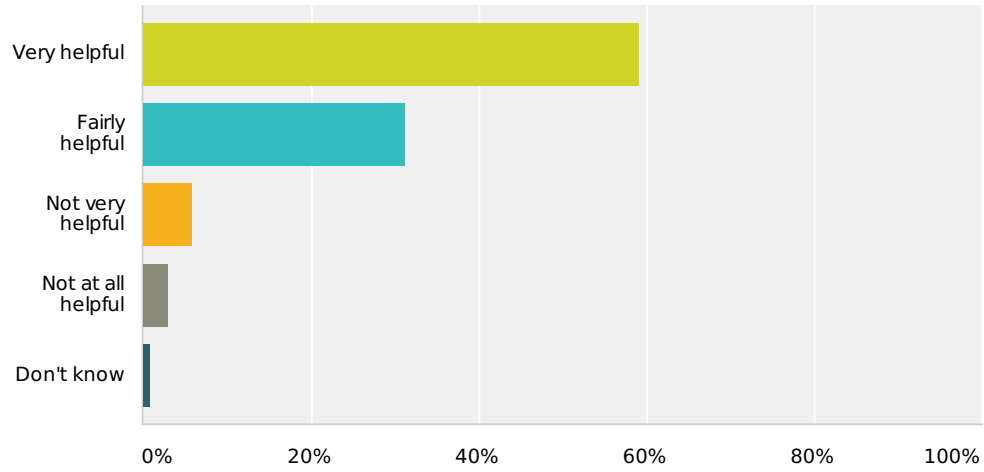


## Q1 How helpful were the receptionists at the practice in regard to helping you with your queries or issues?

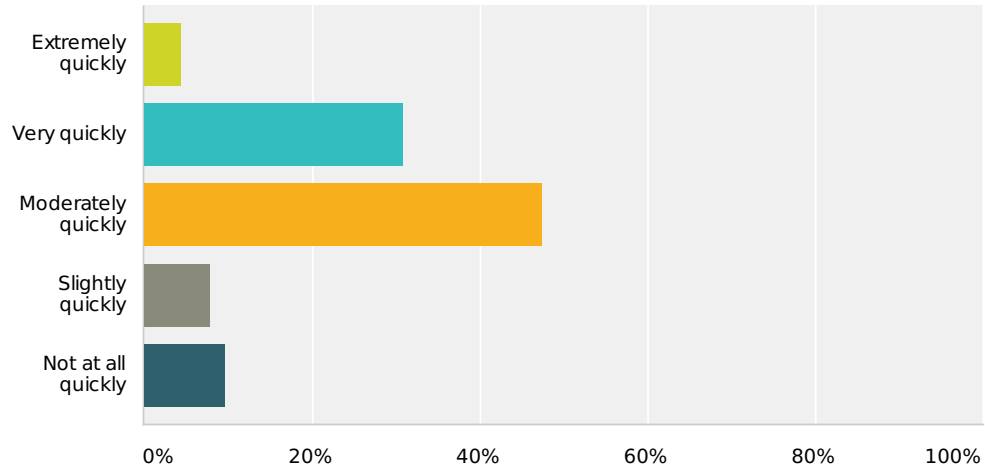
Answered: 240 Skipped: 0



Answer Choices	Responses
<b>Very helpful</b>	<b>59.17%</b> 142
<b>Fairly helpful</b>	<b>31.25%</b> 75
<b>Not very helpful</b>	<b>5.83%</b> 14
<b>Not at all helpful</b>	<b>2.92%</b> 7
<b>Don't know</b>	<b>0.83%</b> 2
Total	240

## Q2 How quickly did your get through to the surgery by phone?

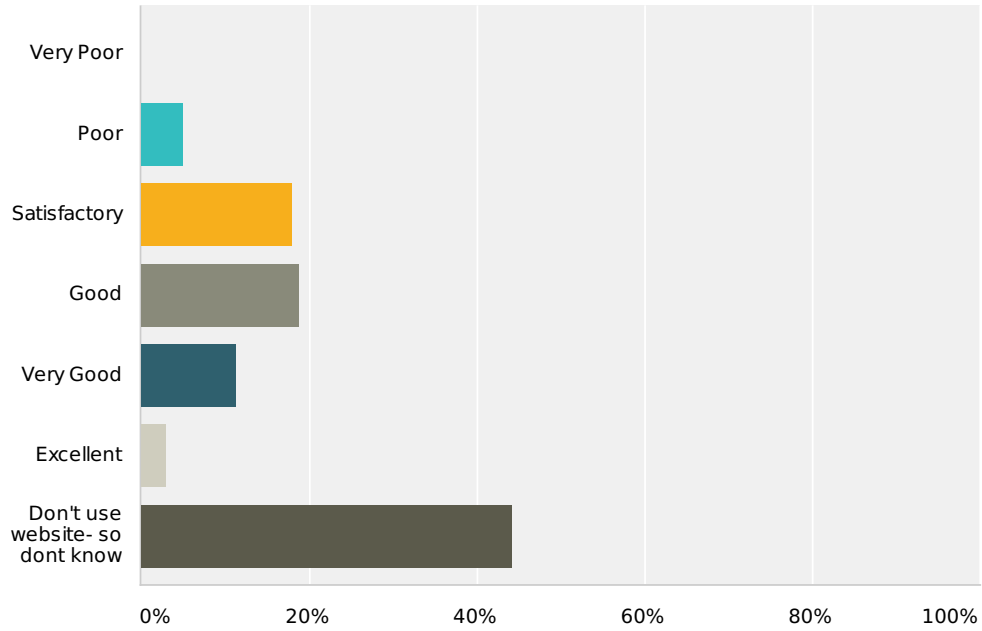
Answered: 230 Skipped: 10



Answer Choices	Responses
<b>Extremely quickly</b>	<b>4.35%</b> 10
<b>Very quickly</b>	<b>30.87%</b> 71
<b>Moderately quickly</b>	<b>47.39%</b> 109
<b>Slightly quickly</b>	<b>7.83%</b> 18
<b>Not at all quickly</b>	<b>9.57%</b> 22
Total	230

