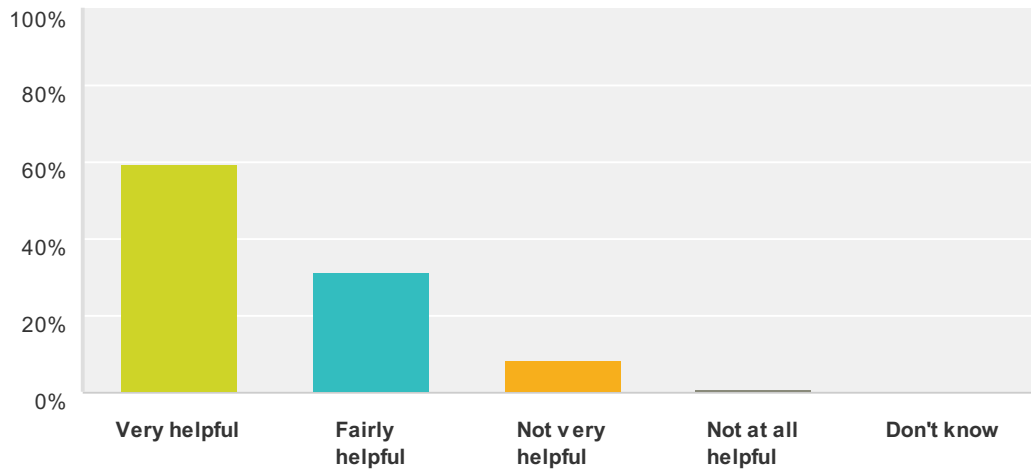


Q1 How helpful were the receptionists at the practice in regard to helping you with your queries or issues?

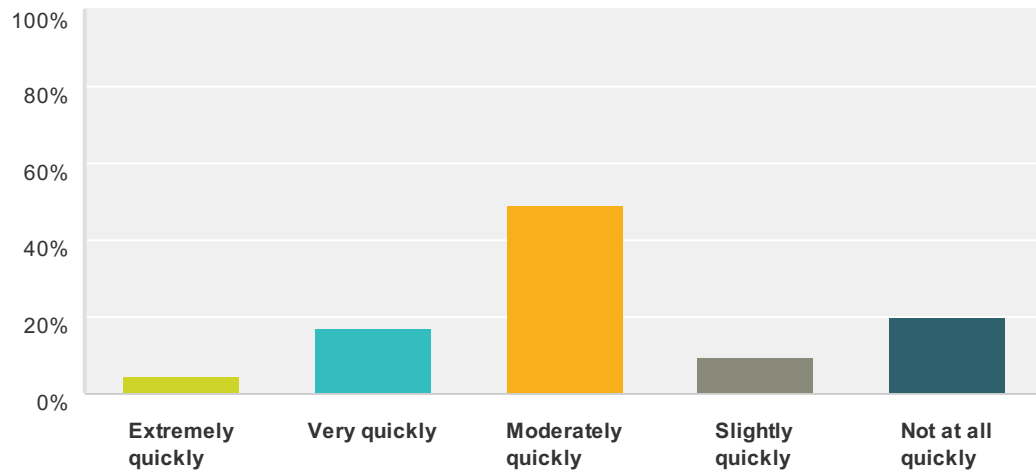
Answered: 118 Skipped: 0



Answer Choices	Responses
Very helpful	59.32% 70
Fairly helpful	31.36% 37
Not very helpful	8.47% 10
Not at all helpful	0.85% 1
Don't know	0% 0
Total	118

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

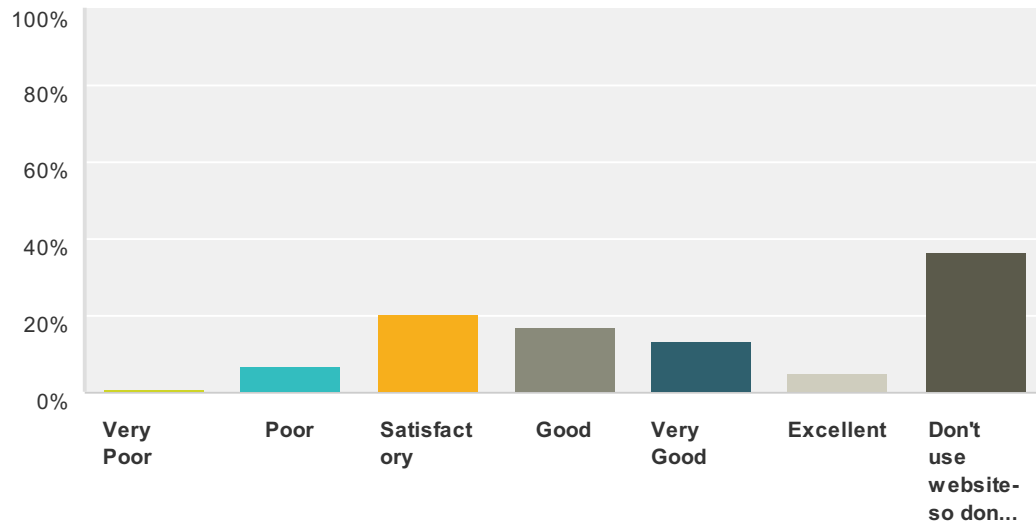
Answered: 116 Skipped: 2



Answer Choices	Responses
Extremely quickly	4.31% 5
Very quickly	17.24% 20
Moderately quickly	49.14% 57
Slightly quickly	9.48% 11
Not at all quickly	19.83% 23
Total	116

**Q3 How would you rate the availability of the information provided on the website?
(www.derwentmedical.co.uk)**

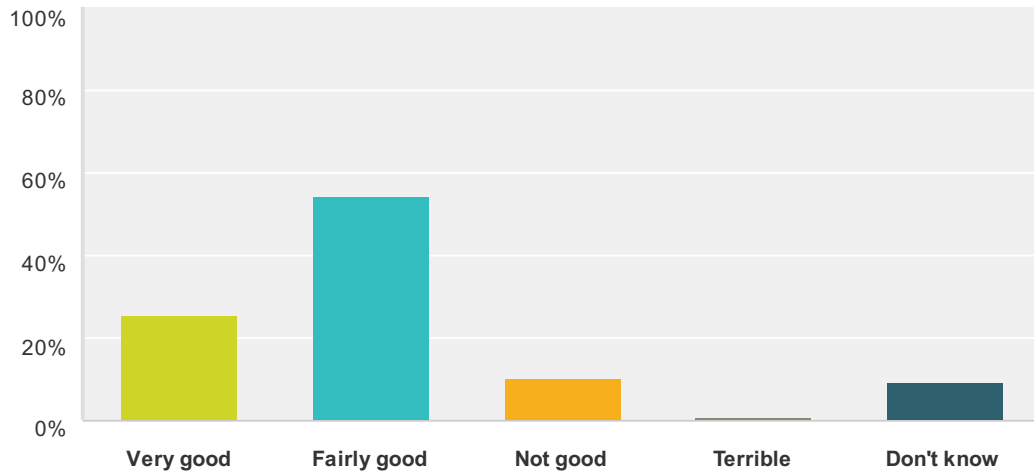
Answered: 118 Skipped: 0



Answer Choices	Responses	
Very Poor	0.85%	1
Poor	6.78%	8
Satisfactory	20.34%	24
Good	16.95%	20
Very Good	13.56%	16
Excellent	5.08%	6
Don't use website- so dont know	36.44%	43
Total		118

