

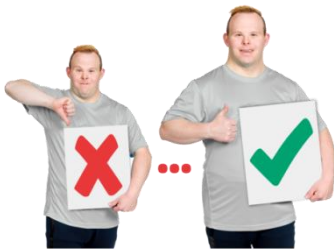
# NHS Kernow GP COVID-19 survey (August 2020)



**We need your views**



Easy Read Version



Some changes have been made to GP services because of coronavirus.



We want to know how this has changed the way you get healthcare.



If you used your GP surgery we want to know what changes worked well.



Or what your worries were if you did not use your GP surgery.



We will not share your personal details with anyone.

## Tell us about yourself

1 I am answering the questions for



☐ me

☐ someone else - please write your relationship to them in this box

2 Are you a carer?

☒ Yes

☒ No



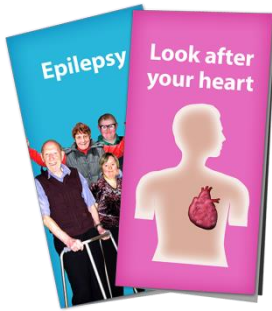
Do you have a disability?

☒ Yes

☒ No



Do you have a long term condition?



A long term condition is something that cannot be cured but is managed with treatment or medicine.

✓ ☐ Yes

✗ ☐ No



3 Please write the first half of your postcode in this box



4 Please write the name of your GP surgery in this box






**Please share your story about using GP services in the coronavirus pandemic here - or answer the questions below**



## Tell us what you think – getting information and advice

5 How easy has it been to get information about how to keep yourself and others safe during the coronavirus pandemic?



- ☐  Very easy
- ☐  Easy
- ☐  Not difficult or easy
- ☐  Difficult
- ☐  Very difficult



6 Where did you find information or advice about coronavirus?

☐ On national NHS or Government websites



☐ On local websites (NHS Kernow, hospitals, Cornwall Council, Healthwatch)

☐ GP surgery website or social media

☐ Social media



☐ Media (tv, radio, newspaper)



☐ From family or friends



Write any other answer in this box



7 Where did you find information on how to contact your GP?

☐ On national NHS or Government websites



☐ On local websites (NHS Kernow, hospitals, Cornwall Council, Healthwatch)

☐ GP surgery website or social media



☐ Social media



☐ Media (tv, radio, newspaper)



☐ Email or text message



☐ From family or friends



☐ Already had the information

Write any other answer in this box





8 Did you find information about how to access GP services difficult to understand?

✓ ☐ Yes

✗ ☐ No

9 If yes, please tell us why



10 Have you needed to contact your GP during the coronavirus pandemic?

✓ ☐ Yes

✗ ☐ No





11 If yes was this for a new or ongoing condition?

- ☐ New
- ☐ Ongoing
- ☐ Both



12 How quickly did the GP surgery respond?

- ☐ Quicker than usual
- ☐ Same as usual
- ☐ Slower than usual
- ☐ Do not know



13 Please tell us why you chose that answer

## Tell us what you think – Using your GP

14 If you had one of these appointments please let us know how it went



☐ E-consult



☐ Very good



☐ Good



☐ Satisfactory



☐ Poor

☐ Face to face – usual GP surgery



☐ Very good



☐ Good



☐ Satisfactory



☐ Poor



☐ Face to face – different GP surgery



☐ Very good



☐ Good



☐ Satisfactory



☐ Poor






☐ Telephone

☐  Very good

☐ Good

☐  Satisfactory


☐  Poor

☐ Video

☐  Very good

☐ Good

☐  Satisfactory

☐  Poor



15 Please can you tell us more about your appointment experience





16 If you were seen face to face did you feel safe from catching coronavirus (with social distancing and PPE)?



☐ Yes I felt safe



☐ I could have felt safer



☐ I did not feel safe or unsafe



☐ No I did not feel safe



17 If you did not feel safe from catching coronavirus please tell us why



18 Is there anything else you would like to tell us about this appointment?



19 Have you avoided going to the GP surgery during the coronavirus pandemic?

✓ ☐ Yes

✗ ☐ No

20 If yes please tell us why



☐ Could not use the technology

☐ Did not know the new system

☐ Did not want to bother the NHS

If there was another reason please write in the box





21 Thinking about your GP appointment please tell us what worked well

A large, empty rectangular box with a thin black border, intended for the user to write their feedback.

Or what **did not** work so well

A large, empty rectangular box with a thin black border, intended for the user to write their feedback.

22 Thinking about the changes to GP services please tell us what worked well

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Or what **did not** work so well

Are there any other changes that you think could be made?



23 Was there anything that stopped you or made it difficult to contact your GP for something serious (like cancer)?

✓ ☐ Yes

✗ ☐ No

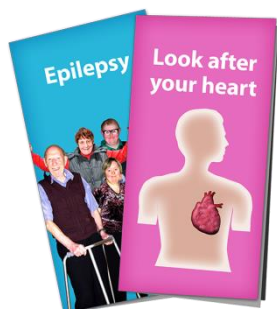
24 If yes, please tell us more about this





## Tell us what you think – Ongoing healthcare

25 Do you or someone you care for have a long term condition that needs regular contact with your GP?



A long term condition is something that cannot be cured but is managed with treatment or medicine.

✓ ☐ Yes

✗ ☐ No



26 If yes, has the management of your condition been affected by the changes to GP services?

## Finally ...



27 Have you been unable to access GP services during the pandemic?

✓ ☐ Yes

✗ ☐ No

28 If yes, please tell us more

29 If you know of anyone or any groups of people that have found the changes very difficult please let us know here





30 Please write any other comments you wish about GP services here



This survey closes on 18 September 2020.



Post your answers to us at

FREEPOST RTES-UZ XK-SHBG  
C/O Engagement Team  
NHS Kernow Clinical Commissioning Group  
Sedgemoor Centre  
St Austell PL25 5AS



To get this information in another format email:  
[kccg.engagement@nhs.net](mailto:kccg.engagement@nhs.net) or call 07788 492652



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August 2020