

Q1 How easy is it to get through to someone at the surgery?

Answered: 511 Skipped: 17



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	Total	Average Rating
Ease of getting through	15.66% 80	33.27% 170	30.14% 154	15.07% 77	5.87% 30	0% 0	511	2.62

Q2 What are you impressions of the waiting room ?

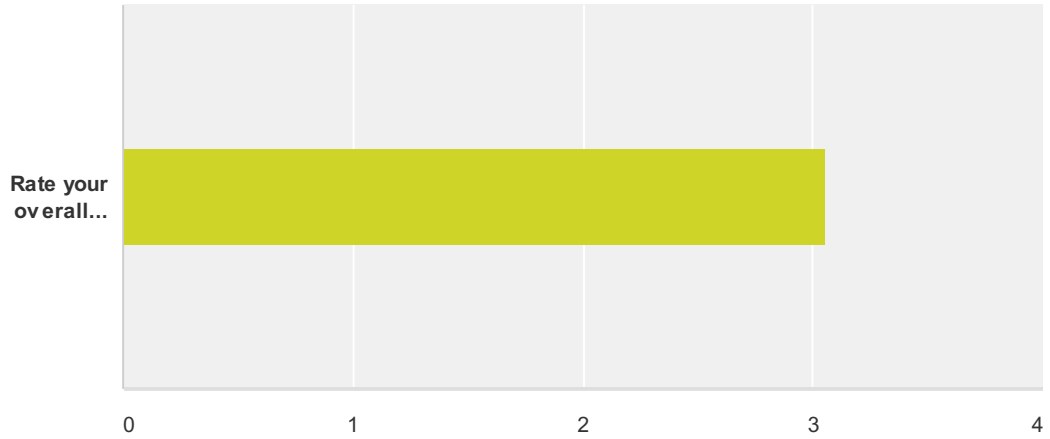
Answered: 513 Skipped: 15



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	Total	Average Rating
Impressions of waiting room	3.70% 19	31.77% 163	43.08% 221	17.35% 89	4.09% 21	513	2.86

Q3 How do you rate the overall experience of attending the practice ?

Answered: 521 Skipped: 7



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	Total	Average Rating
Rate your overall experience of attending the practice	4.22% 22	19.39% 101	48.37% 252	21.88% 114	6.14% 32	521	3.06

Q4 How do you rate your overall experiences of making an appointment?

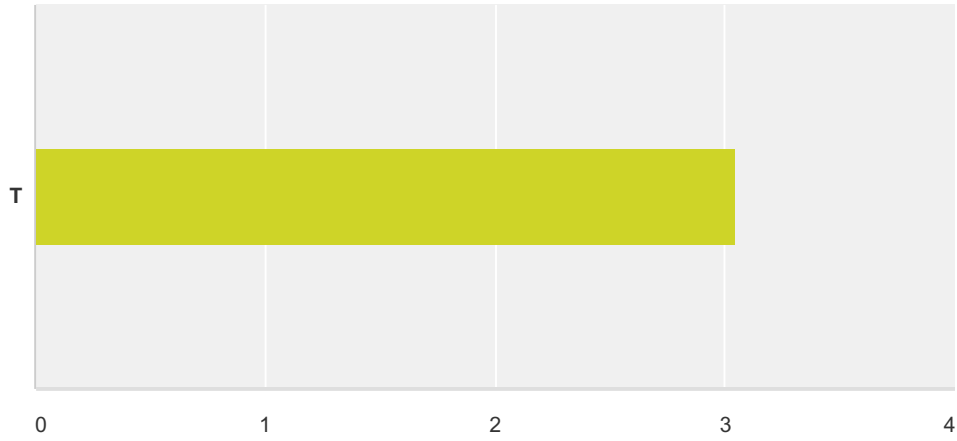
Answered: 519 Skipped: 9



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	Total	Average Rating
Overall experience of making an appointment	23.70% 123	29.29% 152	27.55% 143	14.26% 74	5.20% 27	519	2.48

Q5 How do you rate the time given to you in your appointment ?