### Q3 How would you rate the availability of the information provided on the website?

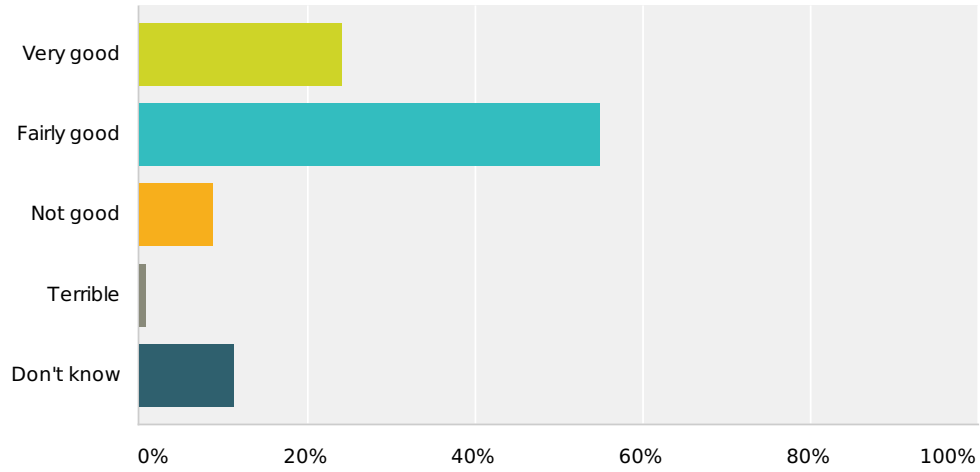
Answered: 240 Skipped: 0



Answer Choices	Responses	
<b>Very Poor</b>	<b>0%</b>	0
<b>Poor</b>	<b>5%</b>	12
<b>Satisfactory</b>	<b>17.92%</b>	43
<b>Good</b>	<b>18.75%</b>	45
<b>Very Good</b>	<b>11.25%</b>	27
<b>Excellent</b>	<b>2.92%</b>	7
<b>Don't use website- so dont know</b>	<b>44.17%</b>	106
Total		240

### Q4 How useful is the information provided in the waiting room?

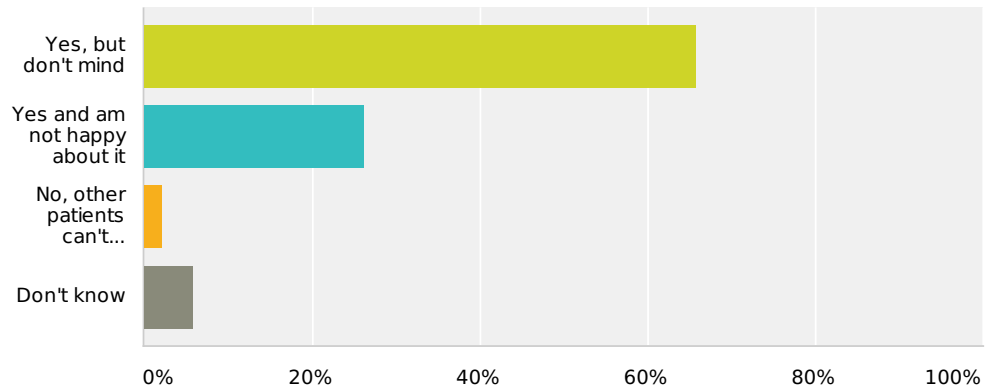
Answered: 240 Skipped: 0



Answer Choices	Responses	
<b>Very good</b>	<b>24.17%</b>	58
<b>Fairly good</b>	<b>55.00%</b>	132
<b>Not good</b>	<b>8.75%</b>	21
<b>Terrible</b>	<b>0.83%</b>	2
<b>Don't know</b>	<b>11.25%</b>	27
Total		240

### Q5 In the Reception Area, can other patients overhear what you say to the Receptionist?

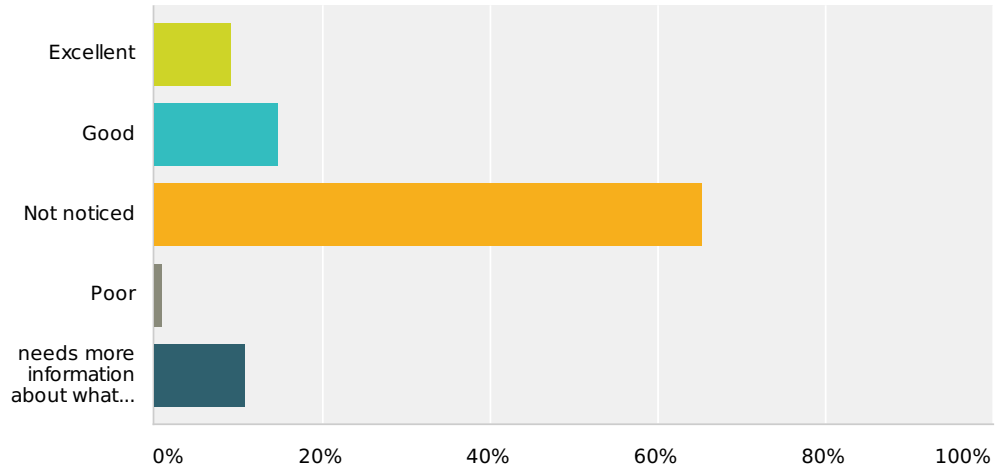
Answered: 240 Skipped: 0



Answer Choices	Responses
<b>Yes, but don't mind</b>	<b>65.83%</b> 158
<b>Yes and am not happy about it</b>	<b>26.25%</b> 63
<b>No, other patients can't overhear</b>	<b>2.08%</b> 5
<b>Don't know</b>	<b>5.83%</b> 14
Total	240