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

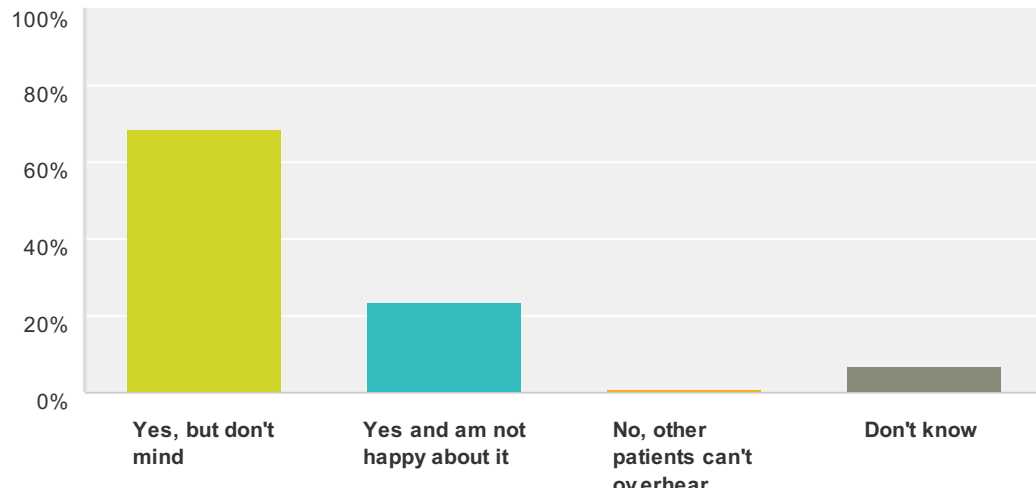
Answered: 118 Skipped: 0



Answer Choices	Responses	
Very good	25.42%	30
Fairly good	54.24%	64
Not good	10.17%	12
Terrible	0.85%	1
Don't know	9.32%	11
Total		118

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

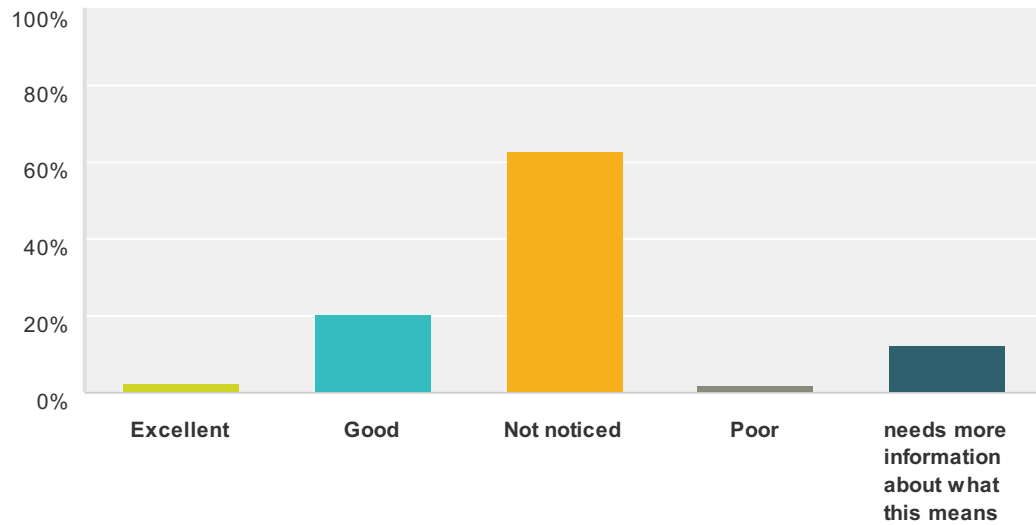
Answered: 118 Skipped: 0



Answer Choices	Responses	
Yes, but don't mind	68.64%	81
Yes and am not happy about it	23.73%	28
No, other patients can't overhear	0.85%	1
Don't know	6.78%	8
Total		118

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

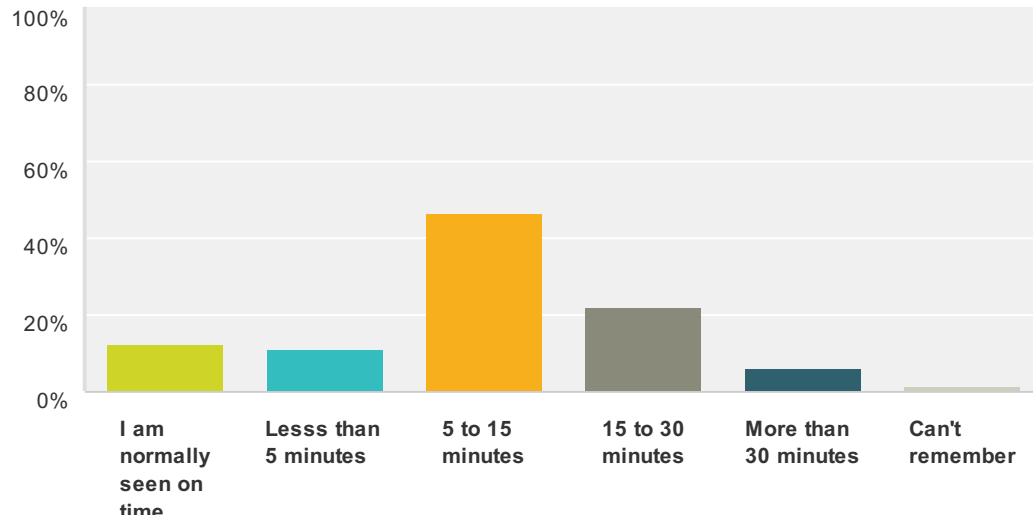
Answered: 113 Skipped: 5



Answer Choices	Responses	
Excellent	2.65%	3
Good	20.35%	23
Not noticed	62.83%	71
Poor	1.77%	2
needs more information about what this means	12.39%	14
Total Respondents: 113		

