to list all available practitioner types at each study site] plus 'don't know' option

3. What did you want to deal with at your appointment today (tick all that apply)

New medical problem

My decision to come about an ongoing medical problem

Practice asked me to come about an ongoing medical problem

Other

4. What was the **main** purpose of your visit today? (tick one)

New patient check

To get a diagnosis

To get advice or treatment

Routine review of a long-term problem

To get a certificate (e.g. a sick note, insurance certificate)

To discuss medication

To discuss test results

To discuss a hospital visit/stay

Well-person check

Routine test/procedure e.g. smear, blood test, vaccination

Other

5. How useful was your appointment in dealing with everything you wanted to discuss?

Everything done	Most things done	Some things done	A little done	Nothing done
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6. Did the person you saw ask anybody else about your problem today?

Yes	No	Don't know
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7. Did they deal with something which you had **not** wanted to discuss?

Yes	No	Don't know
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8. If you were unable to deal with everything today, why do you think this was?

I need tests to understand the problem/s better

I need to see someone with different skills

I need to see someone with a higher level of training/experience

I needed something they were not able to provide e.g. a prescription, test

Other

9. Have you been advised to make another appointment in the next month?

Yes	No	Don't know
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10. If so, what type of practitioner have you been advised to see then?
 Pick list will be tailored according to list all available practitioner types at each study site] plus 'no specific advice' option

11. Was the type of practitioner you saw today the right one to deal with your problem?

Definite yes	Probably yes	Maybe	Probably no	Definite no
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12. Do you think your health care is better when you always or mostly see

- the same person
- the same sort of practitioner
- anyone in your own practice

13. Do you know where you can find out information about which type of practitioner you should see for what type of problem?

If you would like to be contacted with more information about taking part in a focus group about having different types of practitioners in GP practices; please add your details so we can contact you

Name	Phone number or email address
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