## Q6 How would you rate our communicational facilities for patients with sight and hearing impairments?

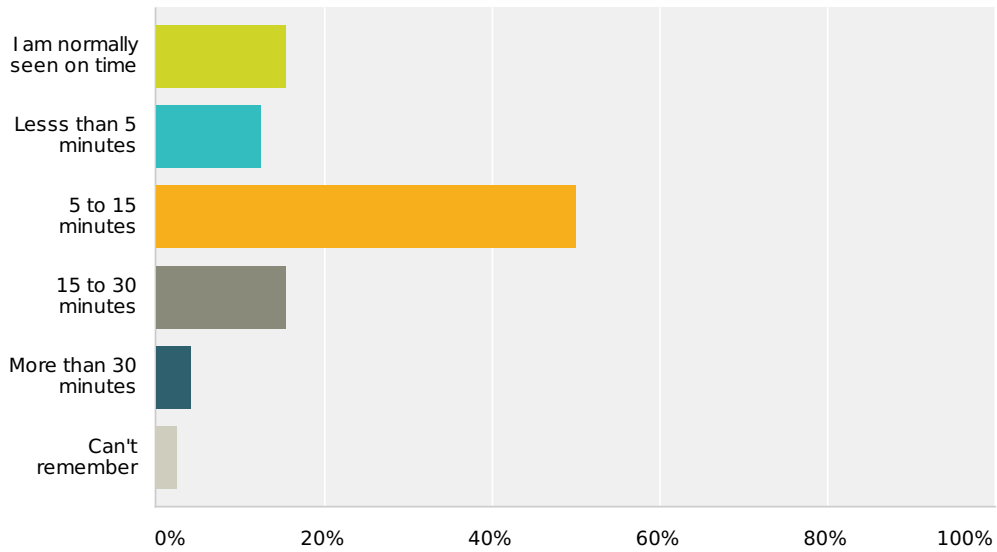
Answered: 231 Skipped: 9



Answer Choices	Responses
<b>Excellent</b>	<b>9.09%</b> 21
<b>Good</b>	<b>14.72%</b> 34
<b>Not noticed</b>	<b>65.37%</b> 151
<b>Poor</b>	<b>0.87%</b> 2
<b>needs more information about what this means</b>	<b>10.82%</b> 25
Total Respondents: 231	

## Q7 How long after your appointment time do you normally wait to be seen?

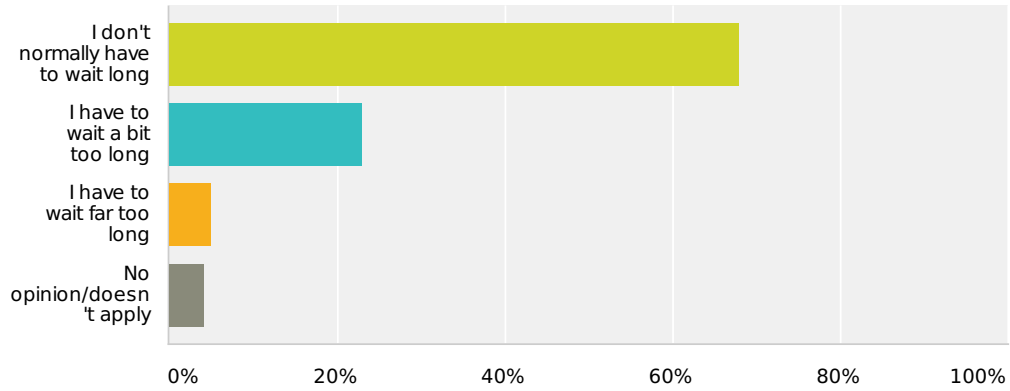
Answered: 240 Skipped: 0



Answer Choices	Responses
<b>I am normally seen on time</b>	<b>15.42%</b> 37
<b>Lesss than 5 minutes</b>	<b>12.50%</b> 30
<b>5 to 15 minutes</b>	<b>50%</b> 120
<b>15 to 30 minutes</b>	<b>15.42%</b> 37
<b>More than 30 minutes</b>	<b>4.17%</b> 10
<b>Can't remember</b>	<b>2.50%</b> 6
Total	240

## Q8 How do you feel about how long you normally have to wait?

Answered: 240 Skipped: 0

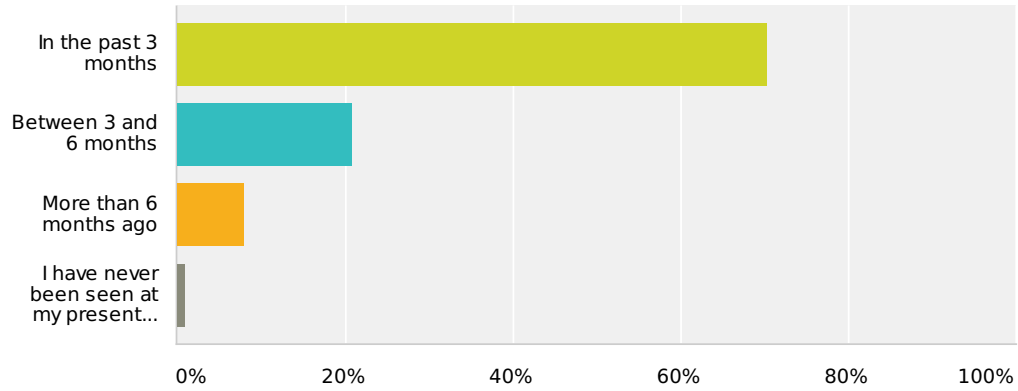


Answer Choices	Responses
<b>I don't normally have to wait long</b>	<b>67.92%</b> 163
<b>I have to wait a bit too long</b>	<b>22.92%</b> 55
<b>I have to wait far too long</b>	<b>5%</b> 12
<b>No opinion/doesn't apply</b>	<b>4.17%</b> 10
Total	240