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

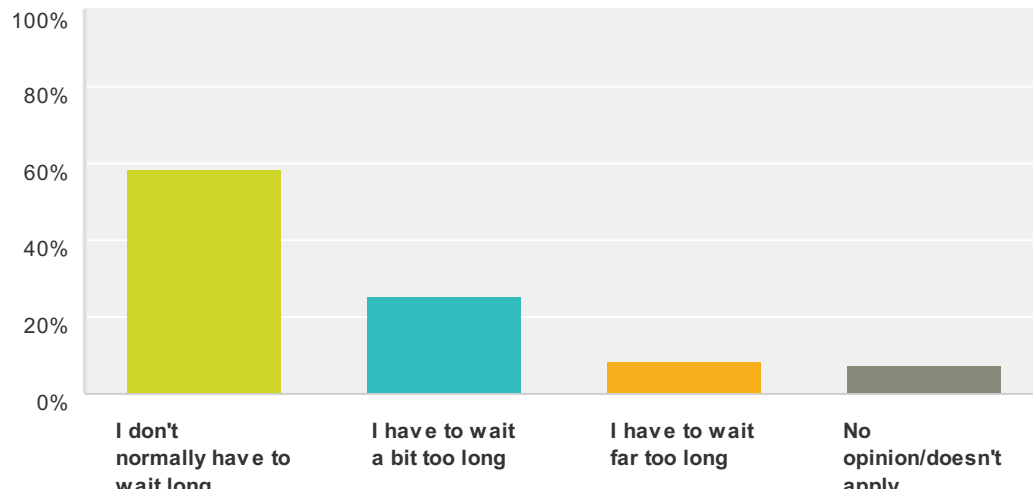
Answered: 118 Skipped: 0



Answer Choices	Responses
I am normally seen on time	12.71% 15
Less than 5 minutes	11.02% 13
5 to 15 minutes	46.61% 55
15 to 30 minutes	22.03% 26
More than 30 minutes	5.93% 7
Can't remember	1.69% 2
Total	118

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

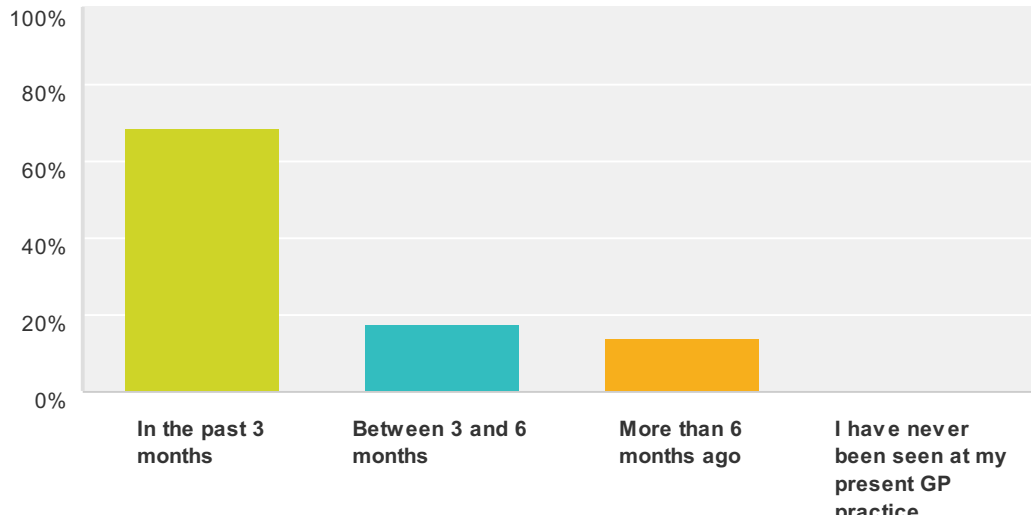
Answered: 118 Skipped: 0



Answer Choices	Responses	
I don't normally have to wait long	58.47%	69
I have to wait a bit too long	25.42%	30
I have to wait far too long	8.47%	10
No opinion/doesn't apply	7.63%	9
Total		118

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

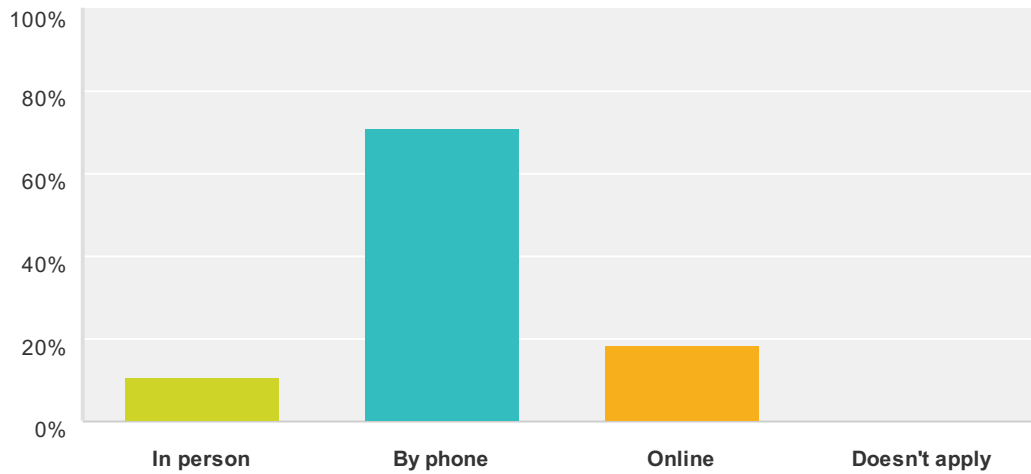
Answered: 114 Skipped: 4



Answer Choices	Responses
In the past 3 months	68.42% 78
Between 3 and 6 months	17.54% 20
More than 6 months ago	14.04% 16
I have never been seen at my present GP practice	0% 0
Total	114

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

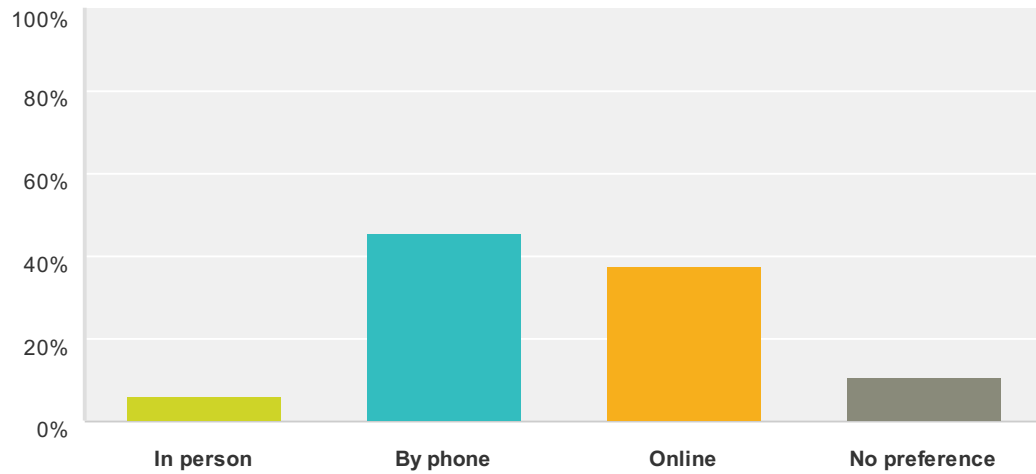
Answered: 114 Skipped: 4



Answer Choices	Responses
In person	10.53% 12
By phone	71.05% 81
Online	18.42% 21
Doesn't apply	0% 0
Total	114

