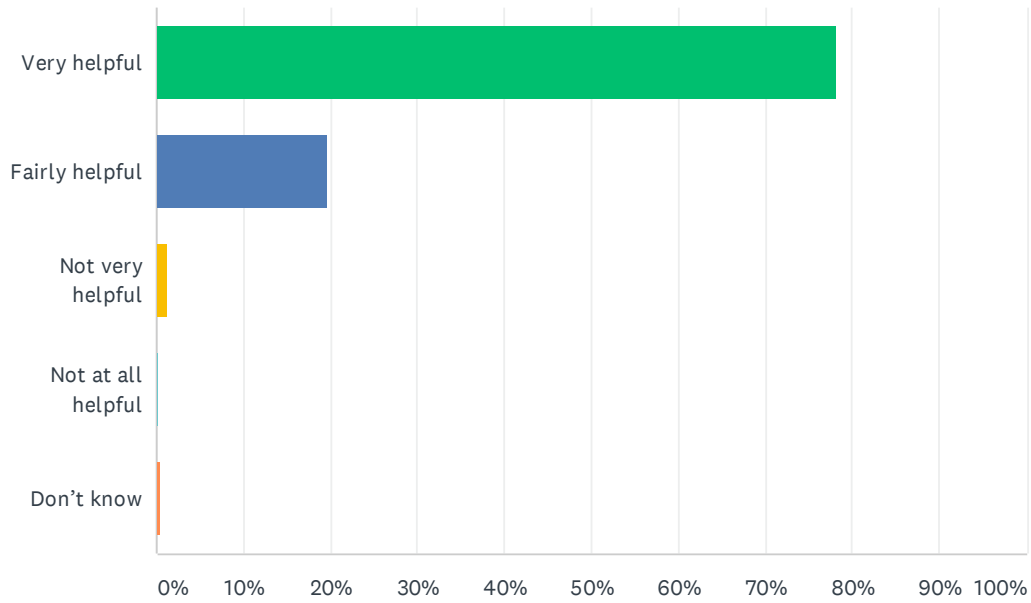


Q1 How helpful do you find the receptionists at the practice?

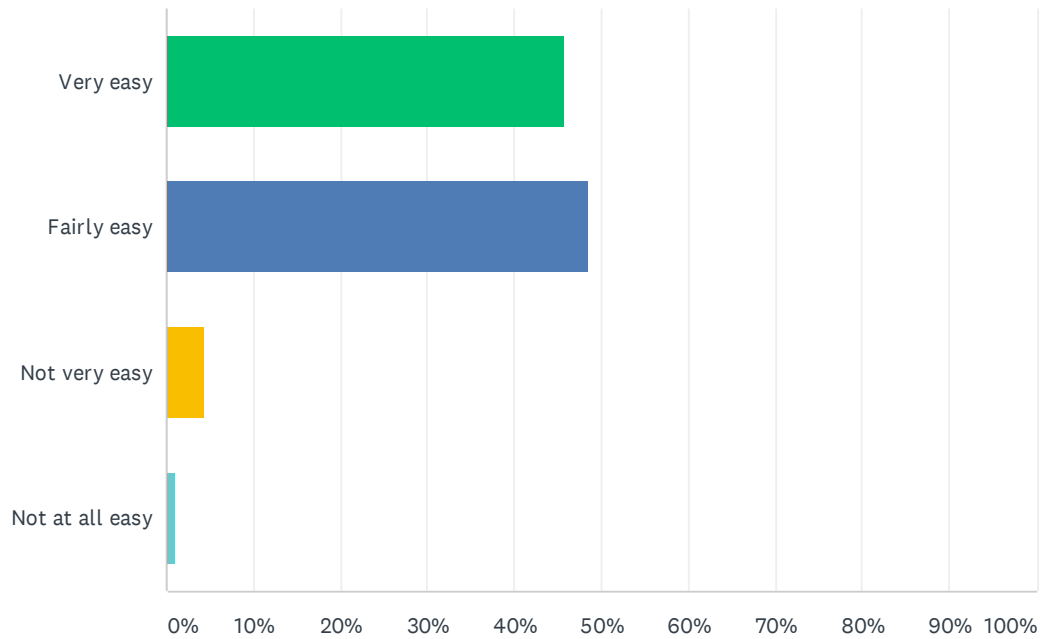
Answered: 466 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very helpful	78.33%	365
Fairly helpful	19.74%	92
Not very helpful	1.29%	6
Not at all helpful	0.21%	1
Don't know	0.43%	2
TOTAL		466

Q2 How easy is it to get through to someone at the practice on the phone?

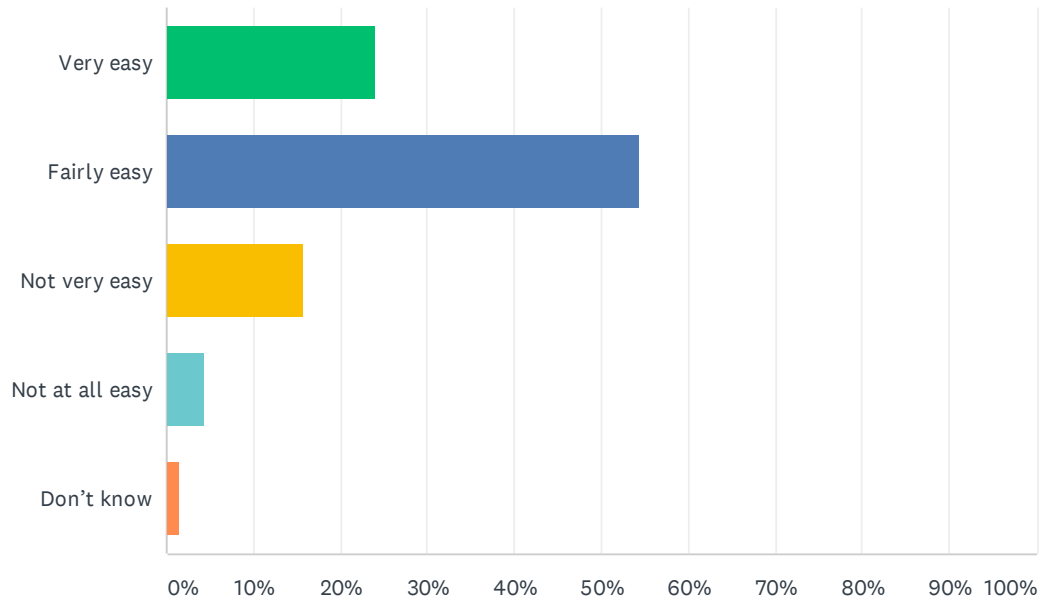
Answered: 462 Skipped: 6



ANSWER CHOICES	RESPONSES	
Very easy	45.88%	206
Fairly easy	48.55%	218
Not very easy	4.45%	20
Not at all easy	1.11%	5
TOTAL		449

Q3 How easy is it to speak to a doctor or nurse on the phone?

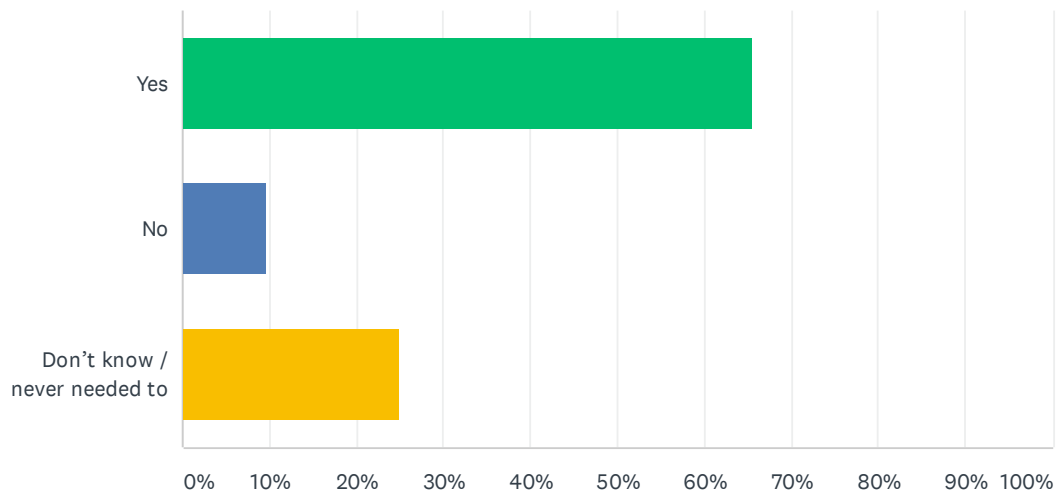
Answered: 466 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very easy	23.96%	92
Fairly easy	54.43%	209
Not very easy	15.63%	60
Not at all easy	4.43%	17
Don't know	1.56%	6
TOTAL		384

Q4 If you need to see a doctor urgently, can you normally get to see or speak to a GP on the same day?

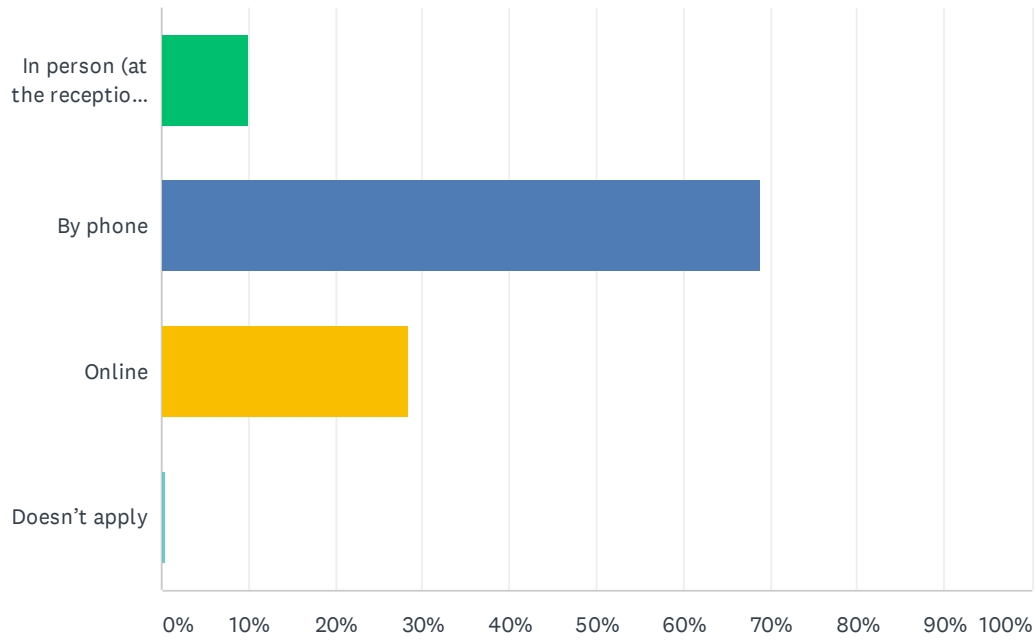
Answered: 466 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	65.45%	305
No	9.66%	45
Don't know / never needed to	24.89%	116
TOTAL		466

Q5 How do you normally book your appointments ?