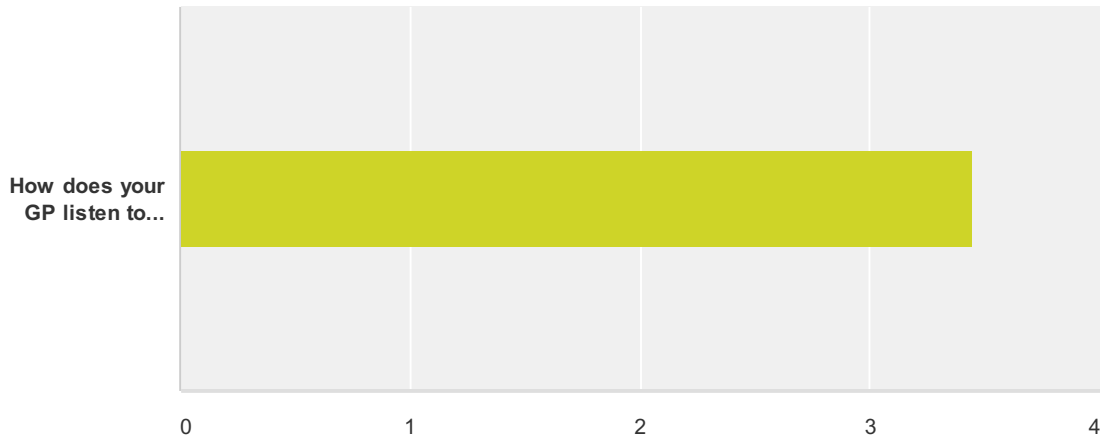
Answered: 527 Skipped: 1



	POOR	FAIR	GOOD	VERY GOOD	EXCELENT	Total	Average Rating
T	5.31% 28	22.20% 117	43.07% 227	20.87% 110	8.54% 45	527	3.05

Q6 How do you rate how the GP listens to you in your appointment?

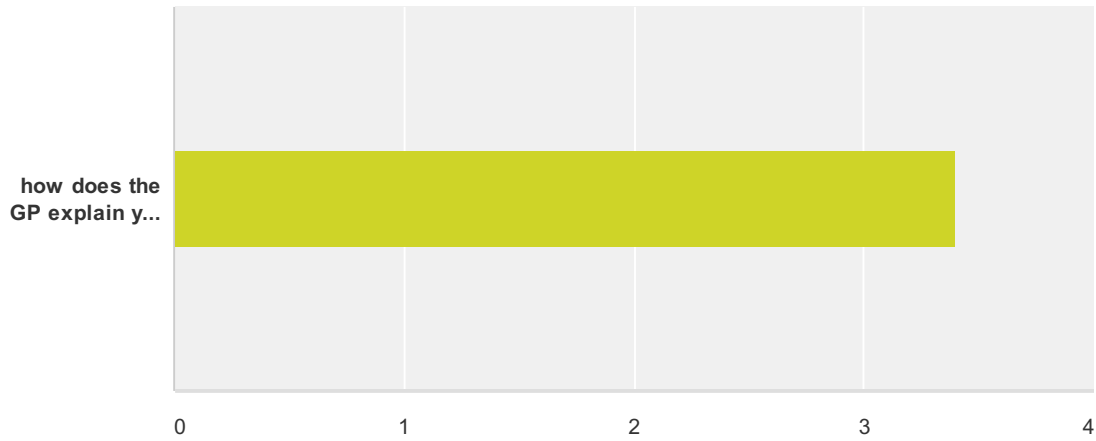
Answered: 527 Skipped: 1



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	Total	Average Rating
How does your GP listen to you?	1.14% 6	13.47% 71	39.66% 209	30.93% 163	14.80% 78	527	3.45

Q7 How do you rate how the GP explains your care/results and diagnosis to you ?