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

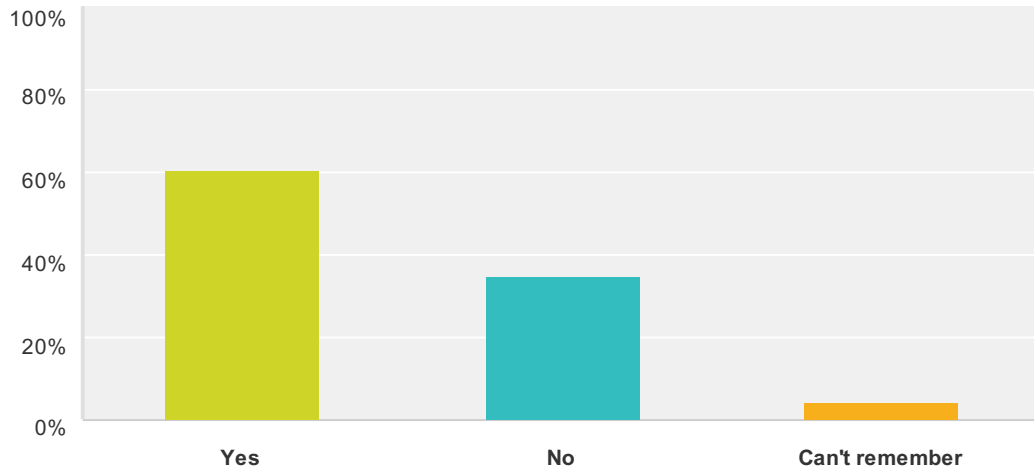
Answered: 114 Skipped: 4



Answer Choices	Responses	
In person	6.14%	7
By phone	45.61%	52
Online	37.72%	43
No preference	10.53%	12
Total		114

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)

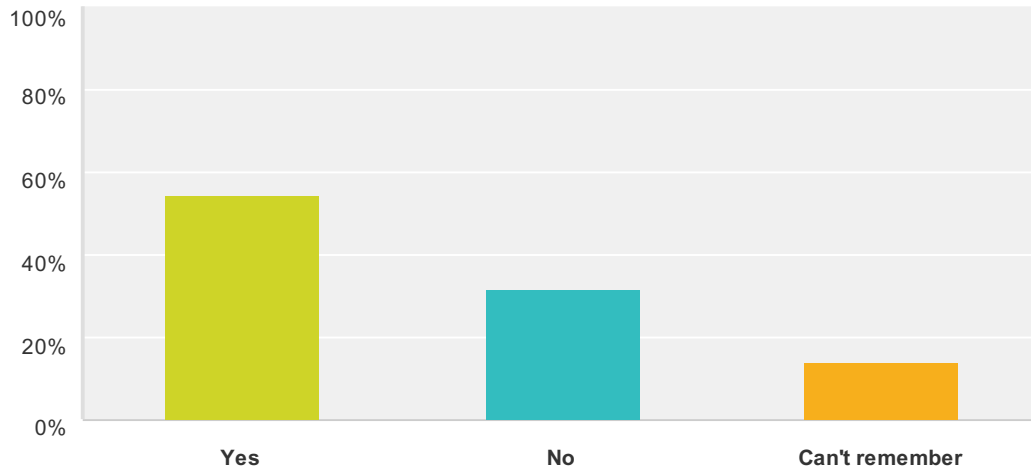
Answered: 114 Skipped: 4



Answer Choices	Responses	
Yes	60.53%	69
No	35.09%	40
Can't remember	4.39%	5
Total		114

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?

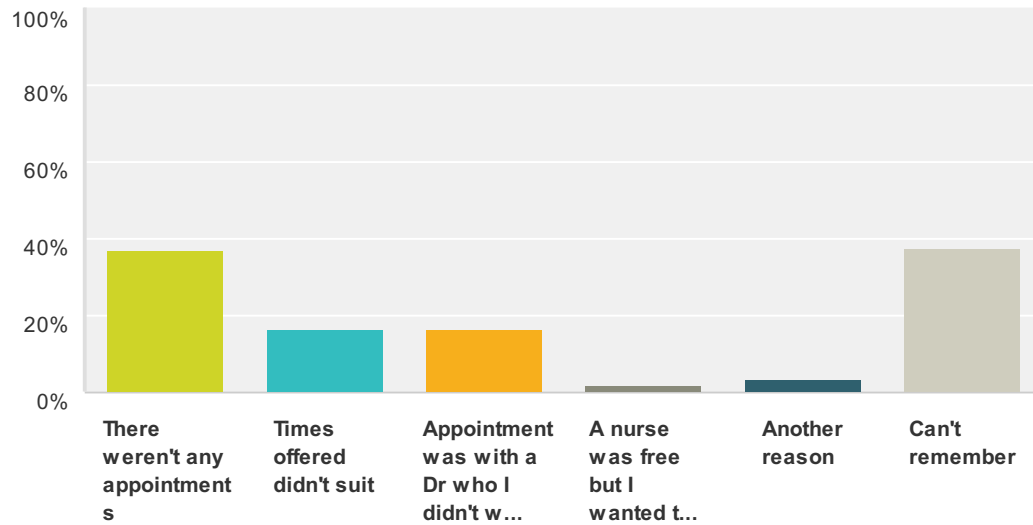
Answered: 114 Skipped: 4



Answer Choices	Responses	
Yes	54.39%	62
No	31.58%	36
Can't remember	14.04%	16
Total		114

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)

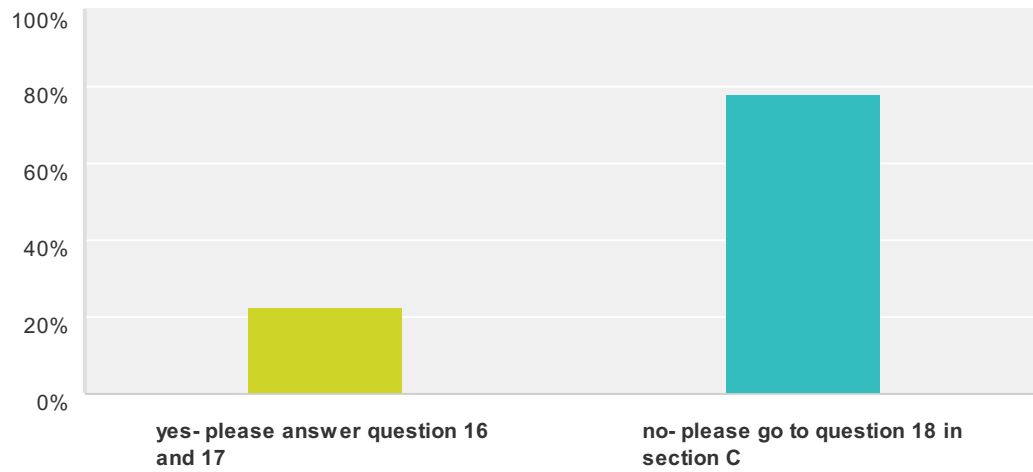
Answered: 114 Skipped: 4



Answer Choices	Responses
There weren't any appointments	36.84% 42
Times offered didn't suit	16.67% 19
Appointment was with a Dr who I didn't want to see	16.67% 19
A nurse was free but I wanted to see a Dr	1.75% 2
Another reason	3.51% 4
Can't remember	37.72% 43
Total Respondents: 114	