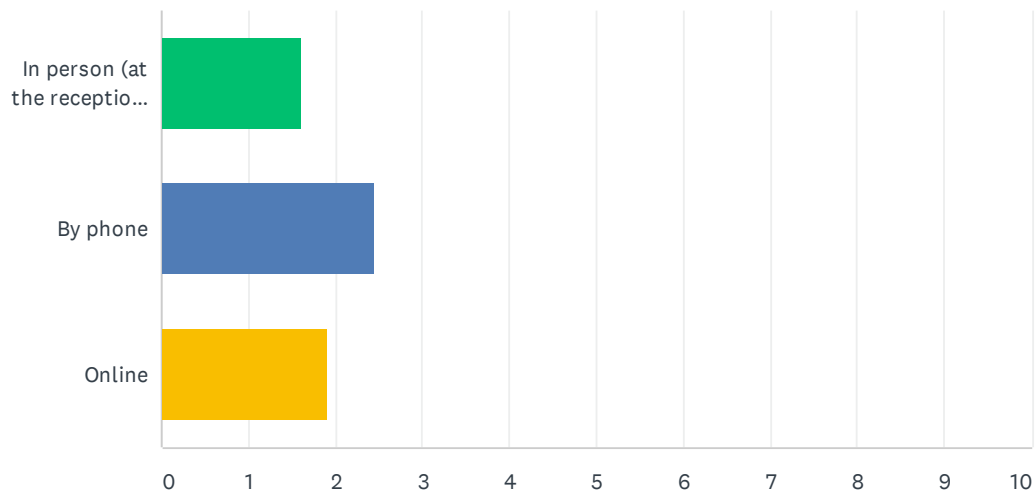
Answered: 467 Skipped: 1



ANSWER CHOICES	RESPONSES	
In person (at the reception desk)	10.06%	47
By phone	68.74%	321
Online	28.48%	133
Doesn't apply	0.43%	2
Total Respondents: 467		

Q6 Please rank your preferred method for booking appointments at the practice?

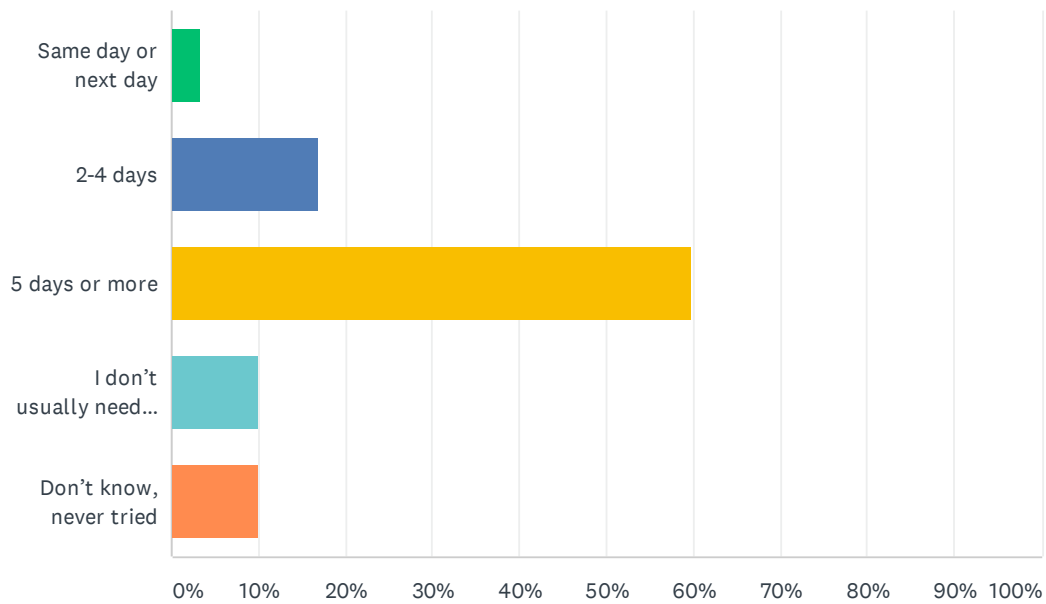
Answered: 431 Skipped: 37



	1	2	3	TOTAL	SCORE
In person (at the reception desk)	13.85% 45	34.46% 112	51.69% 168	325	1.62
By phone	54.12% 210	37.11% 144	8.76% 34	388	2.45
Online	33.24% 118	23.10% 82	43.66% 155	355	1.90

Q7 Thinking of times when you want to see a particular doctor, how quickly do you usually get seen?

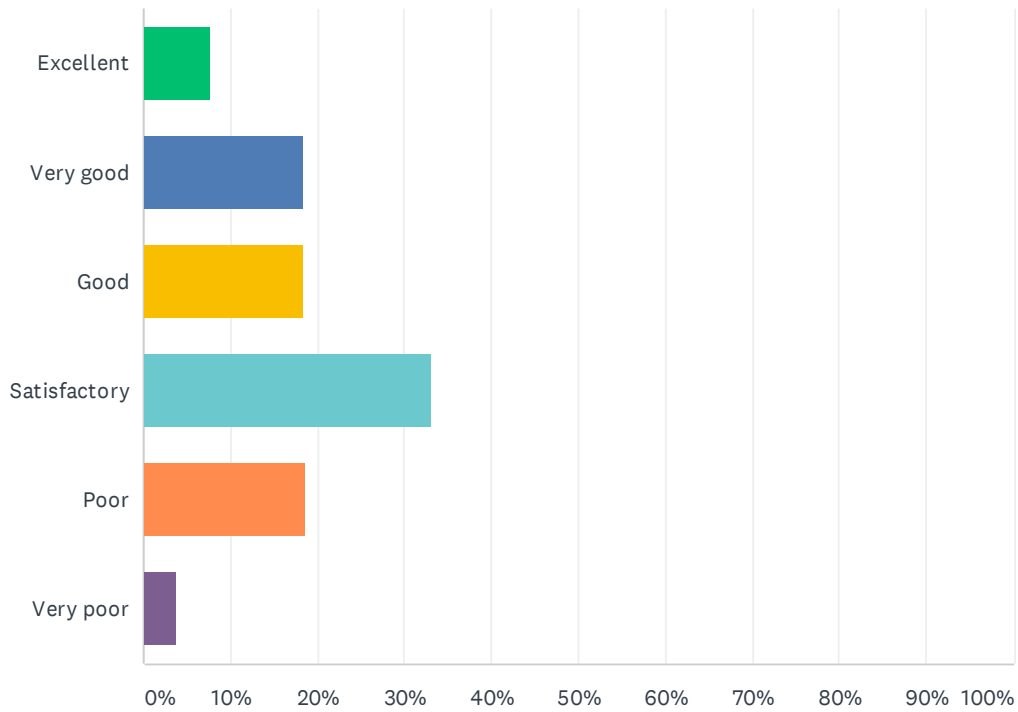
Answered: 460 Skipped: 8



ANSWER CHOICES	RESPONSES	
Same day or next day	3.26%	15
2-4 days	16.96%	78
5 days or more	59.78%	275
I don't usually need to be seen quickly	10.00%	46
Don't know, never tried	10.00%	46
TOTAL		460

Q8 Thinking of times when you want to see a particular doctor, how do you rate how quickly you were seen?

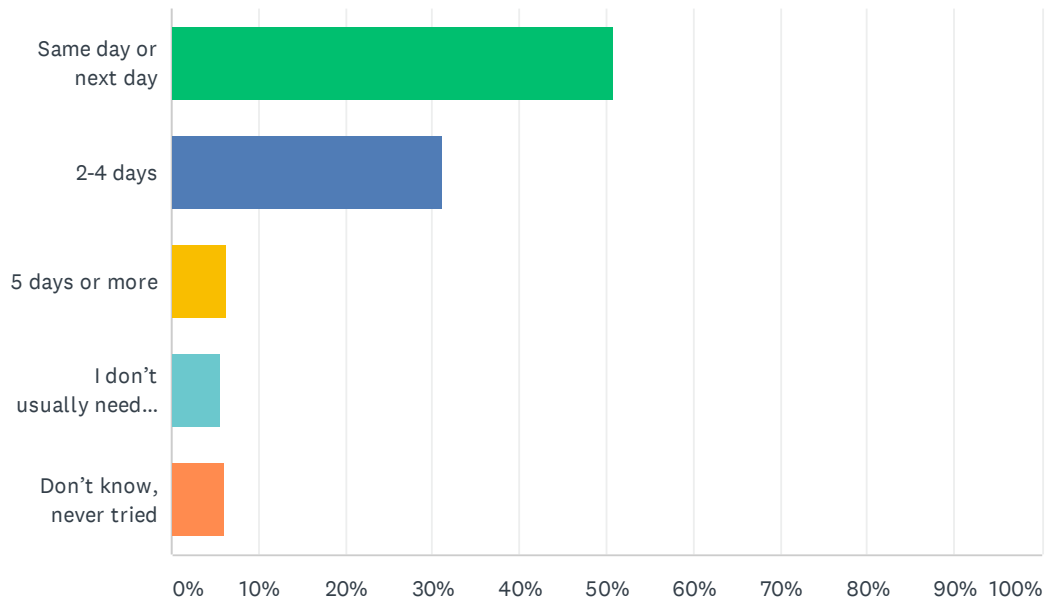
Answered: 461 Skipped: 7



ANSWER CHOICES	RESPONSES	
Excellent	7.71%	31
Very good	18.41%	74
Good	18.41%	74
Satisfactory	33.08%	133
Poor	18.66%	75
Very poor	3.73%	15
TOTAL		402

Q9 Thinking of times when you are willing to see any doctor, how quickly do you usually get seen?

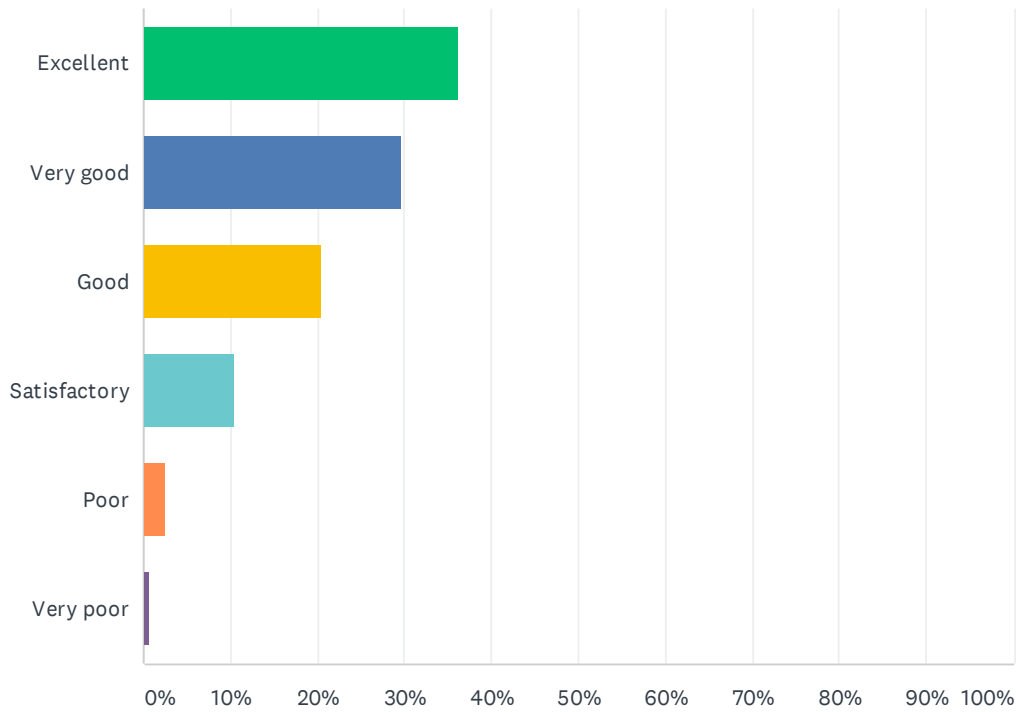
Answered: 460 Skipped: 8



ANSWER CHOICES	RESPONSES	
Same day or next day	50.87%	234
2-4 days	31.09%	143
5 days or more	6.30%	29
I don't usually need to be seen quickly	5.65%	26
Don't know, never tried	6.09%	28
TOTAL		460

Q10 Thinking of times when you are willing to see any doctor, how do you rate how quickly you were seen?

