

Q1 Positive rating of online patient feedback

In the grid below, please indicate your level of agreement with each statement.

Please select one response per statement

| | Strongly disagree | Somewhat disagree | Neither agree nor disagree | Somewhat agree | Strongly agree |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| Online patient feedback on experiences of NHS care which is captured on internet reviews and ratings sites is useful to help the NHS improve services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Online patient feedback in social media (such as in Tweets on Twitter or in posts on Facebook or a discussion forum like Mumsnet) is useful to help the NHS improve services | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q2 Negative rating of online patient feedback

In the grid below, please indicate your level of agreement with each statement.

Please select one response per statement

To what extent do you agree with the following statements?

| | Strongly disagree | Somewhat disagree | Neither agree nor disagree | Somewhat agree | Strongly agree |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| Online patient feedback on experiences of NHS care which is captured on internet reviews and ratings sites is generally negative | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Online patient feedback in social media (such as in Tweets on Twitter or in posts on Facebook or a discussion forum like Mumsnet) is generally negative | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q3 Usefulness of online patient feedback

In the grid below, please rate the frequency that applies to each statement.

Please select one response per statement

| | Never | Rarely | Sometimes | More often than not | All the time |
|---|-----------------------|-----------------------|-----------------------|------------------------------|-----------------------|
| You encourage your patients/their carers to leave feedback on internet reviews and ratings sites? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Your organisation feedback internet reviews and comments left by patients/carers to you or your team? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| You make a change to your practice because of feedback from internet reviews and ratings sites? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Q4 Representation of patient views

How representative of patient views do you think online patient/carer feedback is?

Please select one option

- Very unrepresentative (1)
- Somewhat unrepresentative (2)
- Neither unrepresentative nor representative (3)
- Somewhat representative (4)
- Very representative (5)

Q5 Ever left online feedback about care

Have patients/carers ever left online patient feedback on an internet review or ratings site about an episode of care in which you were involved?

- Yes (1)
- No (2)
- I don't know (3)

Q6 Ever left online feedback about you

Have patients/carers ever left online patient feedback on an internet review or ratings site about you as an individual practitioner?

Yes (1)

No (2)

I don't know (3)