## Q9 When did you last see a Doctor at the practice?

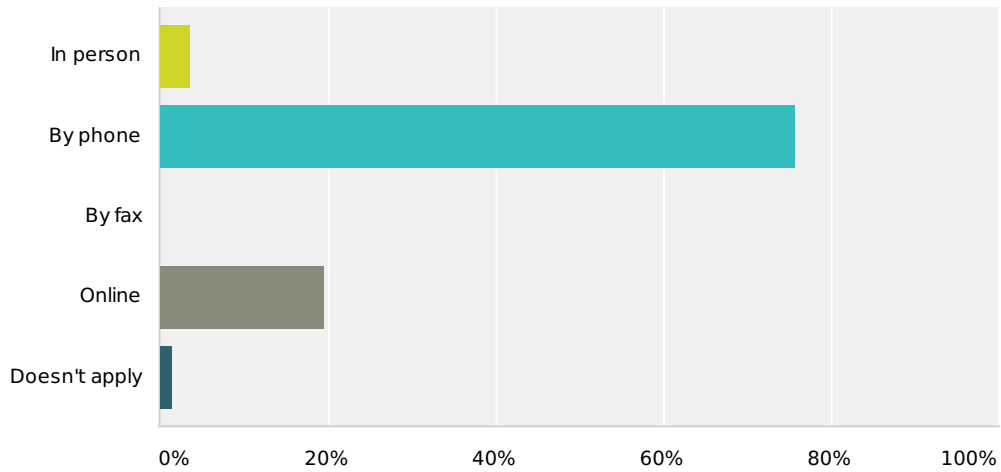
Answered: 226 Skipped: 14



Answer Choices	Responses
<b>In the past 3 months</b>	<b>70.35%</b> 159
<b>Between 3 and 6 months</b>	<b>20.80%</b> 47
<b>More than 6 months ago</b>	<b>7.96%</b> 18
<b>I have never been seen at my present GP practice</b>	<b>0.88%</b> 2
Total	226

## Q10 How do you normally book your appointments to see a doctor or nurse at the practice?

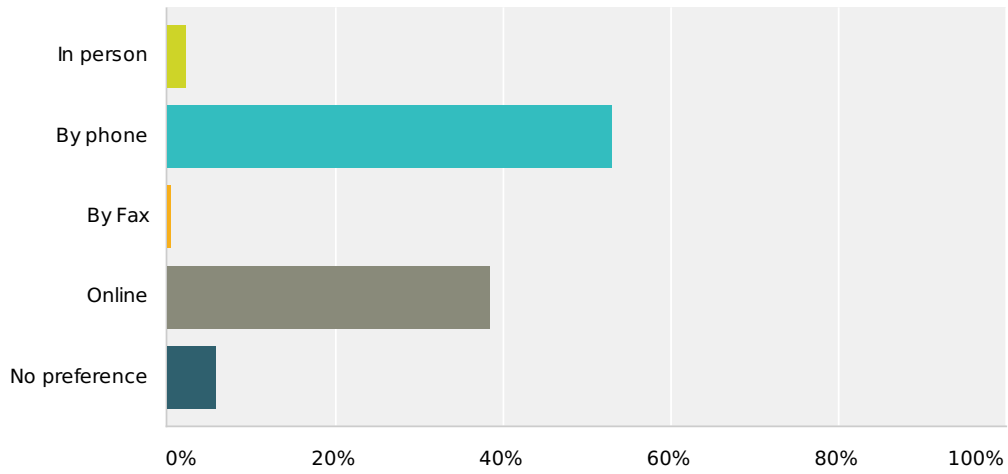
Answered: 226 Skipped: 14



Answer Choices	Responses
<b>In person</b>	<b>3.54%</b> 8
<b>By phone</b>	<b>75.66%</b> 171
<b>By fax</b>	<b>0%</b> 0
<b>Online</b>	<b>19.47%</b> 44
<b>Doesn't apply</b>	<b>1.33%</b> 3
Total	226

### Q11 Which of the following methods would you prefer to use to book an appointment at the practice?

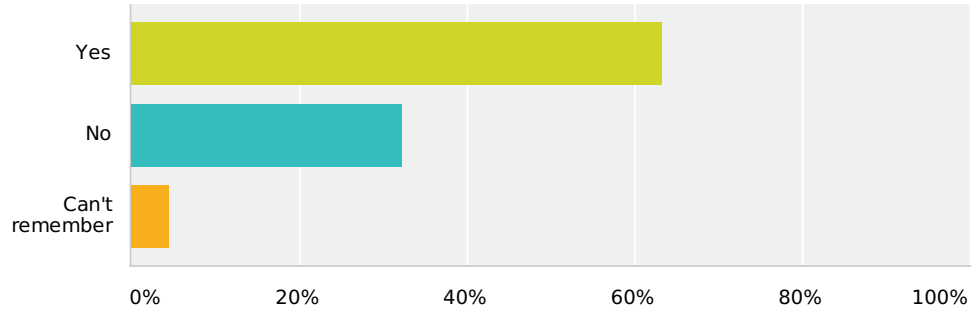
Answered: 226 Skipped: 14



Answer Choices	Responses
<b>In person</b>	<b>2.21%</b> 5
<b>By phone</b>	<b>53.10%</b> 120
<b>By Fax</b>	<b>0.44%</b> 1
<b>Online</b>	<b>38.50%</b> 87
<b>No preference</b>	<b>5.75%</b> 13
Total	226

**Q12 In the past 6 months have you tried to see a Dr fairly quickly? (By fairly quickly we mean on the same day or in the next two weekdays that the GP practice was open)**