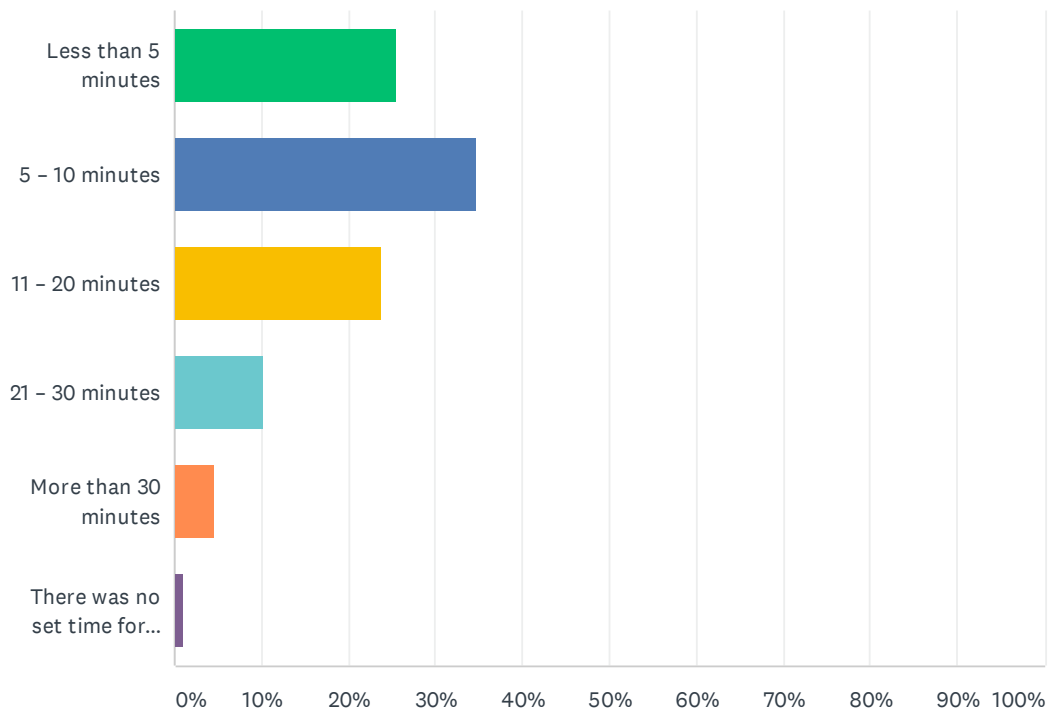
Answered: 452 Skipped: 16



ANSWER CHOICES	RESPONSES	
Excellent	36.28%	164
Very good	29.65%	134
Good	20.58%	93
Satisfactory	10.40%	47
Poor	2.43%	11
Very poor	0.66%	3
TOTAL		452

Q11 Thinking of your most recent consultation with a doctor or nurse here at the Health Centre, how long (after your appointment time) did you wait for your consultation to start?

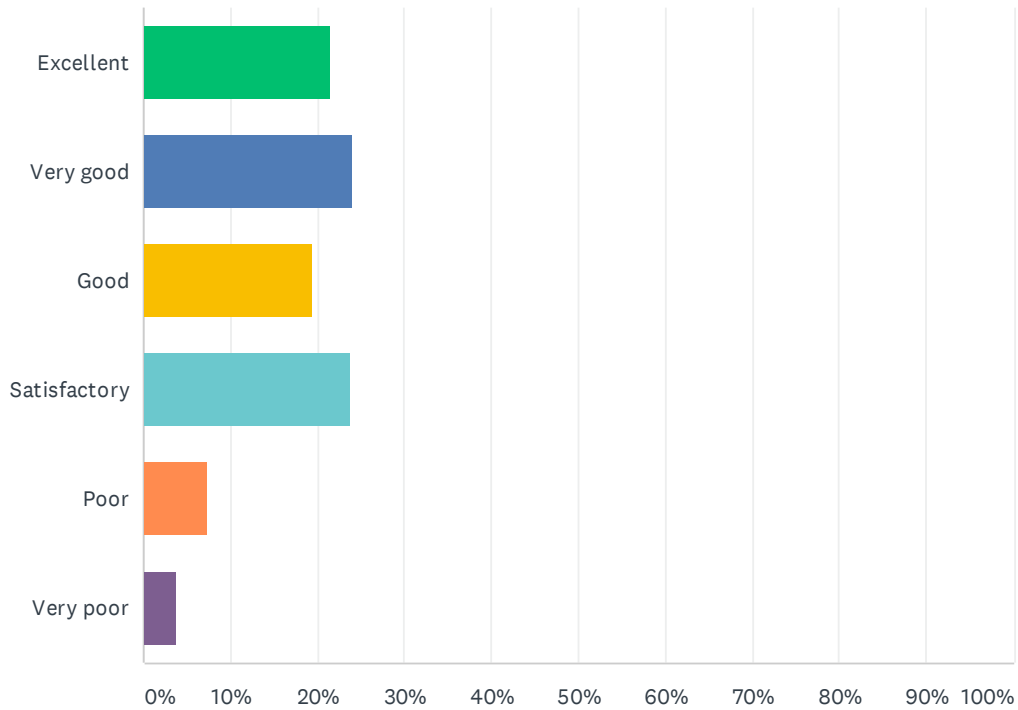
Answered: 460 Skipped: 8



ANSWER CHOICES	RESPONSES	
Less than 5 minutes	25.43%	117
5 - 10 minutes	34.78%	160
11 - 20 minutes	23.91%	110
21 - 30 minutes	10.22%	47
More than 30 minutes	4.57%	21
There was no set time for my consultation	1.09%	5
TOTAL		460

Q12 How do you rate how long you waited?

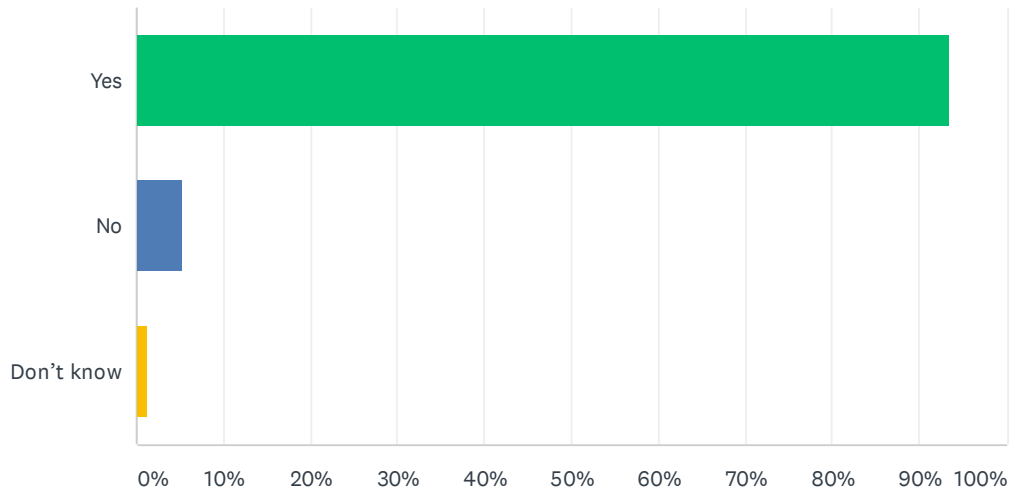
Answered: 459 Skipped: 9



ANSWER CHOICES	RESPONSES	
Excellent	21.49%	98
Very good	24.12%	110
Good	19.52%	89
Satisfactory	23.90%	109
Poor	7.24%	33
Very poor	3.73%	17
TOTAL		456

Q13 Is the practice currently open at times that are convenient to you?

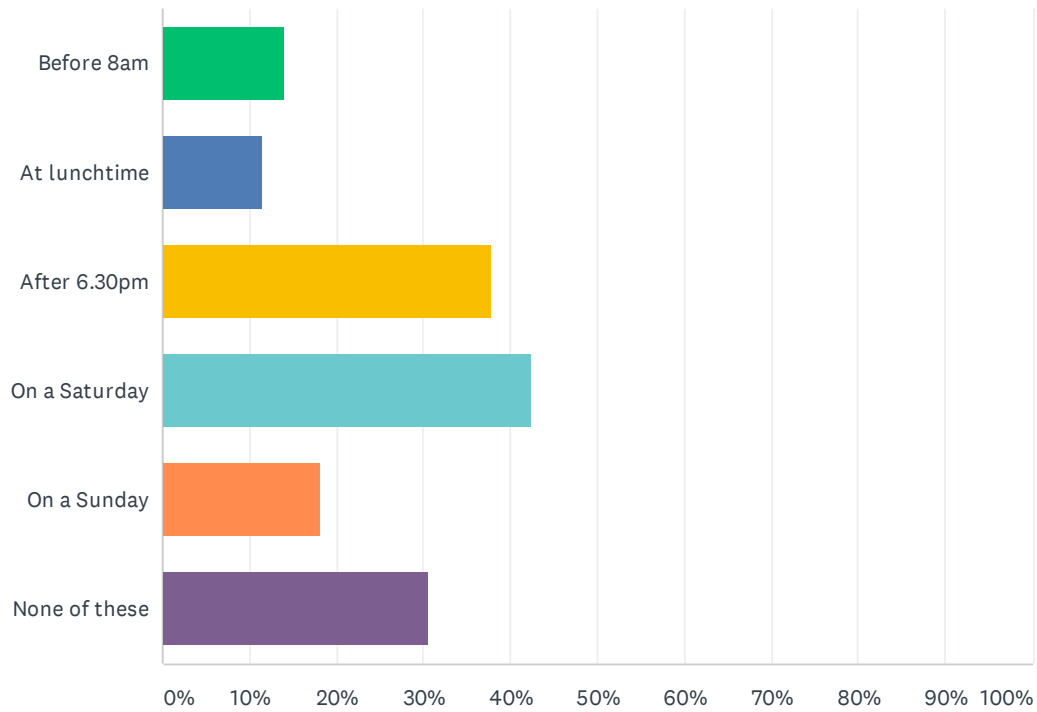
Answered: 460 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	93.48%	430
No	5.22%	24
Don't know	1.30%	6
TOTAL		460

Q14 Which of the following additional opening hours would make it easier for you to see or speak to someone? (tick all the boxes that apply)

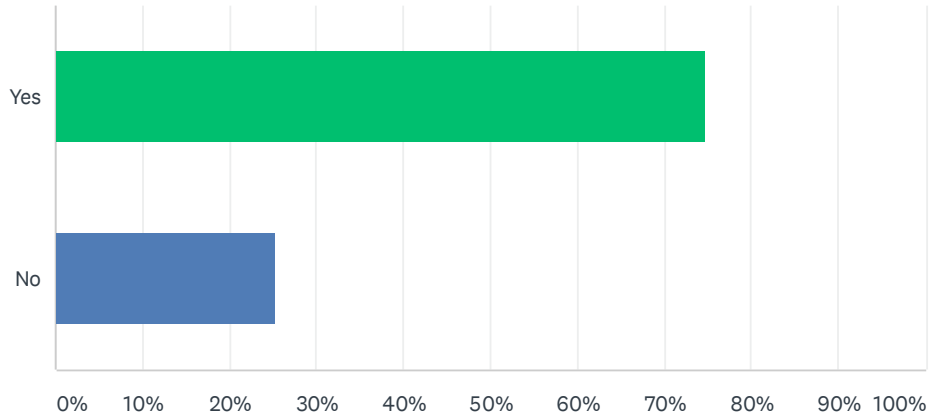
Answered: 457 Skipped: 11



ANSWER CHOICES	RESPONSES	
Before 8am	14.00%	64
At lunchtime	11.60%	53
After 6.30pm	37.86%	173
On a Saturday	42.45%	194
On a Sunday	18.16%	83
None of these	30.63%	140
Total Respondents: 457		

Q15 Is there a particular GP you usually prefer to see or speak to?