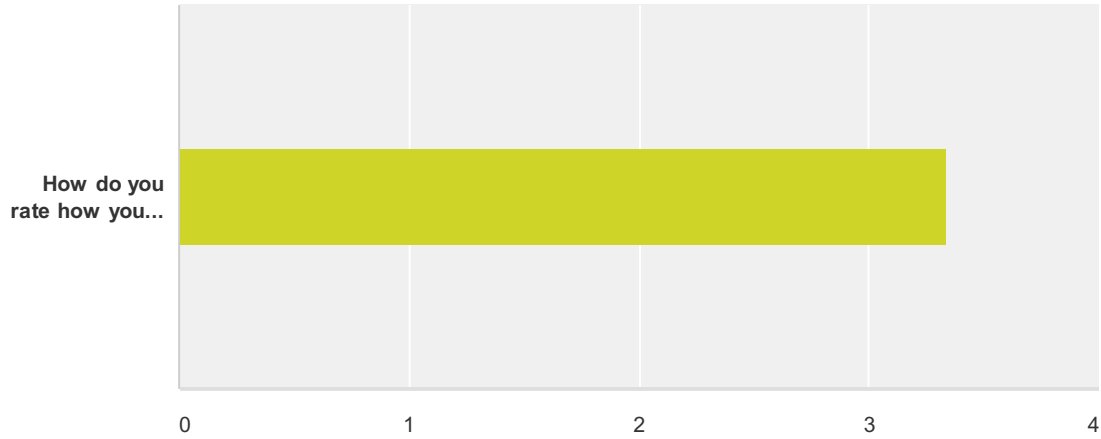
Answered: 527 Skipped: 1



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	Total	Average Rating
how does the GP explain your results etc to you ?	2.09% 11	13.66% 72	41.18% 217	28.46% 150	14.61% 77	527	3.40

Q8 How do you rate how you are treated with care and concern ?

Answered: 527 Skipped: 1



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	Total	Average Rating
How do you rate how you are treated with care and concern?	2.66% 14	14.80% 78	41.56% 219	28.08% 148	12.90% 68	527	3.34

Q9 How do you rate the waiting times in the practice for your appointment?

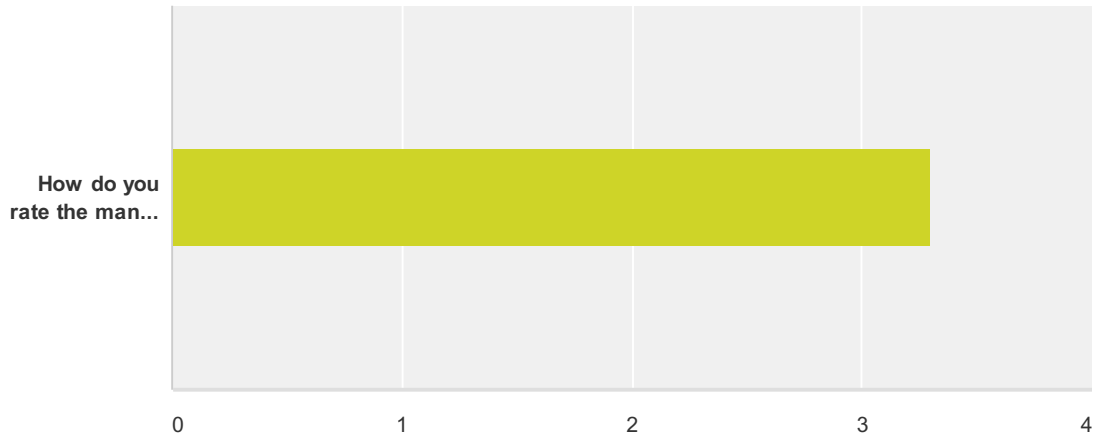
Answered: 527 Skipped: 1



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	Total	Average Rating
How do you rate the waiting times in the practice?	11.57% 61	37.95% 200	30.93% 163	14.80% 78	4.74% 25	527	2.63

Q10 How do you rate the manner in which you are treated by the clinical staff during your appointment ?