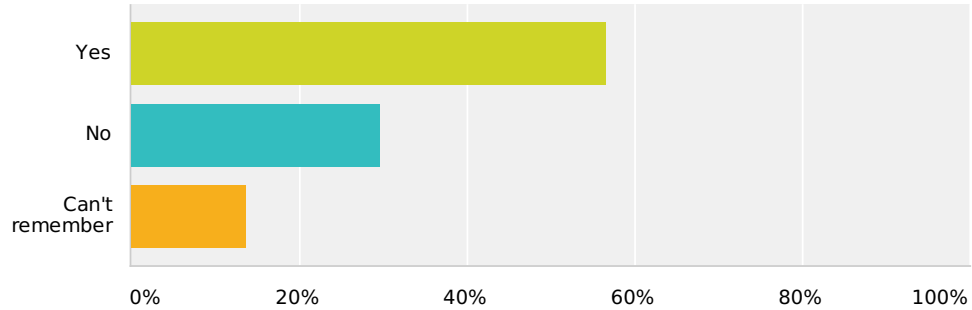
Answered: 226 Skipped: 14



Answer Choices	Responses	
<b>Yes</b>	<b>63.27%</b>	143
<b>No</b>	<b>32.30%</b>	73
<b>Can't remember</b>	<b>4.42%</b>	10
Total		226

**Q13 Think about the last time you tried to see a Dr fairly quickly. Were you able to see a Dr on the same day or in the next two weekdays that the GP practice was open?**

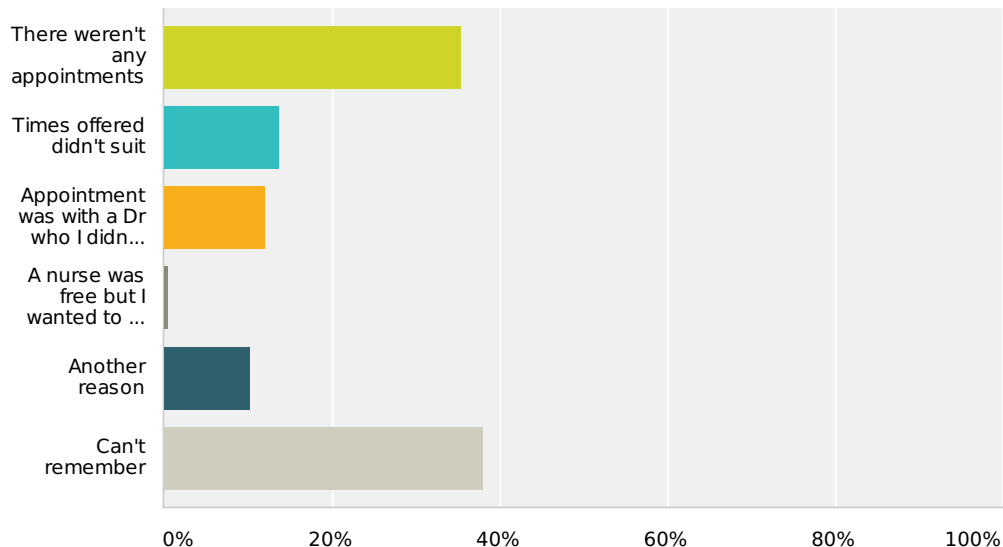
Answered: 226 Skipped: 14



Answer Choices	Responses	
<b>Yes</b>	<b>56.64%</b>	128
<b>No</b>	<b>29.65%</b>	67
<b>Can't remember</b>	<b>13.72%</b>	31
Total		226

### Q14 If you weren't able to be seen during the next 2 weekdays that the GP practice was open, why was that? (Please tick all the boxes that apply)

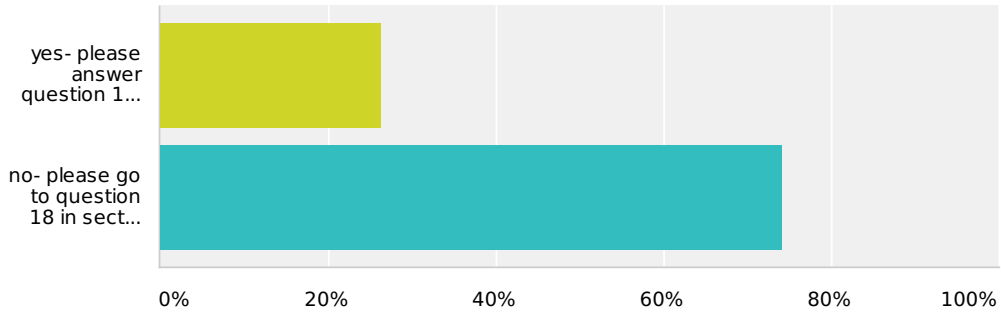
Answered: 226 Skipped: 14



Answer Choices	Responses
<b>There weren't any appointments</b>	<b>35.40%</b> 80
<b>Times offered didn't suit</b>	<b>13.72%</b> 31
<b>Appointment was with a Dr who I didn't want to see</b>	<b>11.95%</b> 27
<b>A nurse was free but I wanted to see a Dr</b>	<b>0.44%</b> 1
<b>Another reason</b>	<b>10.18%</b> 23
<b>Can't remember</b>	<b>38.05%</b> 86
Total Respondents: 226	

### Q15 Have you attended A&E in the past 12 months?

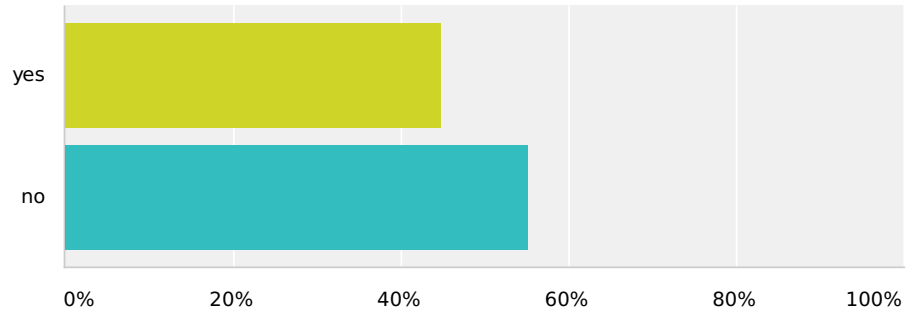
Answered: 224 Skipped: 16



Answer Choices	Responses
<b>yes- please answer question 16 and 17</b>	<b>26.34%</b> 59
<b>no- please go to question 18 in section C</b>	<b>74.11%</b> 166
Total Respondents: 224	