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

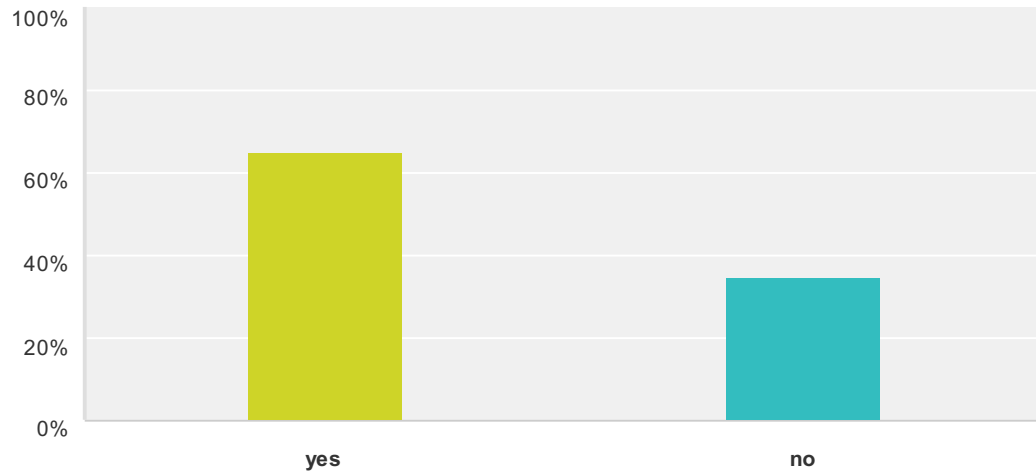
Answered: 110 Skipped: 8



Answer Choices	Responses
yes- please answer question 16 and 17	22.73% 25
no- please go to question 18 in section C	78.18% 86
Total Respondents: 110	

Q16 If yes, was it during surgery opening hours?

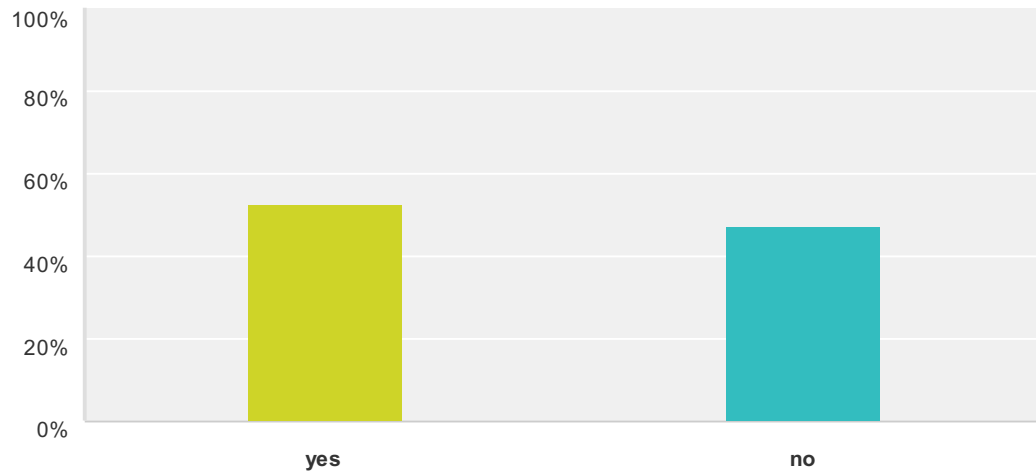
Answered: 23 Skipped: 95



Answer Choices	Responses
yes	65.22% 15
no	34.78% 8
Total Respondents: 23	

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

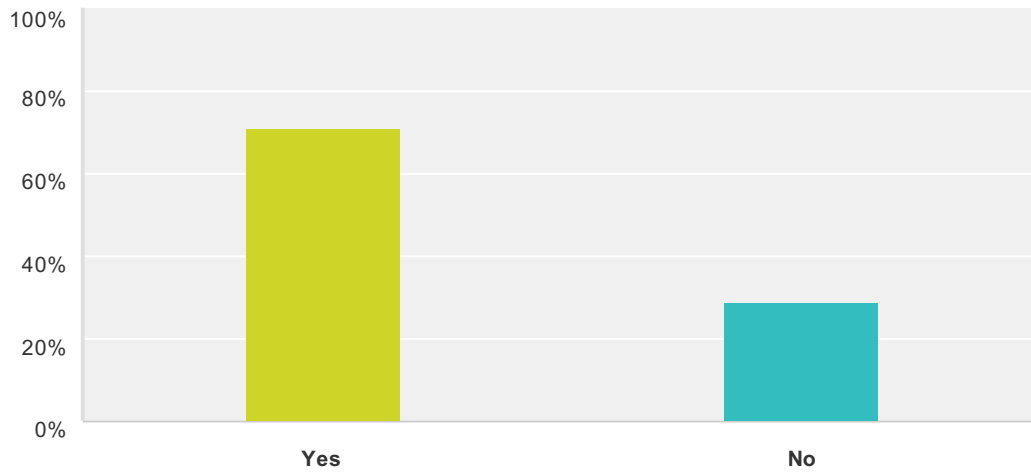
Answered: 21 Skipped: 97



Answer Choices	Responses
yes	52.38% 11
no	47.62% 10
Total Respondents: 21	

Q18 Did you know that you can order your repeat prescription online? (via patient access)

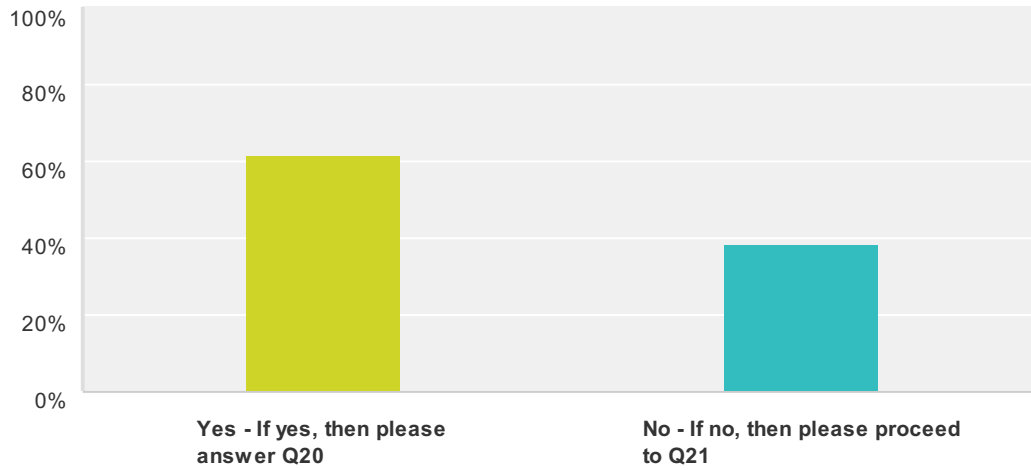
Answered: 114 Skipped: 4



Answer Choices	Responses	
Yes	71.05%	81
No	28.95%	33
Total		114

Q19 Did you know that you can book your appointments online?