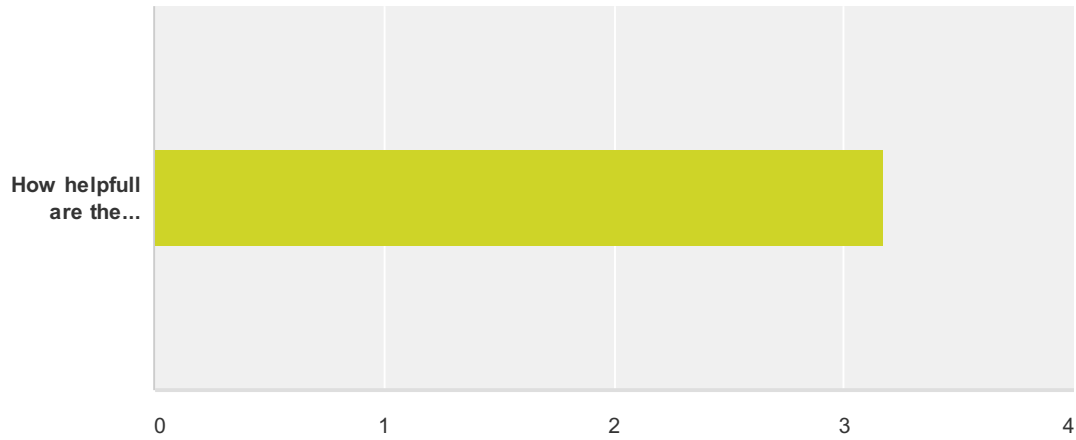
Answered: 527 Skipped: 1



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	Total	Average Rating
How do you rate the manner in which you are treated ?	0.95% 5	16.13% 85	44.97% 237	27.70% 146	10.25% 54	527	3.30

Q11 How helpfull are the practice staff?

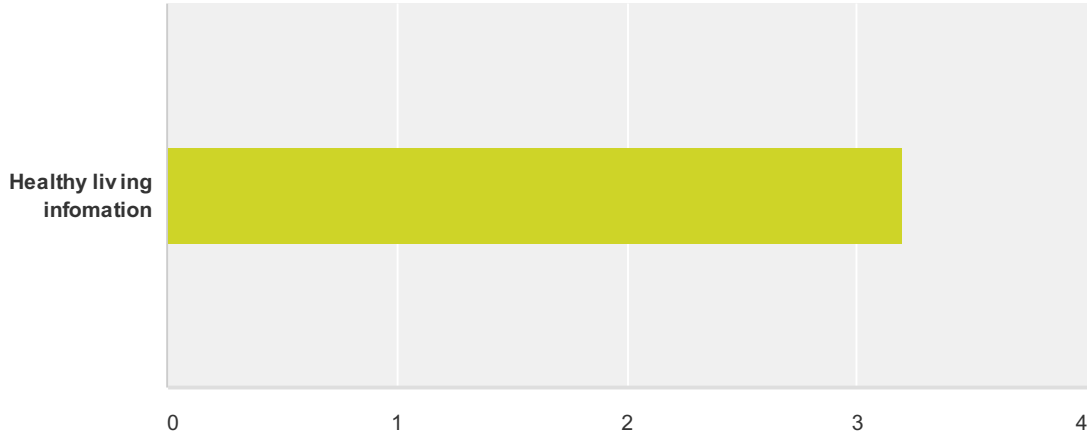
Answered: 527 Skipped: 1



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	Total	Average Rating
How helpfull are the practice staff ?	2.28% 12	18.41% 97	46.49% 245	25.24% 133	7.59% 40	527	3.17

Q12 Is the information given to you by the practice relating to illness and staying healthy of good use to you (E.G. smoking, alcohol, diet etc) ?