### Q16 If yes, was it during surgery opening hours?

Answered: 58 Skipped: 182

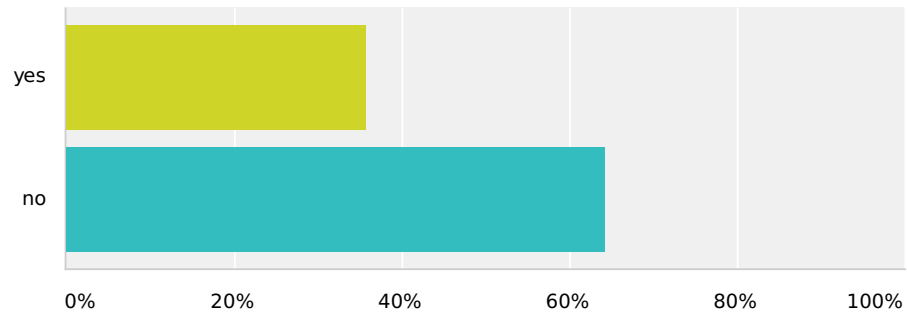


Answer Choices	Responses	
<b>yes</b>	<b>44.83%</b>	26
<b>no</b>	<b>55.17%</b>	32
Total Respondents: 58		



### Q17 If yes, did you phone the surgery first to try and get medical attention before you went to A&E?

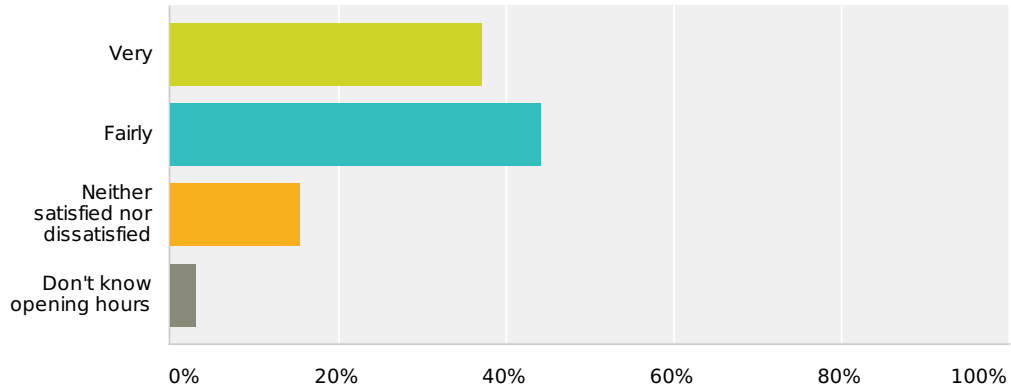
Answered: 42 Skipped: 198



Answer Choices	Responses
<b>yes</b>	<b>35.71%</b> 15
<b>no</b>	<b>64.29%</b> 27
Total Respondents: 42	

### Q18 How satisfied are you with the opening hours at the practice?

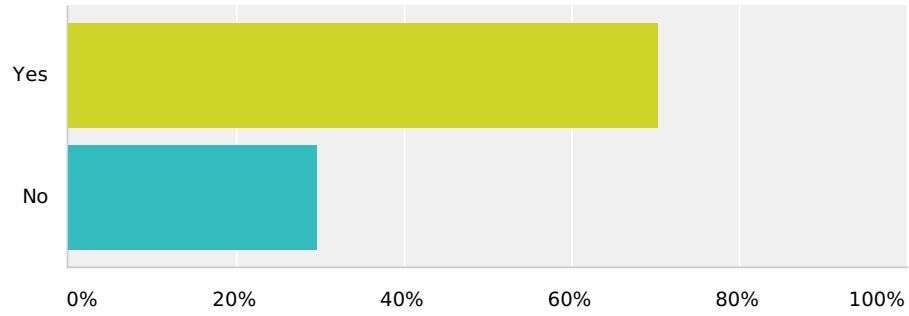
Answered: 226 Skipped: 14



Answer Choices	Responses	
<b>Very</b>	<b>37.17%</b>	84
<b>Fairly</b>	<b>44.25%</b>	100
<b>Neither satisfied nor dissatisfied</b>	<b>15.49%</b>	35
<b>Don't know opening hours</b>	<b>3.10%</b>	7
Total		226

### Q19 Would you like the practice open at additional times?

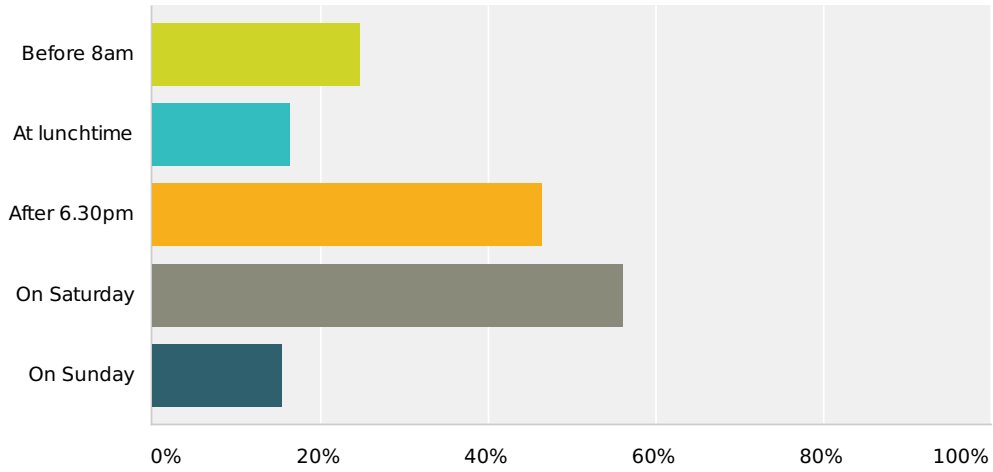
Answered: 226 Skipped: 14



Answer Choices	Responses	
<b>Yes</b>	<b>70.35%</b>	159
<b>No</b>	<b>29.65%</b>	67
Total		226

