



Version



Have your say!

On future GP services in St Austell





Introduction to this public survey



NHS England and GPs in St Austell are working together to make services better for their patients.



They are looking at ways to join primary care with other services in the town.



The plan is to join three of the GP practices in St Austell to make a new and exciting service for the future.



The three GP practices are Park Medical Centre, Woodland Road Surgery and Wheal Northey Surgery.



Patients at Polkyth Surgery are being asked if they would like to join the other three surgeries or stay as they are.



By joining the surgeries the service for patients will be better. It could mean:

- **Having longer opening hours. This could be evenings and weekends, and an Urgent Care Centre.**





- Better care for people with complex needs or more serious and/or long term health problems.



- In the future, more care services will get better by working closely with other service providers like Peninsula Community Health.



We are asking people who live in the St Austell area to fill in this survey form. By filling in the form you will be helping to make primary care services better.



You do not have to be registered with any of the GP practices to have your say. The more people in and around St Austell that help by filling in this form the better!



What you tell us will help primary care services meet the needs of local people as the information in this survey will be used to plan and look at services.



This is your chance to have your say. This survey form shouldn't take too long to fill in.



Nobody will know who has completed this, so do not worry. Thank you for helping us and taking part in this survey.



Have Your Say! The Survey



Please fill in this survey by answering each question.



If you need help to read or fill in this survey you could ask someone you trust to help you.



Please put a cross in the box that applies to you.



When you see the picture of a hand holding a pen, you will need to write down your answer using the lines provided.



1. Which GP practice in the St Austell area are your registered with?

**Park Medical
Centre**



**Foxhole Branch
Surgery**



Polkyth Surgery



**Wheal Northy
Surgery**



**Woodland
Road Surgery**



**I am not registered with
any of these practices**





2. How would you describe your health?



I am healthy
most of the time



I visit my GP
sometimes



I have complex needs
or a long term illness



3. How do you normally get to your GP surgery when you have an appointment?



I walk



By public
transport



By car



I get there
another
way*



*If you put a cross next to 'I get there another way', please tell us how you get there. For example by taxi or bicycle:



.....

.....

.....



4. Do you think primary care services, as well as same-day appointments, should be available in the evenings and also at weekends in St Austell?



Yes



No



For the next three questions we will be asking you to put a cross in the box next to a number from 1 to 5.



Number 1 being the least and number 5 being the most to say how you feel about each question.



5. When would you rather have an appointment at a local GP surgery?



During normal surgery hours on Monday to Friday

(1 being 'not at all' and 5 being 'I would like this')



1



2



3



4



5





Early mornings on Monday to Friday



1



2



3



4



5



Evenings on Monday to Friday



1



2



3



4



5



Saturday morning



1



2



3



4



5



Saturday afternoon or evening



1



2



3



4



5





Sunday morning



1



2



3



4



5



Sunday afternoon or evening



1



2



3



4



5



6. Some patients do not need or want to see their GP face to face. How much would you like or dislike to use the following ways of having an appointment if you were able to?



A telephone appointment with a GP

(1 being 'not at all' and 5 being 'I would like this')



1



2



3



4



5





A telephone appointment with a nurse



1



2



3



4



5



More appointments with a nurse practitioner or practice nurse



1



2



3



4



5



A Skype (internet phone/video) appointment with a GP or nurse



1



2



3



4



5





Appointment with a pharmacist



1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐



Appointment with another health professional. This could be a health visitor



1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐



Email consultation with a GP or nurse



1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐



If you would like to have an appointment another way, please tell us what it is:



.....

.....



7. Which of the buildings used as GP surgeries or for other health services in St Austell are easy for you to get to?



Park Medical Centre

(1 being 'not easy and 5 being 'very easy')



1



2



3



4



5



Foxhole Branch Surgery



1



2



3



4



5



Polkyth Surgery



1



2



3



4



5





Wheal Northy Surgery



1



2



3



4



5



Woodland Road Surgery



1



2



3



4



5



St Austell Hospital



1



2



3



4



5



The question is continued on the next page



[illegible]



8. Which do you think would be the best place for a same-day appointment service that would be open in the evenings and weekends?