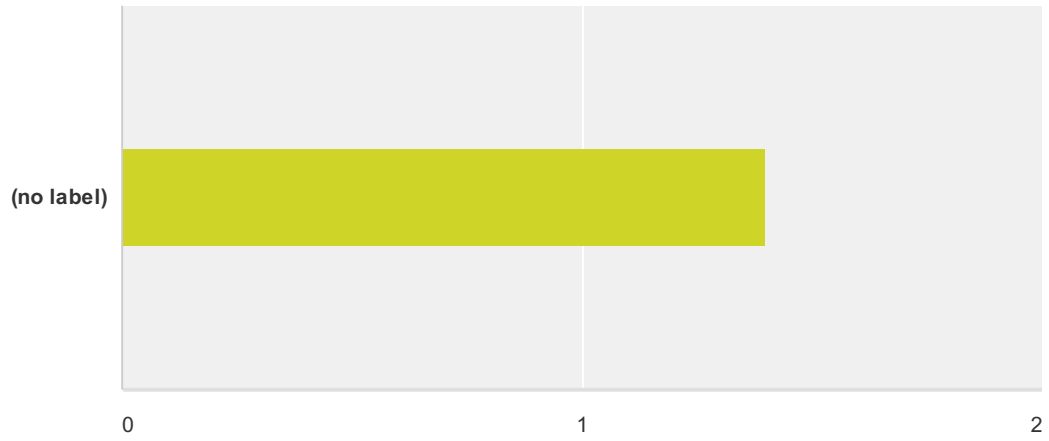
Answered: 527 Skipped: 1



	POOR	FAIR	GOOD	VERY GOOD	EXCELLENT	N/A	Total	Average Rating
Healthy living information	2.28% 12	13.47% 71	44.97% 237	20.68% 109	7.78% 41	10.82% 57	527	3.20

Q13 Are you able to get an appointment to see or speak to a GP or Nurse when you require ?

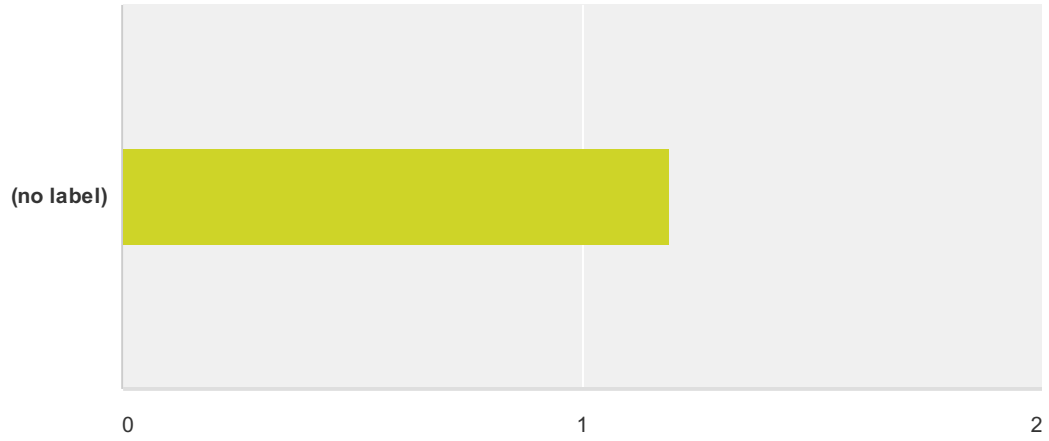
Answered: 527 Skipped: 1



	YES	NO	Total	Average Rating
(no label)	60.34% 318	39.66% 209	527	1.40

Q14 Are the appointments times convenient to you?

Answered: 527 Skipped: 1



	YES	NO	Total	Average Rating
(no label)	81.21% 428	18.79% 99	527	1.19

**Q15 If You answered "no" to the question
above please explain why ?**

Answered: 37 Skipped: 491

Q16 Are you satisfied with the surgery opening times?