## Q20 If yes, when (please put a tick in each row)

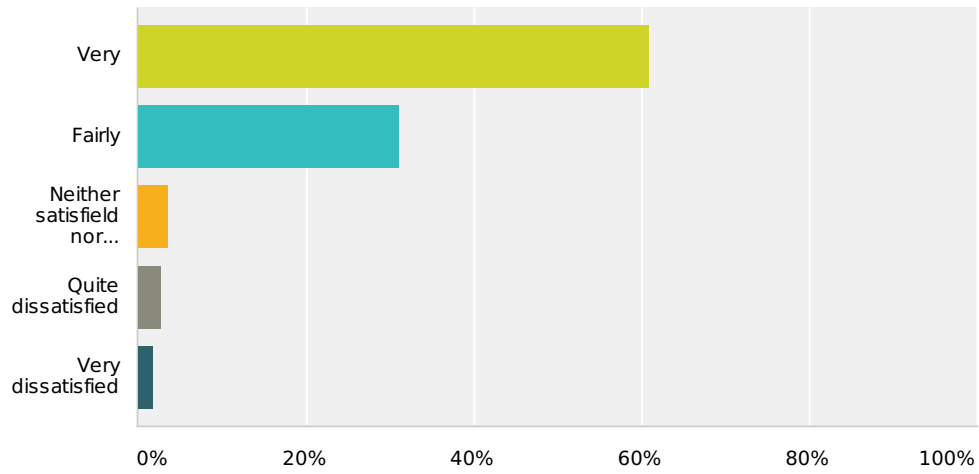
Answered: 226 Skipped: 14



Answer Choices	Responses
<b>Before 8am</b>	<b>24.78%</b> 56
<b>At lunchtime</b>	<b>16.37%</b> 37
<b>After 6.30pm</b>	<b>46.46%</b> 105
<b>On Saturday</b>	<b>56.19%</b> 127
<b>On Sunday</b>	<b>15.49%</b> 35
Total Respondents: 226	

## Q21 In general, how satisfied are you with the care you get at the practice?

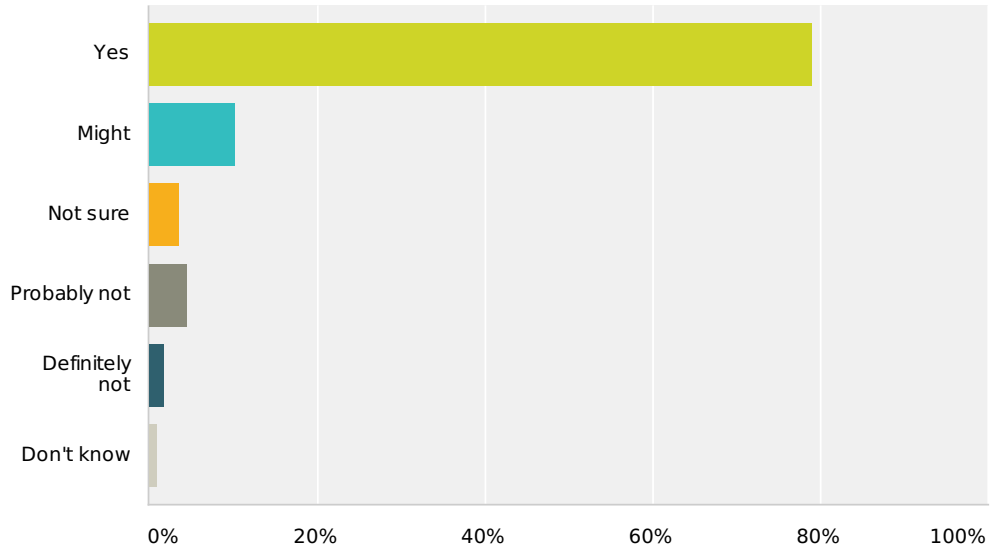
Answered: 225 Skipped: 15



Answer Choices	Responses
<b>Very</b>	<b>60.89%</b> 137
<b>Fairly</b>	<b>31.11%</b> 70
<b>Neither satisfied nor dissatisfied</b>	<b>3.56%</b> 8
<b>Quite dissatisfied</b>	<b>2.67%</b> 6
<b>Very dissatisfied</b>	<b>1.78%</b> 4
Total	225

## Q22 Would you recommend the practice to someone who has just moved to your local area?

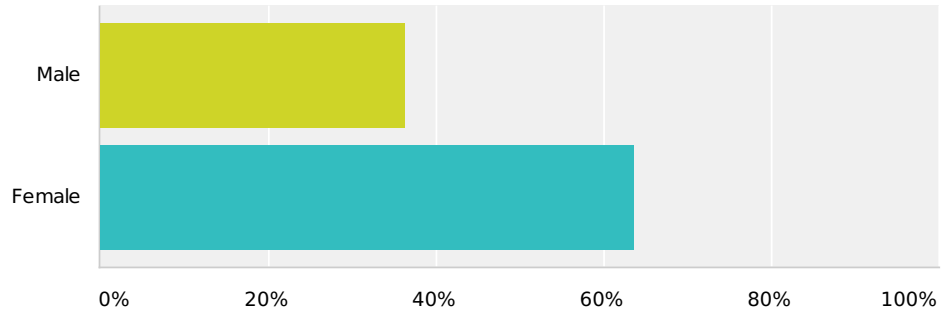
Answered: 225 Skipped: 15



Answer Choices	Responses
<b>Yes</b>	<b>79.11%</b> 178
<b>Might</b>	<b>10.22%</b> 23
<b>Not sure</b>	<b>3.56%</b> 8
<b>Probably not</b>	<b>4.44%</b> 10
<b>Definitely not</b>	<b>1.78%</b> 4
<b>Don't know</b>	<b>0.89%</b> 2
Total	225