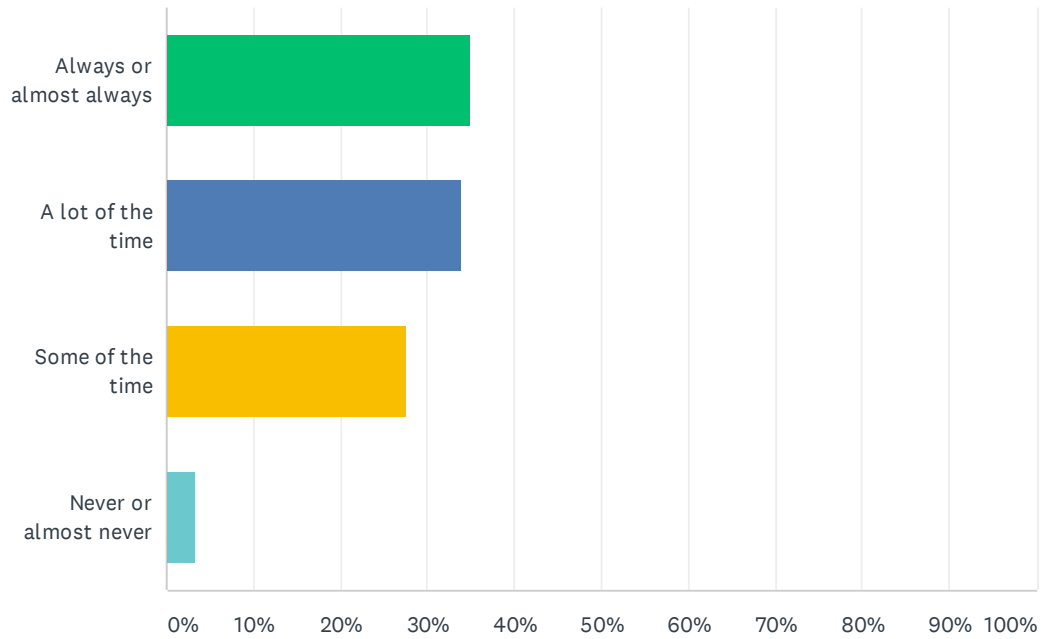
Answered: 460 Skipped: 8



ANSWER CHOICES	RESPONSES	
Yes	74.78%	344
No	25.22%	116
TOTAL		460

Q16 How often are you able to see or speak to the GP you prefer?

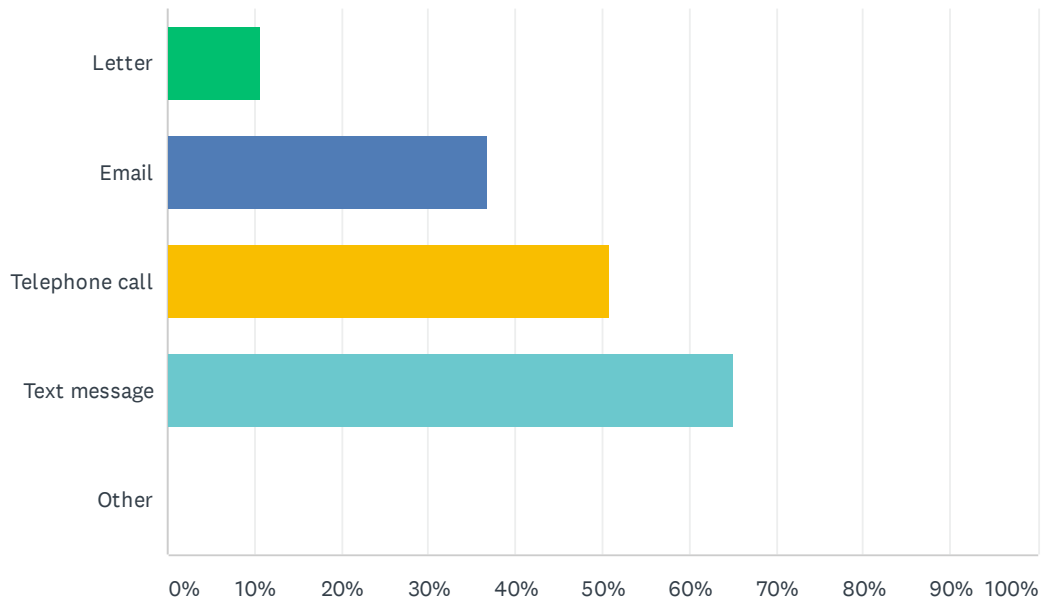
Answered: 461 Skipped: 7



ANSWER CHOICES	RESPONSES	
Always or almost always	35.00%	133
A lot of the time	33.95%	129
Some of the time	27.63%	105
Never or almost never	3.42%	13
TOTAL		380

Q17 When we need to get in touch with you, which method(s) of communication would you prefer us to use?

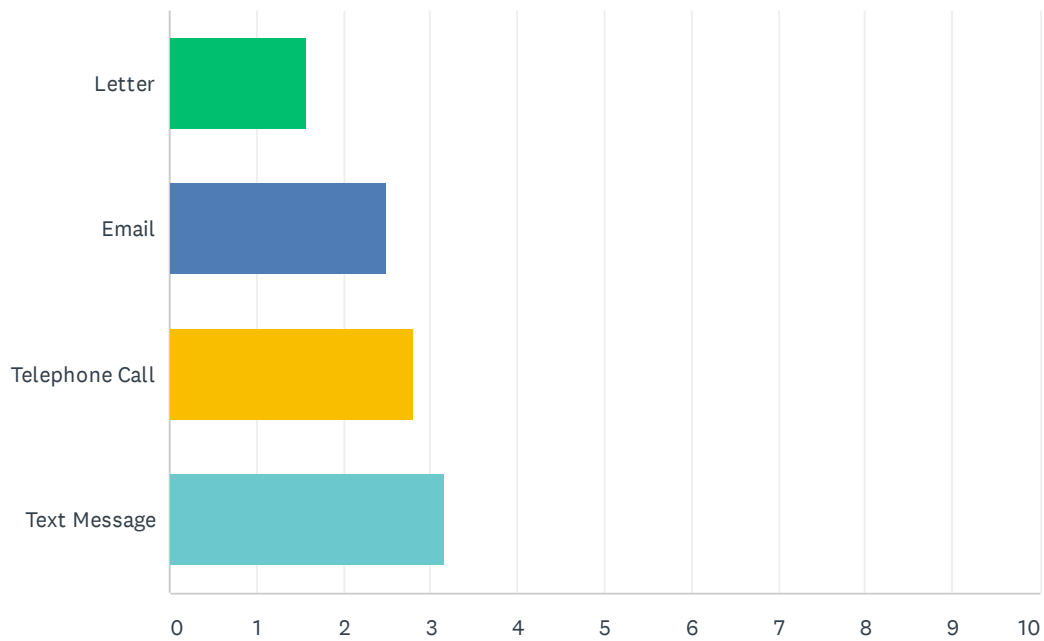
Answered: 461 Skipped: 7



ANSWER CHOICES	RESPONSES	
Letter	10.63%	49
Email	36.88%	170
Telephone call	50.76%	234
Text message	65.08%	300
Other	0.00%	0
Total Respondents: 461		

Q18 Please rank the following methods of communication in order of preference:

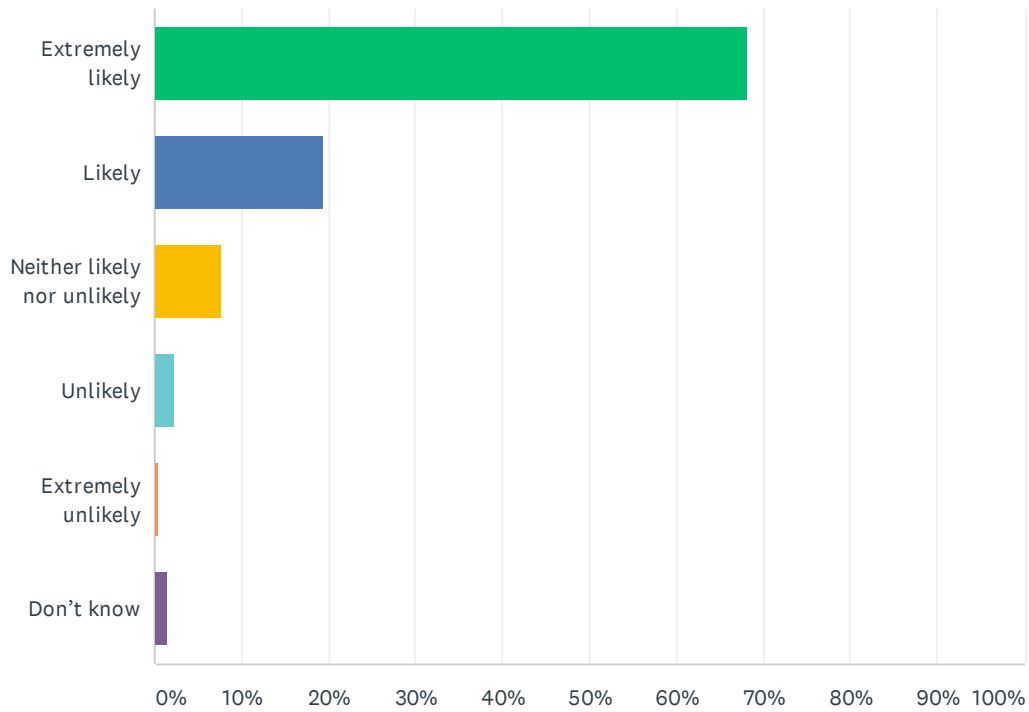
Answered: 434 Skipped: 34



	1	2	3	4	TOTAL	SCORE
Letter	7.24% 26	8.36% 30	18.66% 67	65.74% 236	359	1.57
Email	18.21% 67	27.99% 103	38.59% 142	15.22% 56	368	2.49
Telephone Call	30.65% 122	29.65% 118	29.90% 119	9.80% 39	398	2.81
Text Message	47.16% 191	31.85% 129	11.11% 45	9.88% 40	405	3.16

Q19 How likely are you to recommend your GP surgery to friends and family if they need similar care or treatment?

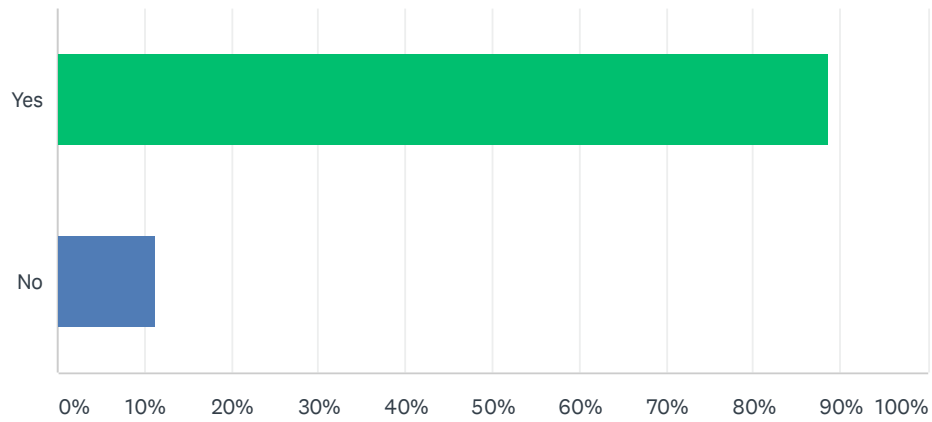
Answered: 466 Skipped: 2



ANSWER CHOICES	RESPONSES	
Extremely likely	68.24%	318
Likely	19.53%	91
Neither likely nor unlikely	7.73%	36
Unlikely	2.36%	11
Extremely unlikely	0.43%	2
Don't know	1.50%	7
TOTAL		466

Q20 Within the last 6 months have you seen a GP for a face to face consultation?