Park Medical Centre

(1 being 'not at all' and 5 being 'this would be a good place')



Foxhole Branch Surgery



Polkyth Surgery





Wheal Northy Surgery



1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐



Woodland Road Surgery



1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐



St Austell Hospital



1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐



9. If you, or someone in your family has complex or long-term health problems, what do you think would make the care they get better?



This does not apply to me or anyone in my family



This applies to me, but I am mostly happy with how my care is at the moment



Seeing the same GP, or GPs each time
(1 being 'not helpful' and 5 being 'very helpful')



1



2



3



4



5



Being able to see a GP and/or a team that specialise in my condition



1



2



3



4



5





Having regular reviews about my health



1



2



3



4



5



Being able to get a quick appointment with my GP or team when I know my health is getting worse



1



2



3



4



5



Seeing the same members of a GP team, such as the same nurses



1



2



3



4



5





Having a written plan about me and the treatment I need, and get



1



2



3



4



5



Having better links with my consultant, or the team at the hospital



1



2



3



4



5



Having better links with the team that give community health care



1



2



3



4



5





Having better links with social services



1



2



3



4



5



10. In the future, are there any changes that you would like to see, that would make the health and social care services in St Austell better?



.....

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.....

.....

.....

.....

.....

.....

.....



11. In the future, what health services that are not in St Austell at the moment do you think should be?



A series of horizontal dotted lines for writing.



12. Is there anything else that you would like to tell us about local health services in St Austell?



A series of horizontal dashed lines for writing, starting from the first line and continuing down the page.



Looking at Equality



It is very important to us that people from all parts of the community have the same access to health services.



Your answers in this section will help us to plan local health care.



They will also help us find out if there are any groups of people that we are not hearing from.



You do not have to answer some, or all of the questions in this section if you do not want to.



The information that you do tell us will stay confidential.



This means that it is secret, and nobody will know the information has come from you.



Which age group are you from?

Under 18



18-24



25-34



35-44



45-54



55-64



65-74



Over 75



I would rather not say



What gender are you?



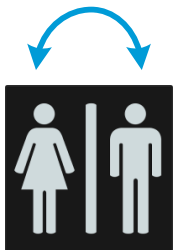
Female



Male



I would rather not say



Is your gender different to the one you were born with?



Yes



No



I would rather not say





Do you have a religion or belief?



Buddist



Christian



Hindu



Jewish



Muslim



Sikh



I do not have a religion or belief



I would rather not say



**If you have another religion or belief,
please write about it here if you are happy
to tell us:**



.....

.....



Which ethnic group are you from?



**White
British**



**Irish White or
White other**



**Dual
heritage**



**Asian or
Asian British**



**Black / African / Caribbean
Or Black British**



I would rather not say



**If you are from another ethnic group,
please write about it here if you are happy
to tell us:**



.....

.....

.....



What is your marital status? Are you in a relationship, if so what sort?



I am single



I am married



I am in a civil partnership



I have a partner



I am widowed



Do you have any children?



Yes



No



If you do, how old are they?



.....

.....

.....



Would you say that you have a disability?
(Please go to the next page to see what is considered to be a disability)*

If you do, which of these describes your disability best?



I have a physical impairment



If so, please tell us about it:





I have a sensory impairment



If so, please tell us about it:





I have a mental health condition, a learning disability or difficulty



The question is continued on the next page





I have a long term illness



If so, please tell us about it:



I have another disability



If so, please tell us about it:



***What is a disability?**



The Equality Act 2010 says that a person has a disability if they have a physical or mental impairment which they have for a long time. This means at least 12 months, (1 year).



It also says that a disability could be a condition that means a person could be harmful to themselves or others, or that they find it hard to do day to day things.



How to get your survey to us



Thank you for taking the time to fill in this survey. Your feedback is important to us.



Once you have answered all the questions, fold the survey form and put it in an envelope ready to send to us.



You will not need to use a stamp because it is a FREEPOST address.

Please send your survey form to:



**Freepost RSXH-GRAB-JRJR
St Austell Health Services' Consultation
PFA Research Ltd
Tremough Innovation Centre
Penryn
Cornwall TR10 9TA**



To fill this survey in online, please visit this link:

<https://www.engage.england.nhs.uk/survey/st-austell-health-services>