### Q23 Are you male or female?

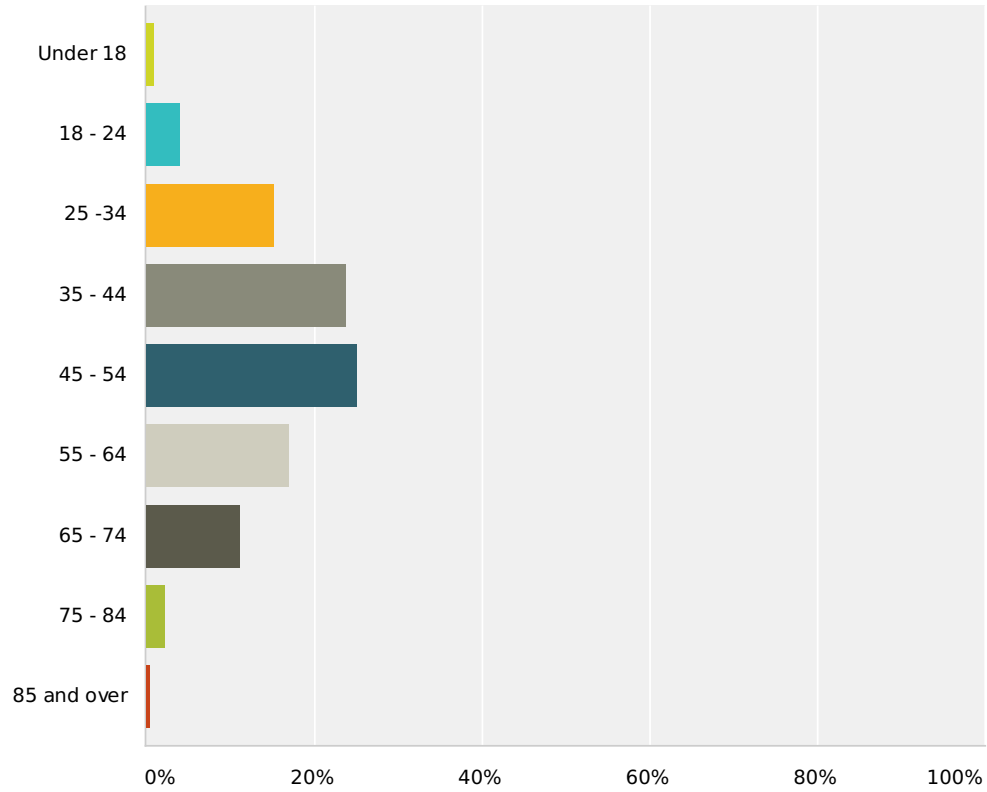
Answered: 223 Skipped: 17



Answer Choices	Responses
<b>Male</b>	<b>36.32%</b> 81
<b>Female</b>	<b>63.68%</b> 142
Total	223

## Q24 How old are you?

Answered: 223 Skipped: 17

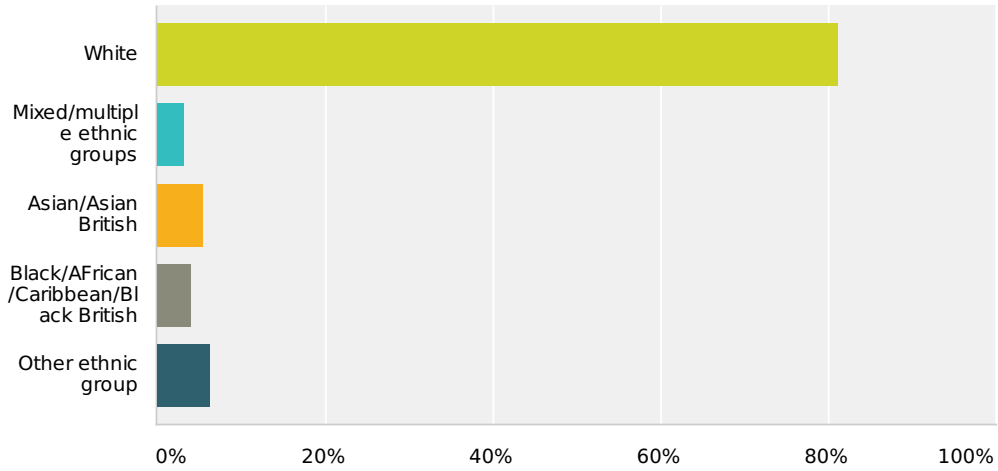


Answer Choices	Responses	
<b>Under 18</b>	<b>0.90%</b>	2
<b>18 - 24</b>	<b>4.04%</b>	9
<b>25 - 34</b>	<b>15.25%</b>	34
<b>35 - 44</b>	<b>23.77%</b>	53
<b>45 - 54</b>	<b>25.11%</b>	56
<b>55 - 64</b>	<b>17.04%</b>	38
<b>65 - 74</b>	<b>11.21%</b>	25
<b>75 - 84</b>	<b>2.24%</b>	5
<b>85 and over</b>	<b>0.45%</b>	1
Total		223



## Q25 What is your ethnic group?

Answered: 223 Skipped: 17



Answer Choices	Responses
<b>White</b>	<b>81.17%</b> 181
<b>Mixed/multiple ethnic groups</b>	<b>3.14%</b> 7
<b>Asian/Asian British</b>	<b>5.38%</b> 12
<b>Black/African/Caribbean/Black British</b>	<b>4.04%</b> 9
<b>Other ethnic group</b>	<b>6.28%</b> 14
Total	223