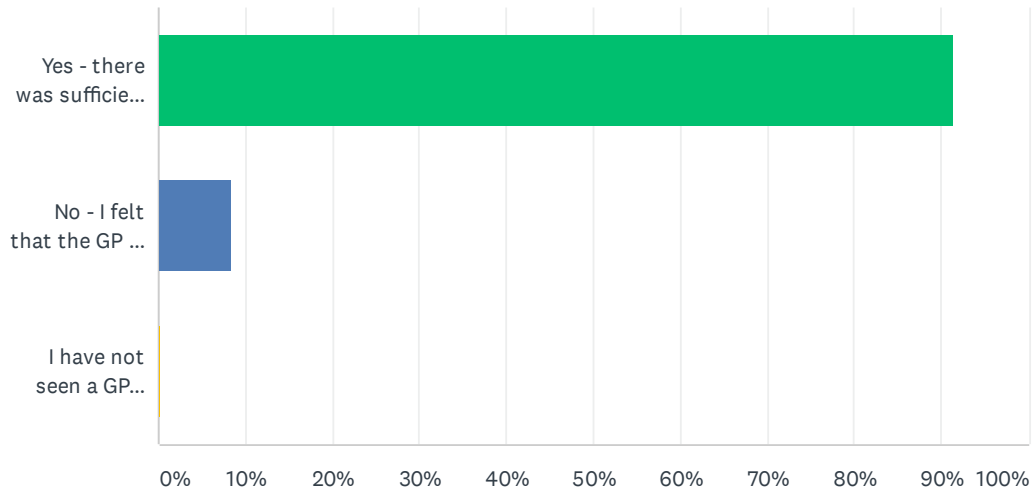
Answered: 465 Skipped: 3



ANSWER CHOICES	RESPONSES	
Yes	88.60%	412
No	11.40%	53
TOTAL		465

Q21 Thinking about your last face to face consultation with a GP here at the surgery, do you feel that the GP had sufficient time to deal with your problem?

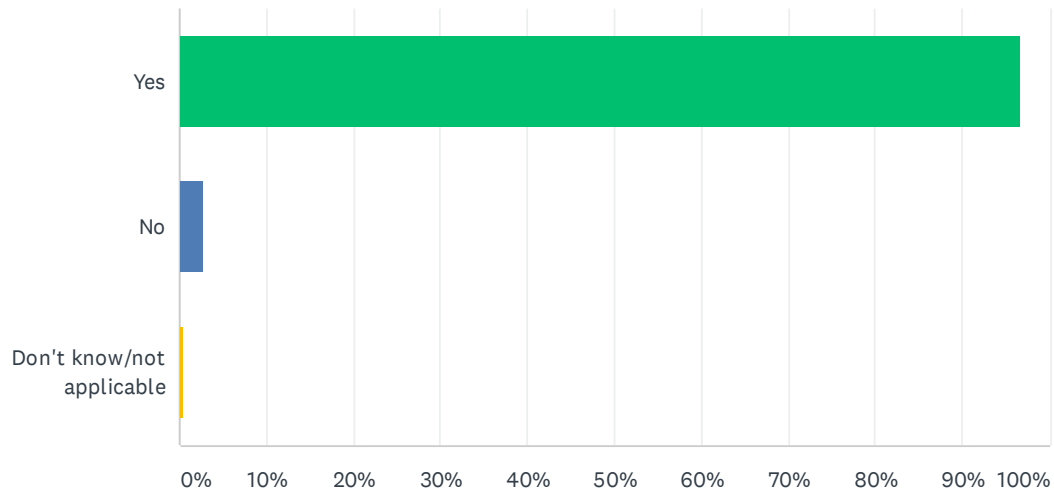
Answered: 395 Skipped: 73



ANSWER CHOICES	RESPONSES	
Yes - there was sufficient time	91.39%	361
No - I felt that the GP was rushed	8.35%	33
I have not seen a GP recently	0.25%	1
TOTAL		395

Q22 Do you feel that the GP listened to what you had to say and involved you in the decisions which were made?

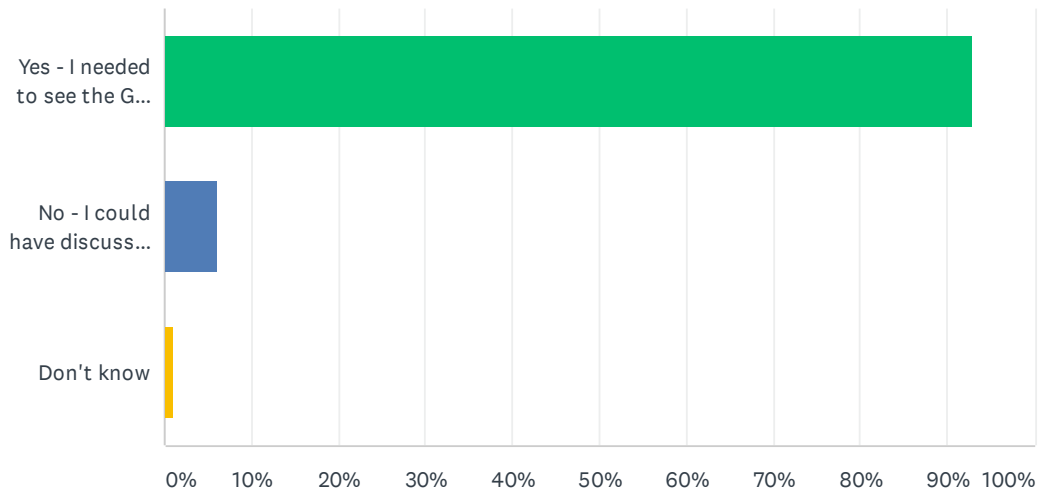
Answered: 395 Skipped: 73



ANSWER CHOICES	RESPONSES	
Yes	96.71%	382
No	2.78%	11
Don't know/not applicable	0.51%	2
TOTAL		395

Q23 Did you feel that a face to face appointment was appropriate for the problem or could this have been dealt with by telephone?

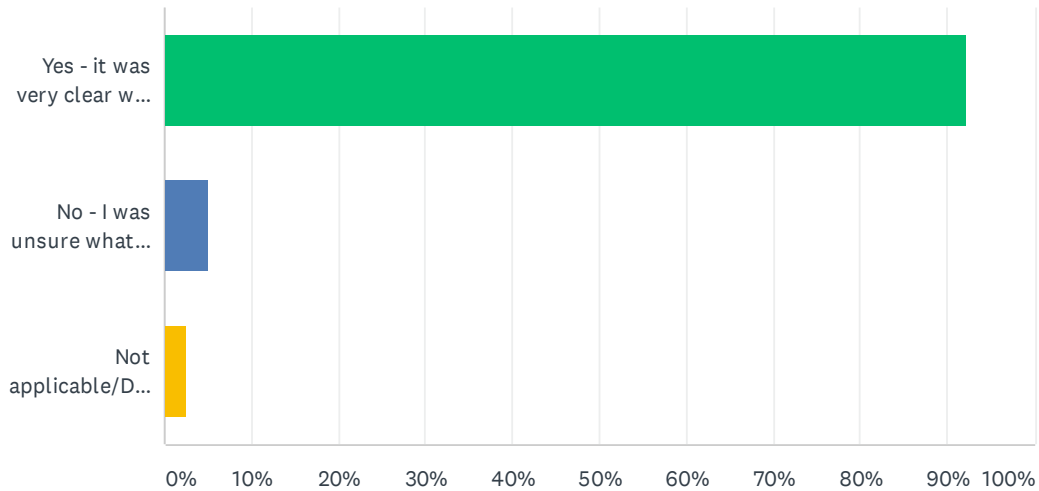
Answered: 396 Skipped: 72



ANSWER CHOICES	RESPONSES	
Yes - I needed to see the GP in person	92.93%	368
No - I could have discussed by telephone	6.06%	24
Don't know	1.01%	4
TOTAL		396

Q24 After the consultation did the GP leave you with sufficient information about what would happen next in terms of managing or treating your problem?

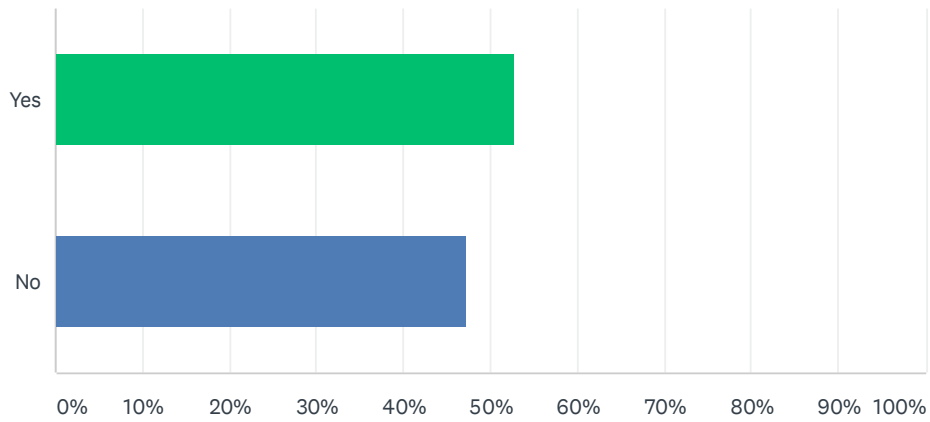
Answered: 396 Skipped: 72



ANSWER CHOICES	RESPONSES	
Yes - it was very clear what would happen next and how my problem would be managed or treated	92.17%	365
No - I was unsure what would happen next and how my problem would be managed or treated	5.05%	20
Not applicable/Don't know	2.53%	10
TOTAL		396

Q25 Within the last 6 months have you had a telephone consultation with a GP?

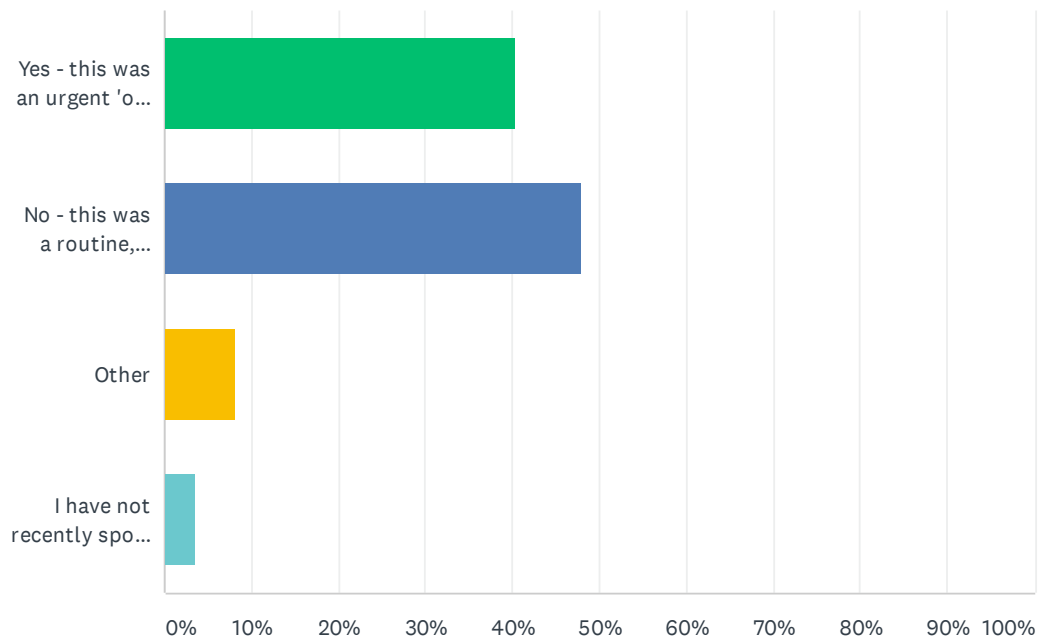
Answered: 447 Skipped: 21



ANSWER CHOICES	RESPONSES	
Yes	52.80%	236
No	47.20%	211
TOTAL		447

Q26 Thinking about your last telephone consultation with a GP, was this a GP triage call (an urgent problem which needed assessment on the same day)?