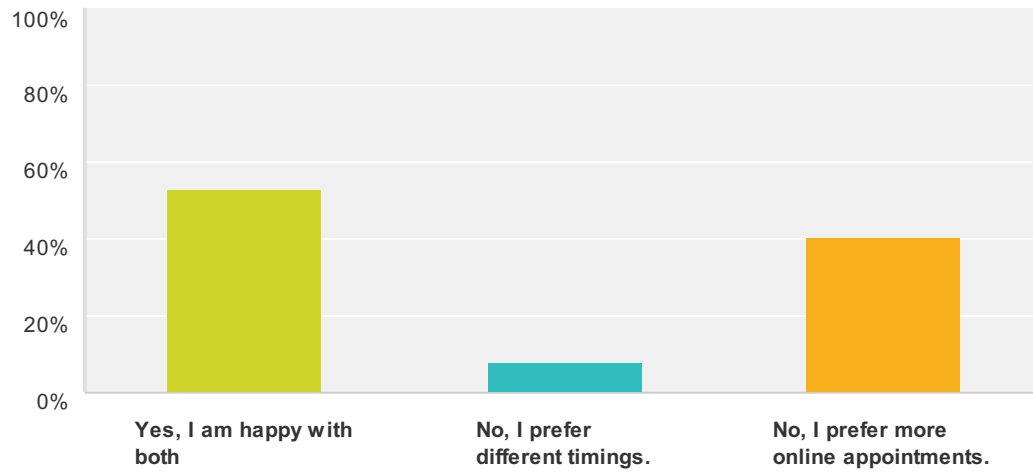
Answered: 114 Skipped: 4



Answer Choices	Responses	
Yes - If yes, then please answer Q20	61.40%	70
No - If no, then please proceed to Q21	38.60%	44
Total		114

Q20 Are you happy with time options and total number of appointments available online?

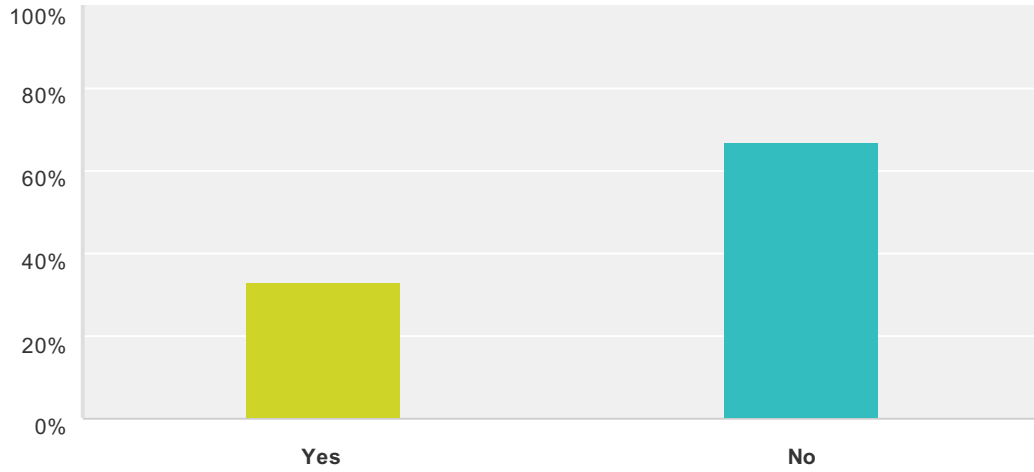
Answered: 62 Skipped: 56



Answer Choices	Responses	
Yes, I am happy with both	53.23%	33
No, I prefer different timings.	8.06%	5
No, I prefer more online appointments.	40.32%	25
Total Respondents: 62		

Q21 Did you know that with Electronic Prescribing Service (EPS) you can collect your prescription anywhere* in the country; i.e. near your office, near your house, visiting friends & family outside London? *subject to EPS-enabled pharmacies.

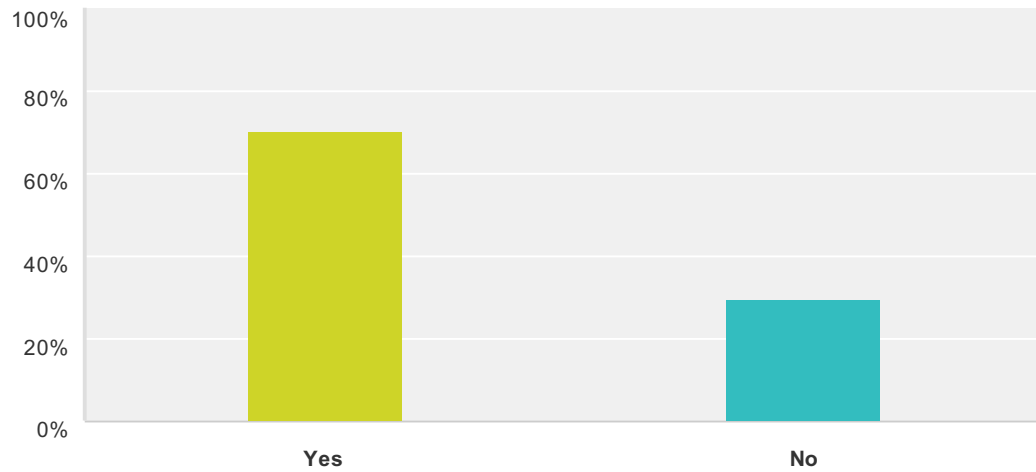
Answered: 94 Skipped: 24



Answer Choices	Responses	
Yes	32.98%	31
No	67.02%	63
Total		94

Q22 Would you like us to send your prescriptions electronically to your pharmacy?

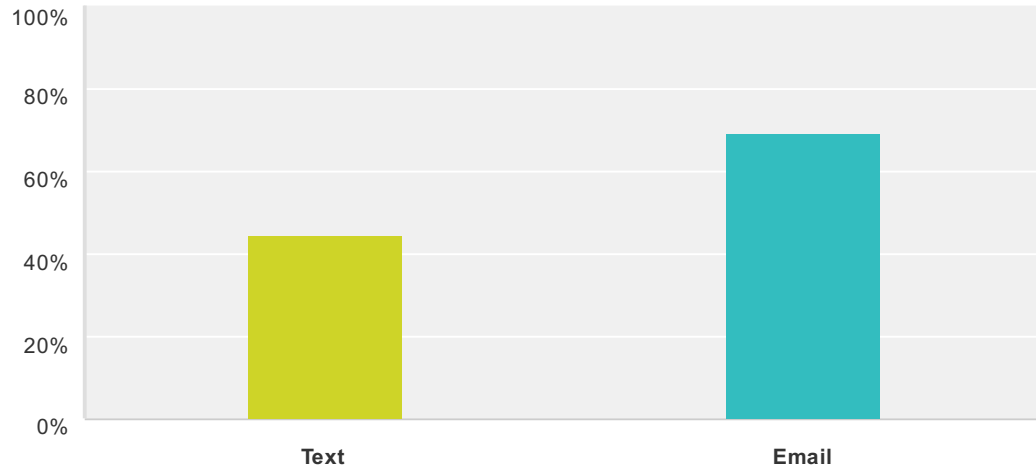
Answered: 114 Skipped: 4



Answer Choices	Responses	
Yes	70.18%	80
No	29.82%	34
Total		114

Q23 Would you prefer us to inform you of your test results by text or email. If yes then please tick each box for your preference.

