Safe Surgeries QIP: Knowledge and Attitudes Survey

This survey has been designed to assess the current practices and attitudes in your GP surgery regarding the registration of vulnerable groups with a GP. Your responses will be used to assess the practice's registration policies in general; not you as an individual.

It should be completed twice during the Safe Surgeries QIP – at baseline and 3-month follow-up – and can also be found online (to duplicate via Microsoft Forms) if you prefer.

Data from the survey may be shared for internal learning, but it will be entirely anonymous. This survey is part of a quality improvement project to assess and improve access to healthcare for vulnerable patients across GP practices. There is no obligation to take part in, but doing so it will help us to understand how to best improve the care we are providing to this group of patients.

If you have any further questions before you complete the survey, discuss them with the trainee carrying out the project.

SAFE SURGERIES

**Required Response*

1. **What is the name of your practice?***

   _____

2. **What is the practice's postcode?***

   _____

3. **What is your job role?**
   Please state clinical or admin if you do not wish to state precise job title

   _____

4. **Which of the following groups of patients are entitled to register with a GP in the UK?***
   ☐ Only people legally living in the UK
   ☐ Asylum seekers, refugees, UK citizens and migrants who have health insurance in their home country
   ☐ EU migrants and UK citizens
   ☐ Everyone, regardless of their immigration status
   ☐ I'm not sure

5. **Which groups of patients are entitled to FREE primary healthcare? ***
   ☐ Everyone, regardless of their immigration status
   ☐ Only people legally living in the UK
   ☐ EU migrants and UK citizens
   ☐ Asylum Seekers, Refugees, UK citizens and migrants who are insured in their home country
   ☐ I'm not sure

6. **What documents are required before registering someone at the GP? ***
   - ☐ Passport or other form of photo ID
   - ☐ Birth certificate
   - ☐ Proof of address
   - ☐ None of the above
   - ☐ All of the above
   - ☐ I'm not sure

7. **Do GP surgeries have a contractual requirement to verify the identity of a new patient using photo ID before registering them at the practice? ***
   - ☐ Yes
   - ☐ No
   - ☐ I'm not sure

8. **What should you do if someone is unable or unwilling to provide proof of address when registering at the practice? ***
   - ☐ Refuse registration and advise the patient to obtain these documents
   - ☐ Suggest the patient uses an alternative address (such as a church, the GP surgery, a community centre) and register the patient
   - ☐ Register the patient without an address
   - ☐ I'm not sure

9. **When do GP surgery staff have an obligation to share information about a patient with other authorities, thereby breaking patient confidentiality? ***
   Choose as many as are applicable
   - ☐ If you suspect the patient may be living illegally in the country;
   - ☐ If you are concerned the patient does not have the right to free healthcare;
   - ☐ If a government body or agency requests the information;
   - ☐ If you have safeguarding concerns surrounding the patient or their family;
   - ☐ If you have a strong suspicion of serious criminal activity (e.g. rape, murder, terrorism);
   - ☐ You can never break the confidentiality of a patient.

How strongly do you agree or disagree with the following statements?

10. ***Regardless of the rules, I want our GP practice to try to offer services to everyone who needs it.****
    - ☐ Strongly Agree
    - ☐ Agree
    - ☐ Neutral
    - ☐ Disagree
    - ☐ Strongly Disagree

11. ***Anyone in England has the right to medical consultations in their preferred language using a translator.*** *
    - ☐ Strongly Agree
    - ☐ Agree
    - ☐ Neutral
    - ☐ Disagree
    - ☐ Strongly Disagree

12. ***It is our responsibility as workers in the GP surgery to find people who are not in the country legally and report them to the relevant authorities. ****
    - ☐ Strongly Agree
    - ☐ Agree
    - ☐ Neutral
    - ☐ Disagree

☐ Strongly Disagree

13. ***I feel that it is my responsibility to try to ensure that health tourism isn't a burden on NHS resources.*** *
    ☐ Strongly Agree
    ☐ Agree
    ☐ Neutral
    ☐ Disagree
    ☐ Strongly Disagree

ADDITIONAL SECTION ONLY IF COMPLETING FOLLOW-UP QIP (PRACTICE IS ALREADY A SAFE SURGERY):

14. ***Are you aware that your practice is a member of the Safe Surgeries initiative?*** *
    ☐ Yes
    ☐ No
    ☐ Not sure

15. **Has becoming a member of the Safe Surgeries initiative developed your knowledge of the topics above?** *
    ☐ Yes
    ☐ Maybe
    ☐ No

16. ***If yes, please explain how?*** *

    _____

17. **Has becoming a member of the Safe Surgeries initiative changed your attitude of the topics above?** *
    ☐ Yes
    ☐ Maybe
    ☐ No

18. **If so, please explain how?***

    _____

Thank you for taking the time to respond.