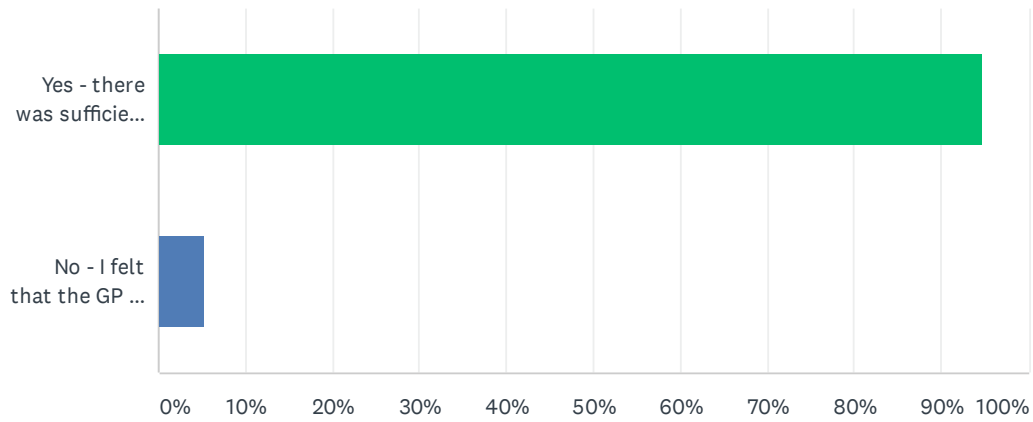
Answered: 230 Skipped: 238



ANSWER CHOICES	RESPONSES	
Yes - this was an urgent 'on the same day' telephone call	40.43%	93
No - this was a routine, pre-arranged telephone call	47.83%	110
Other	8.26%	19
I have not recently spoken to a GP by telephone	3.48%	8
TOTAL		230

Q27 Do you feel that the GP had sufficient time to deal with your problem?

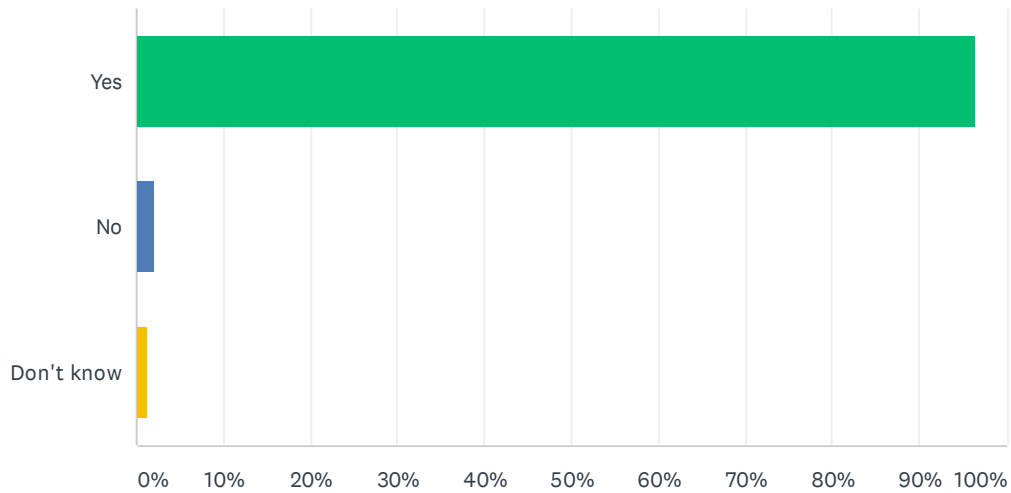
Answered: 229 Skipped: 239



ANSWER CHOICES	RESPONSES	
Yes - there was sufficient time	94.76%	217
No - I felt that the GP was rushed	5.24%	12
TOTAL		229

Q28 Do you feel that the GP listened to what you had to say and involved you in the decisions which were made?

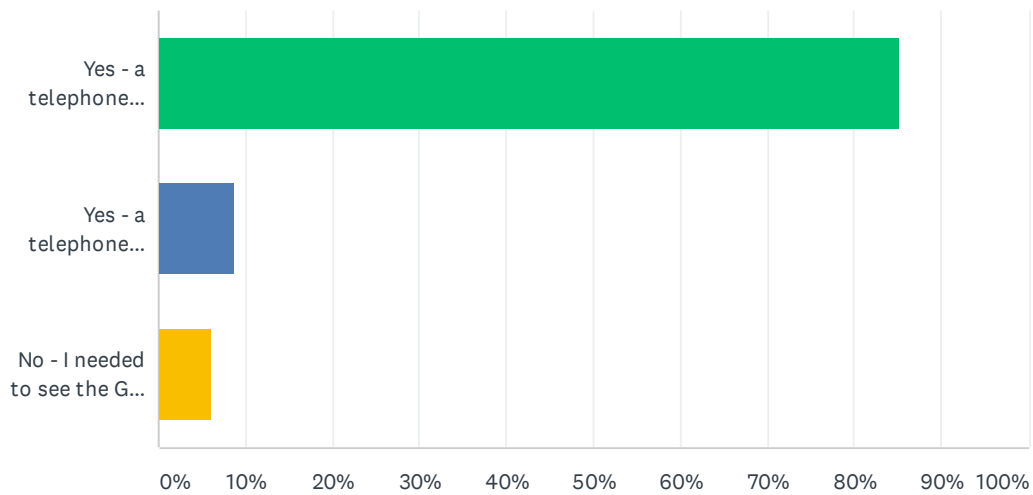
Answered: 229 Skipped: 239



ANSWER CHOICES	RESPONSES	
Yes	96.51%	221
No	2.18%	5
Don't know	1.31%	3
TOTAL		229

Q29 Did you feel that a telephone appointment was appropriate for the problem or would you prefer to have seen the GP face to face?

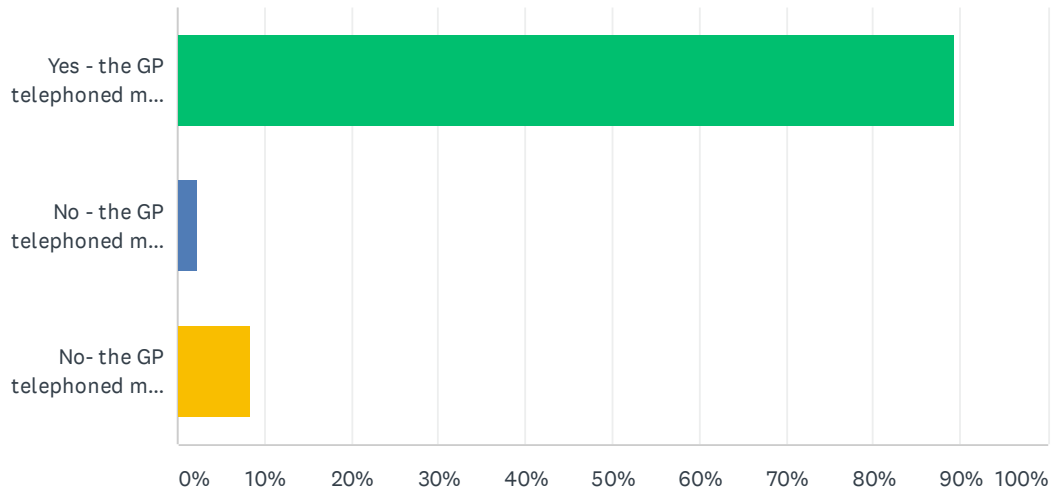
Answered: 230 Skipped: 238



ANSWER CHOICES	RESPONSES	
Yes - a telephone appointment was appropriate	85.22%	196
Yes - a telephone appointment was OK but I would rather have seen the GP face to face	8.70%	20
No - I needed to see the GP face to face but a telephone call was the only option available to me	6.09%	14
TOTAL		230

Q30 Did the GP telephone you within the time range you expected? (we usually try to ring within 30 minutes of the allocated telephone appointment time)

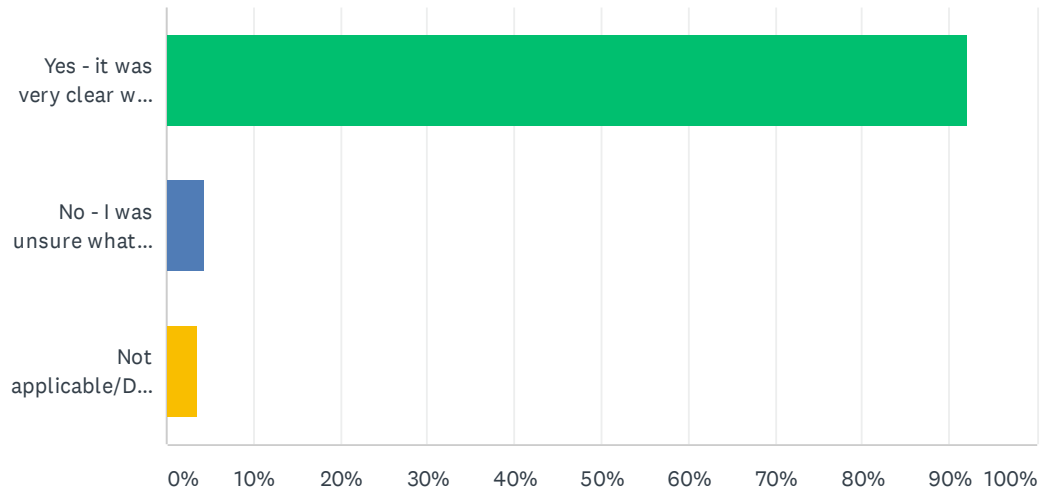
Answered: 227 Skipped: 241



ANSWER CHOICES	RESPONSES	
Yes - the GP telephoned me within the timeframe I expected	89.43%	203
No - the GP telephoned me earlier than I expected	2.20%	5
No- the GP telephoned me later than I expected	8.37%	19
TOTAL		227

Q31 After the telephone call did the GP leave you with sufficient information about what would happen next in terms of managing or treating your problem?