Answered: 527 Skipped: 1



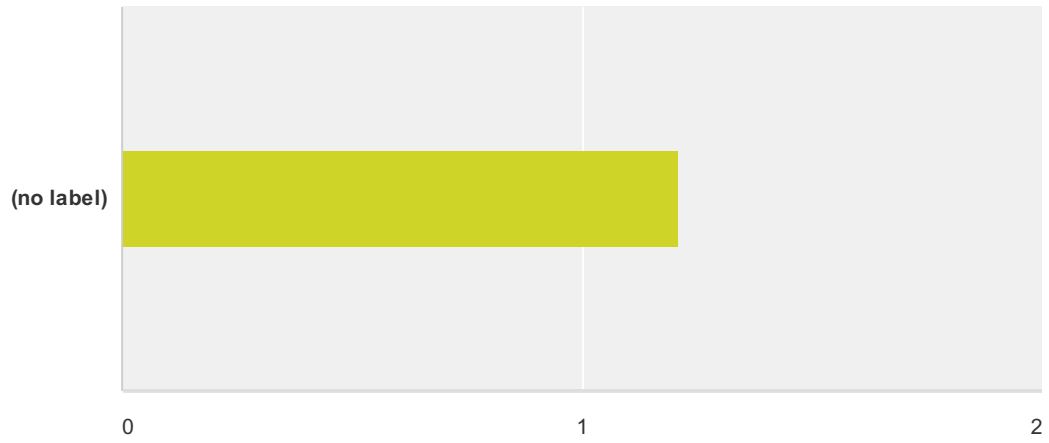
	YES	NO	Total	Average Rating
(no label)	84.06% 443	15.94% 84	527	1.16

**Q17 If you answered No to the question
above please explain why ?**

Answered: 46 Skipped: 482

Q18 Are you satisfied with the privacy in the reception area?

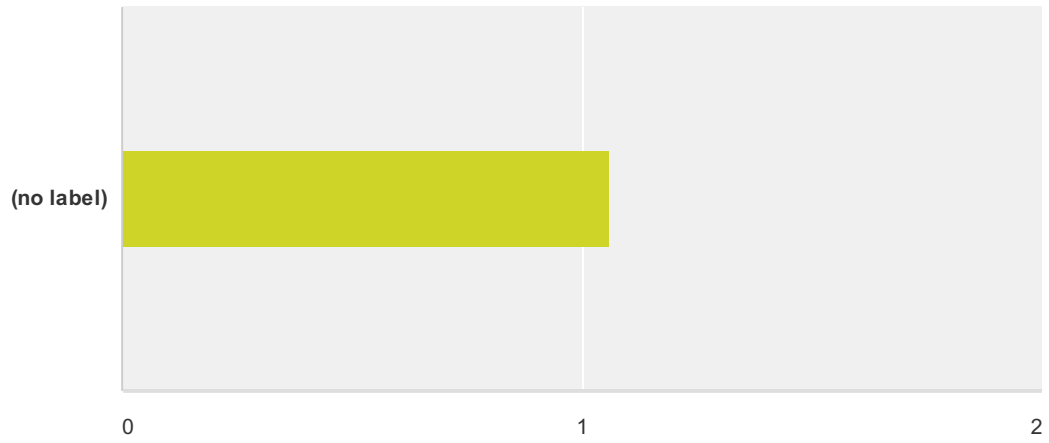
Answered: 527 Skipped: 1



	YES	NO	Total	Average Rating
(no label)	78.56% 414	21.44% 113	527	1.21

Q19 Do you have confidence and trust in the surgery?

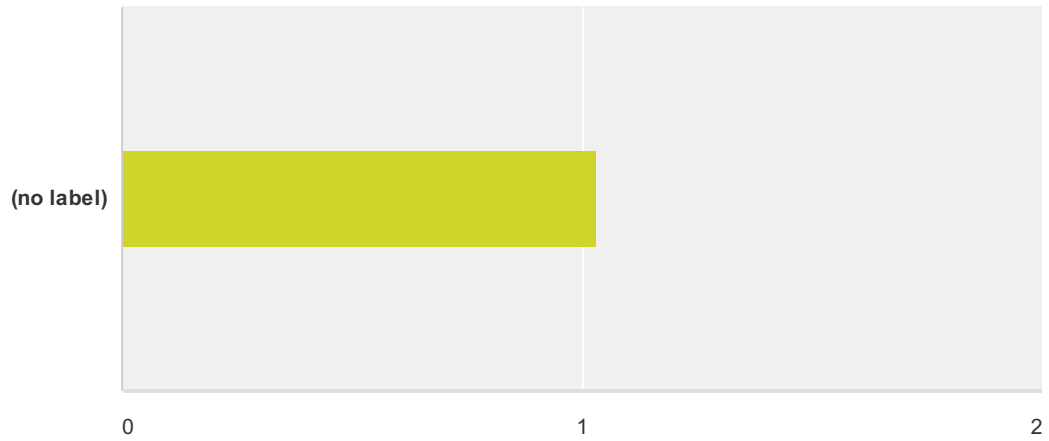
Answered: 527 Skipped: 1



	YES	NO	Total	Average Rating
(no label)	93.74% 494	6.26% 33	527	1.06

Q20 Do you have confidence to manage your own health after visiting the surgery?