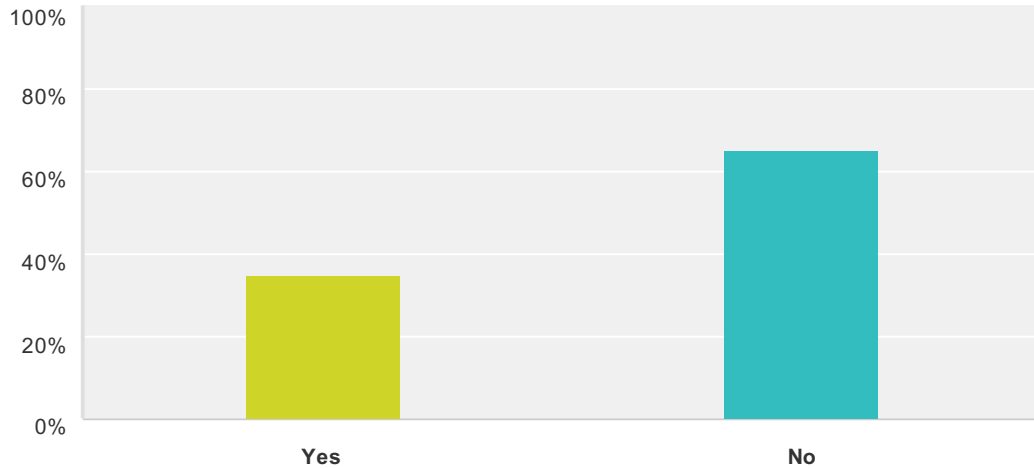
Answered: 114 Skipped: 4



Answer Choices	Responses	
Text	44.74%	51
Email	69.30%	79
Total Respondents: 114		

Q24 Did you know that the surgery do not close for lunch break and is accessible on phone and in person between 08:00 - 18:30 Hrs?

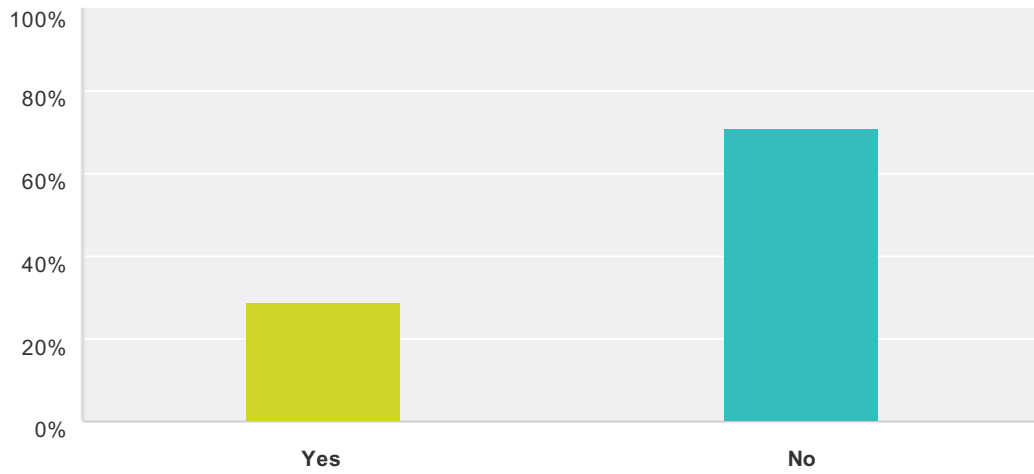
Answered: 114 Skipped: 4



Answer Choices	Responses	
Yes	35.09%	40
No	64.91%	74
Total		114

Q25 Did you know that the surgery does extended hours and the full year schedule is available online?

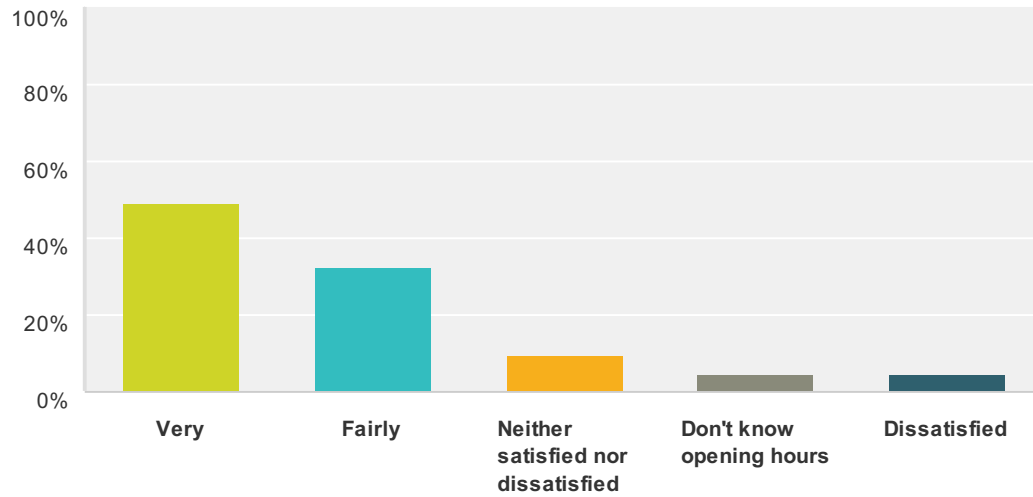
Answered: 114 Skipped: 4



Answer Choices	Responses	
Yes	28.95%	33
No	71.05%	81
Total		114

Q26 How satisfied are you with the opening hours at the practice?

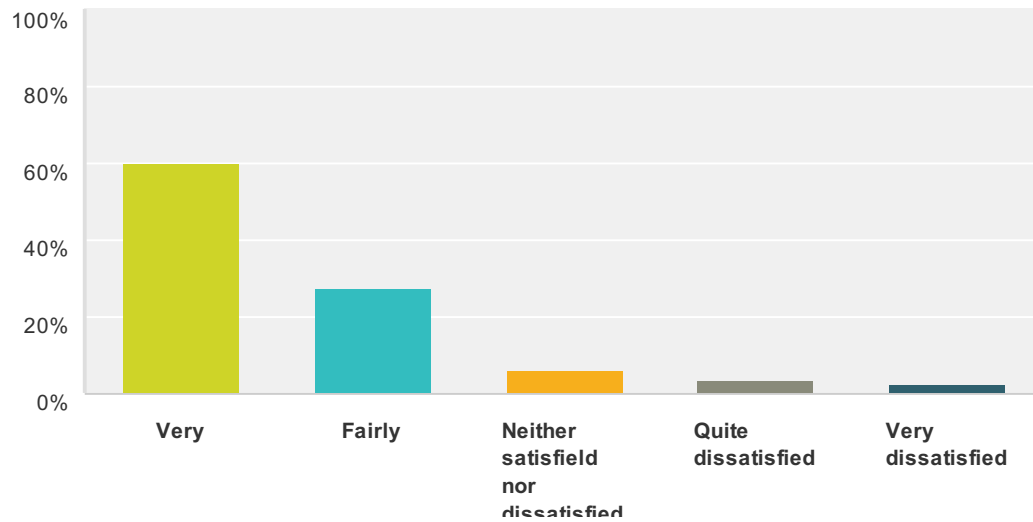
Answered: 114 Skipped: 4



Answer Choices	Responses	
Very	49.12%	56
Fairly	32.46%	37
Neither satisfied nor dissatisfied	9.65%	11
Don't know opening hours	4.39%	5
Dissatisfied	4.39%	5
Total		114

Q27 In general, how satisfied are you with the care you get at the practice?