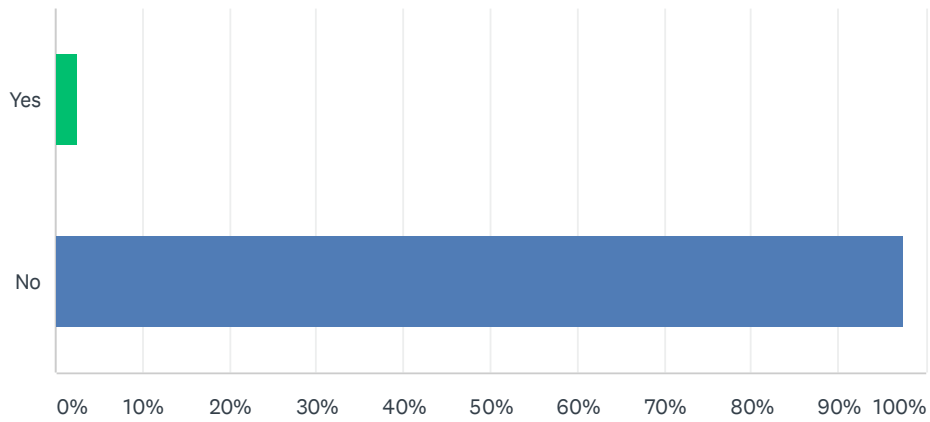
Answered: 229 Skipped: 239



ANSWER CHOICES	RESPONSES	
Yes - it was very clear what would happen next and how my problem would be managed or treated	92.14%	211
No - I was unsure what would happen next and how my problem would be managed or treated	4.37%	10
Not applicable/Don't know	3.49%	8
TOTAL		229

Q32 Within the last 6 months has a GP visited you at home for a consultation?

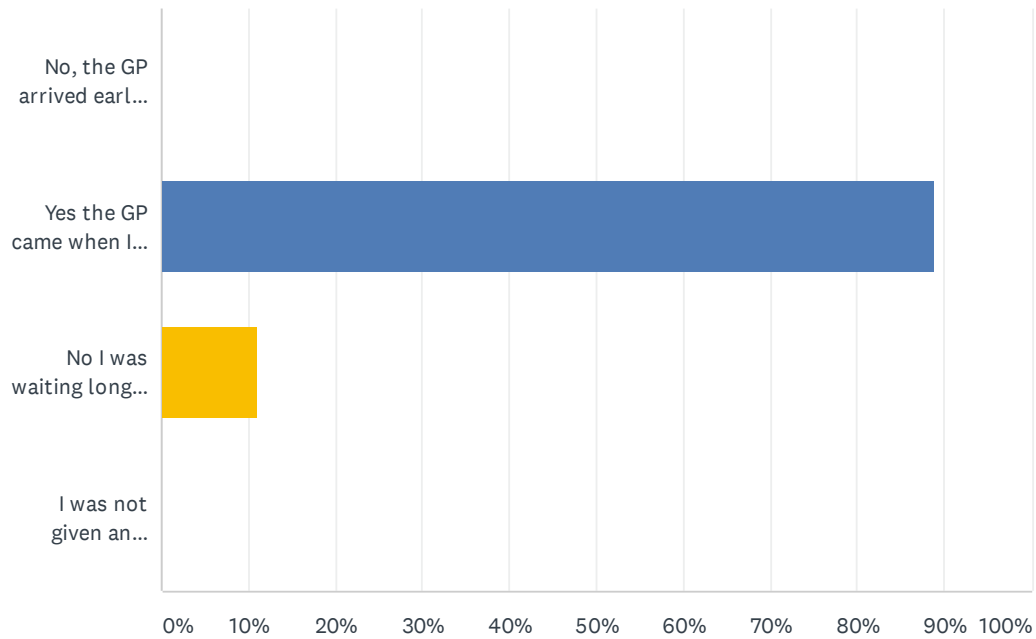
Answered: 436 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	2.52%	11
No	97.48%	425
TOTAL		436

Q33 Thinking about your last home visit from a GP here at the surgery, did the GP attend at the time you expected?

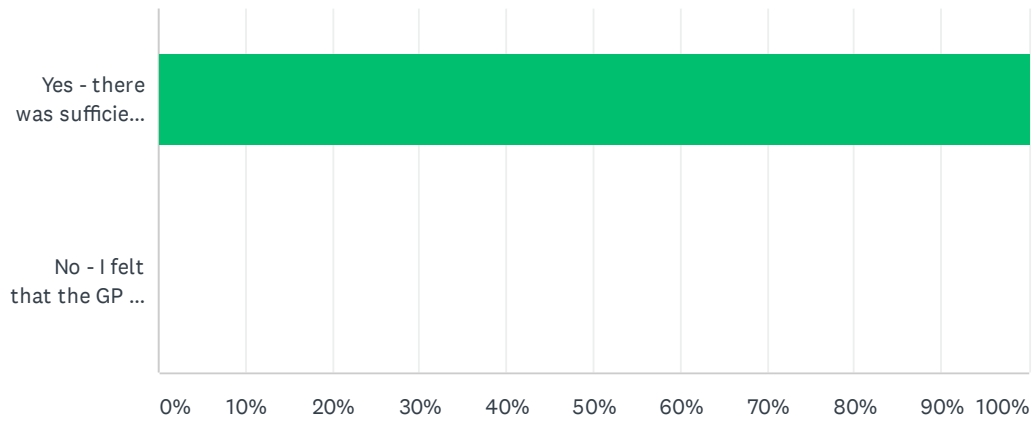
Answered: 9 Skipped: 459



ANSWER CHOICES	RESPONSES
No, the GP arrived earlier than I expected	0.00% 0
Yes the GP came when I expected him/her to call	88.89% 8
No I was waiting longer than expected for the visit	11.11% 1
I was not given an indication of the expected time	0.00% 0
TOTAL	9

Q34 Do you feel that the GP had sufficient time to deal with your problem?

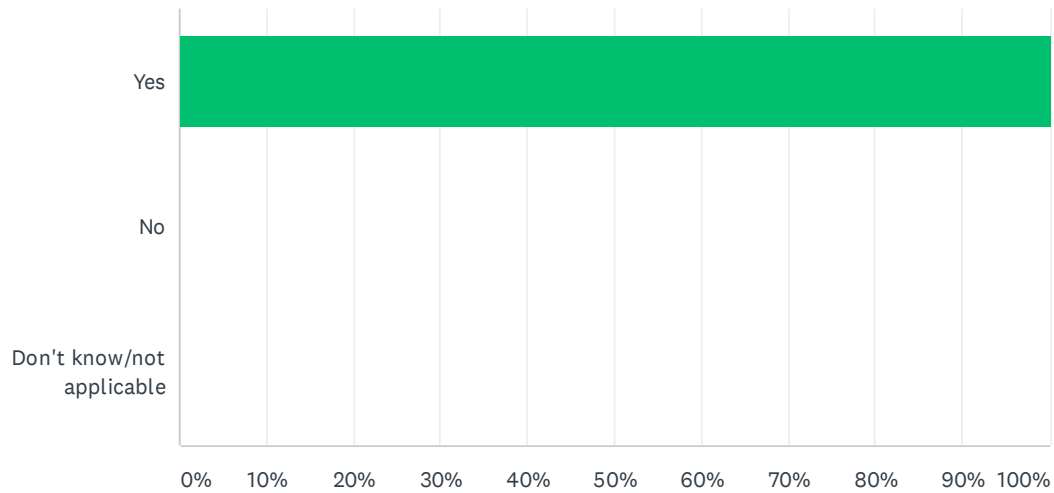
Answered: 9 Skipped: 459



ANSWER CHOICES	RESPONSES	
Yes - there was sufficient time	100.00%	9
No - I felt that the GP was rushed	0.00%	0
TOTAL		9

Q35 Do you feel that the GP listened to what you had to say and involved you in the decisions which were made?

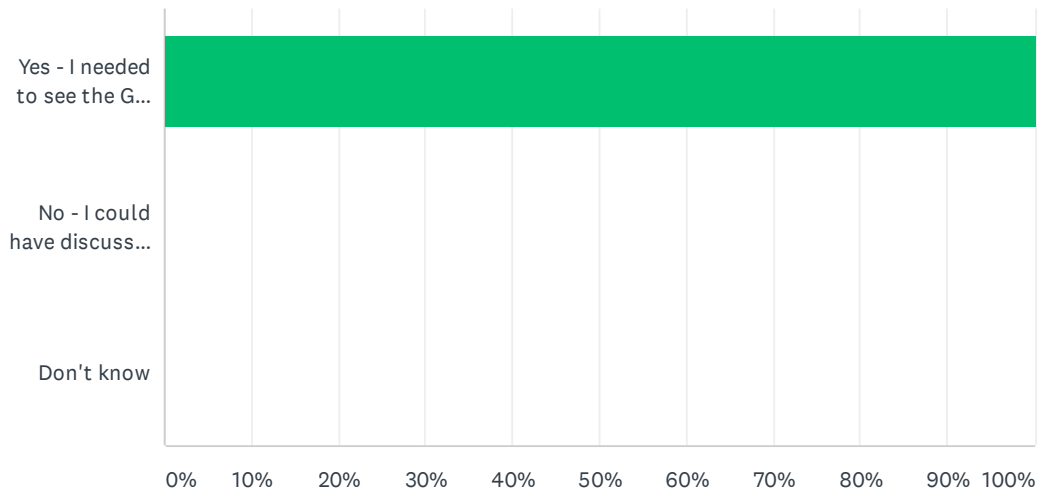
Answered: 9 Skipped: 459



ANSWER CHOICES	RESPONSES	
Yes	100.00%	9
No	0.00%	0
Don't know/not applicable	0.00%	0
TOTAL		9

Q36 Did you feel that a home visit was appropriate for the problem or could this have been dealt with by telephone?

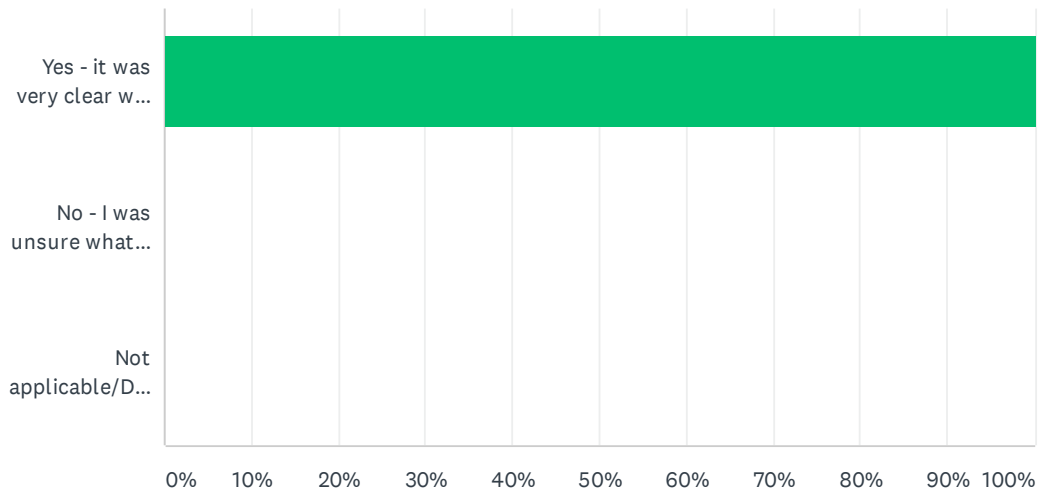
Answered: 9 Skipped: 459



ANSWER CHOICES	RESPONSES	
Yes - I needed to see the GP in person	100.00%	9
No - I could have discussed the problem by telephone	0.00%	0
Don't know	0.00%	0
TOTAL		9

Q37 After the visit did the GP leave you with sufficient information about what would happen next in terms of managing or treating your problem?

Answered: 9 Skipped: 459



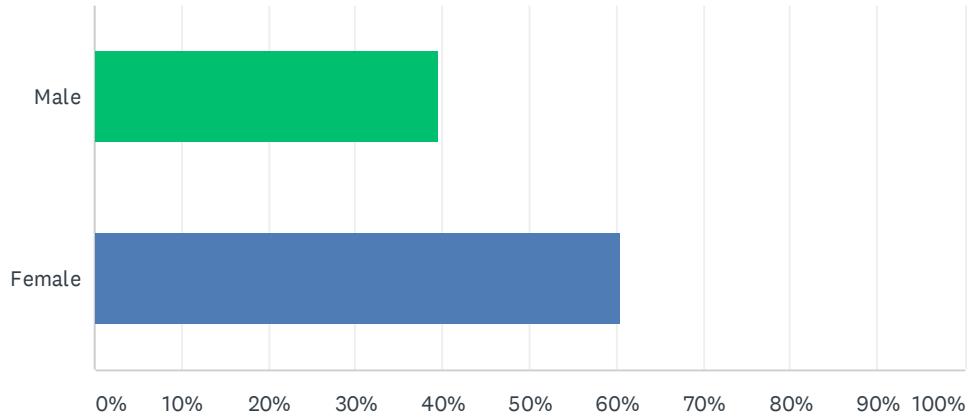
ANSWER CHOICES	RESPONSES	
Yes - it was very clear what would happen next and how my problem would be managed or treated	100.00%	9
No - I was unsure what would happen next and how my problem would be managed or treated	0.00%	0
Not applicable/Don't know	0.00%	0
TOTAL		9

Q38 Please use this box to leave a comment about any other aspect of our service not covered in previous questions

Answered: 216 Skipped: 252

Q39 Are you Male or female?

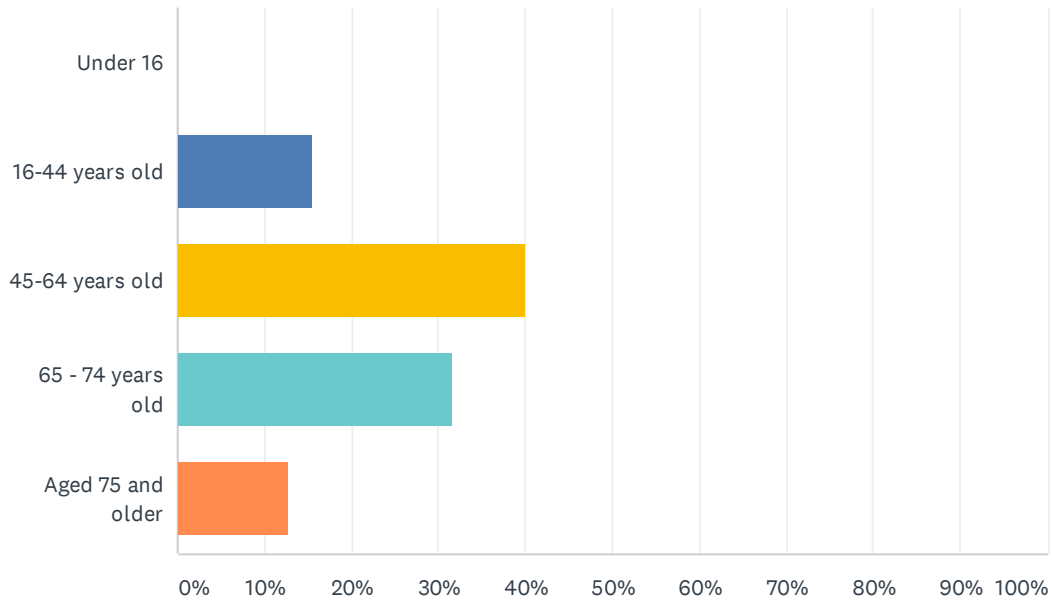
Answered: 410 Skipped: 58



ANSWER CHOICES	RESPONSES
Male	39.51% 162
Female	60.49% 248
TOTAL	410

Q40 How old are you?

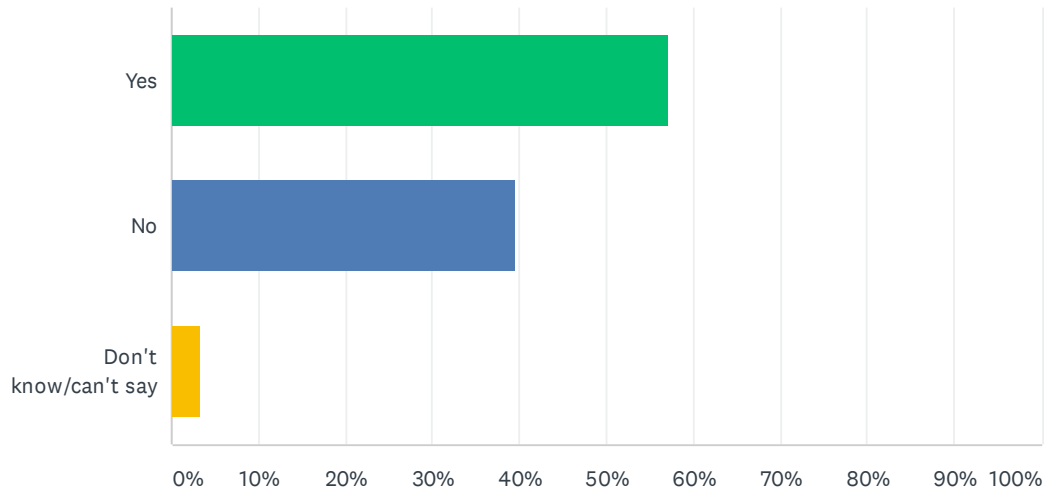
Answered: 412 Skipped: 56



ANSWER CHOICES	RESPONSES	
Under 16	0.00%	0
16-44 years old	15.53%	64
45-64 years old	40.05%	165
65 - 74 years old	31.55%	130
Aged 75 and older	12.86%	53
TOTAL		412

Q41 Do you have a longstanding health condition?

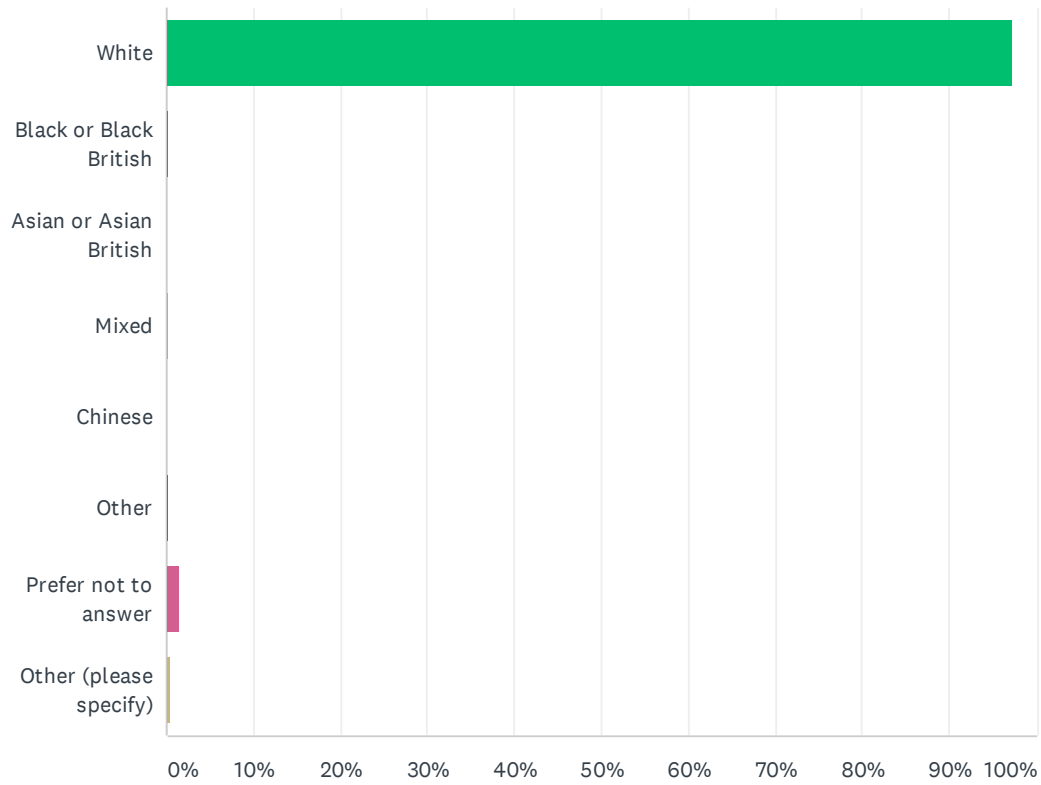
Answered: 412 Skipped: 56



ANSWER CHOICES	RESPONSES	
Yes	57.04%	235
No	39.56%	163
Don't know/can't say	3.40%	14
TOTAL		412

Q42 What is your ethnicity? (Please select all that apply.)

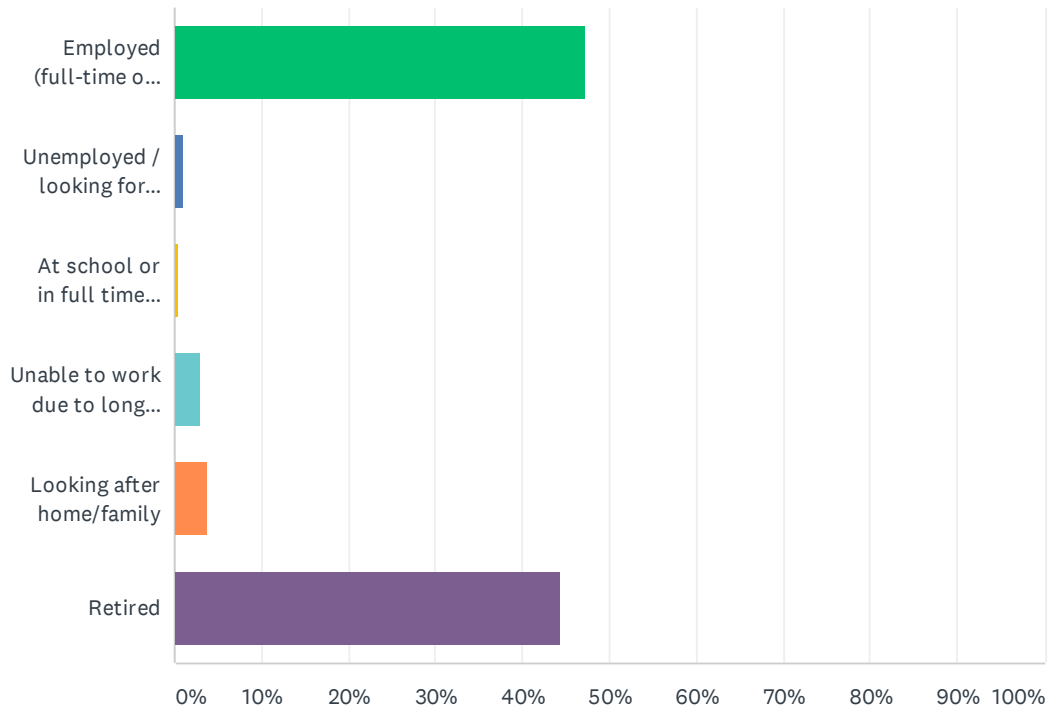
Answered: 414 Skipped: 54



ANSWER CHOICES	RESPONSES
White	97.34% 403
Black or Black British	0.24% 1
Asian or Asian British	0.00% 0
Mixed	0.24% 1
Chinese	0.00% 0
Other	0.24% 1
Prefer not to answer	1.45% 6
Other (please specify)	0.48% 2
TOTAL	414

Q43 Which one of the following best described you?

Answered: 414 Skipped: 54



ANSWER CHOICES	RESPONSES	
Employed (full-time or part-time)	47.34%	196
Unemployed / looking for work	0.97%	4
At school or in full time education	0.48%	2
Unable to work due to long term sickness	2.90%	12
Looking after home/family	3.86%	16
Retired	44.44%	184
TOTAL		414