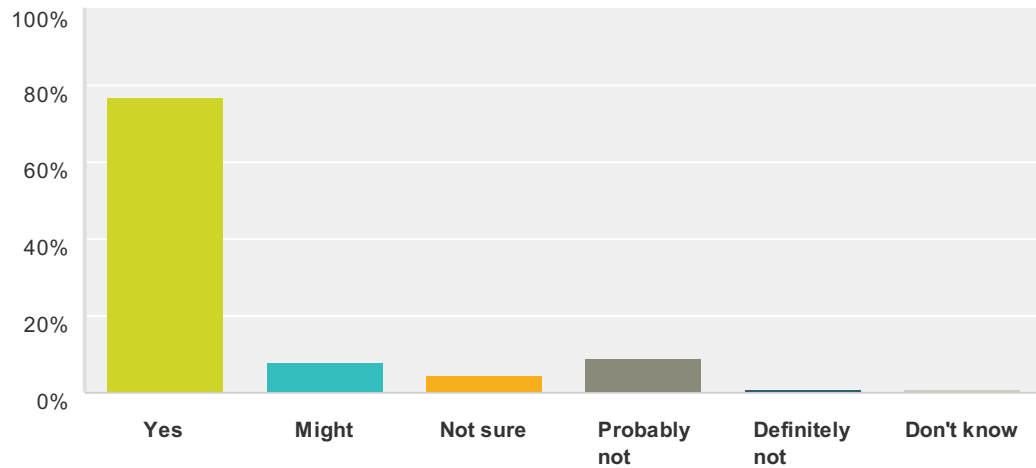
Answered: 112 Skipped: 6



Answer Choices	Responses	Count
Very	59.82%	67
Fairly	27.68%	31
Neither satisfied nor dissatisfied	6.25%	7
Quite dissatisfied	3.57%	4
Very dissatisfied	2.68%	3
Total		112

Q28 Would you recommend the practice to someone who has just moved to your local area?

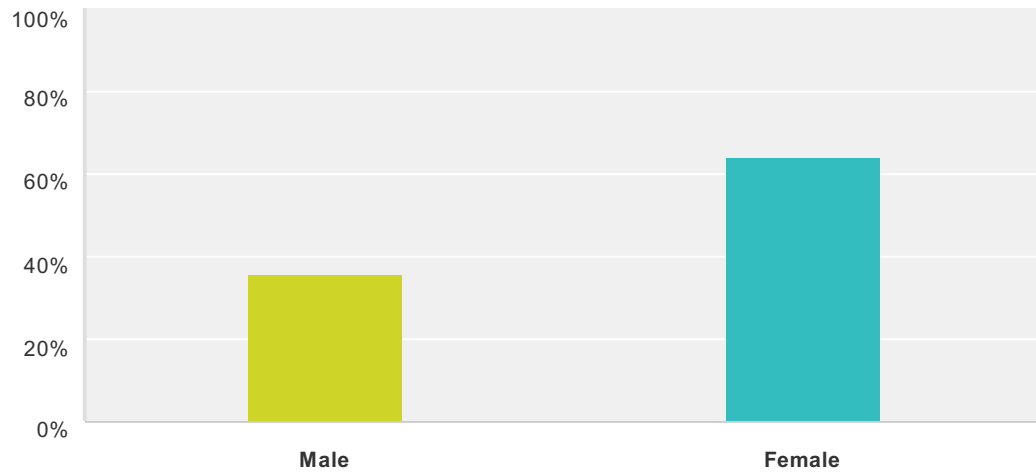
Answered: 112 Skipped: 6



Answer Choices	Responses	
Yes	76.79%	86
Might	8.04%	9
Not sure	4.46%	5
Probably not	8.93%	10
Definitely not	0.89%	1
Don't know	0.89%	1
Total		112

Q29 Are you male or female?

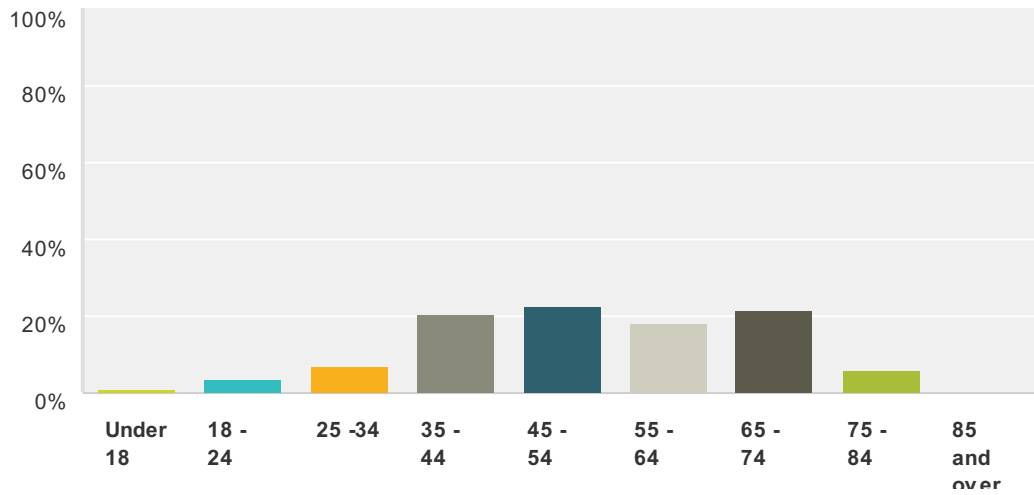
Answered: 112 Skipped: 6



Answer Choices	Responses	
Male	35.71%	40
Female	64.29%	72
Total		112

Q30 How old are you?

Answered: 112 Skipped: 6



Answer Choices	Responses
Under 18	0.89% 1
18 - 24	3.57% 4
25 - 34	7.14% 8
35 - 44	20.54% 23
45 - 54	22.32% 25
55 - 64	17.86% 20
65 - 74	21.43% 24
75 - 84	6.25% 7
85 and over	0% 0
Total	112

Q31 What is your ethnic group?

Answered: 112 Skipped: 6



Answer Choices	Responses
White	77.68% 87
Mixed/multiple ethnic groups	2.68% 3
Asian/Asian British	9.82% 11
Black/African/Caribbean/Black British	2.68% 3
Other ethnic group	7.14% 8
Total	112