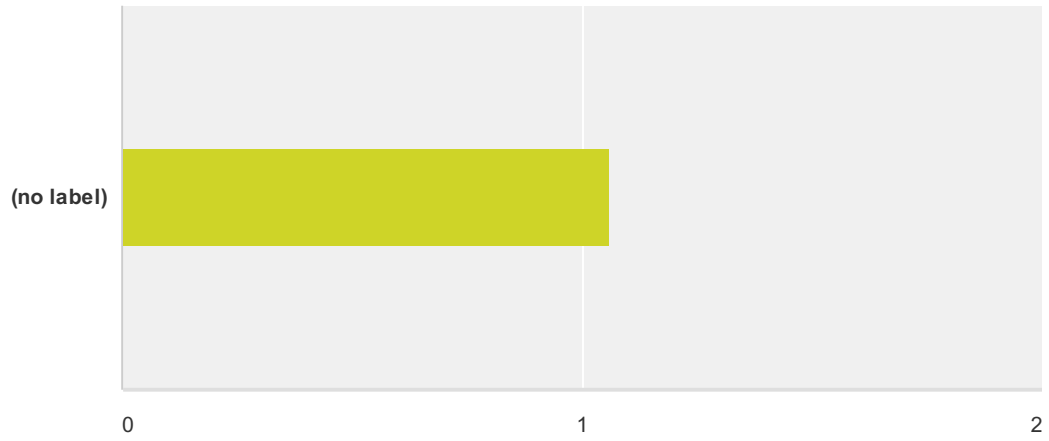
Answered: 527 Skipped: 1



	YES	NO	Total	Average Rating
(no label)	96.96% 511	3.04% 16	527	1.03

Q21 Do the systems used by the practice to remind you of your health and medication reviews , work for you ?

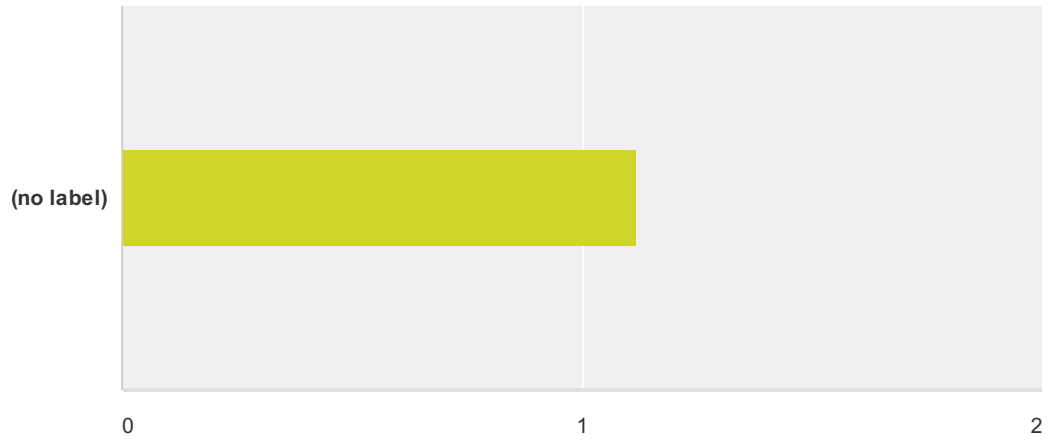
Answered: 527 Skipped: 1



	YES	NO	N/A	Total	Average Rating
(no label)	74.95% 395	4.36% 23	20.68% 109	527	1.06

Q22 Do you feel we give a good service?

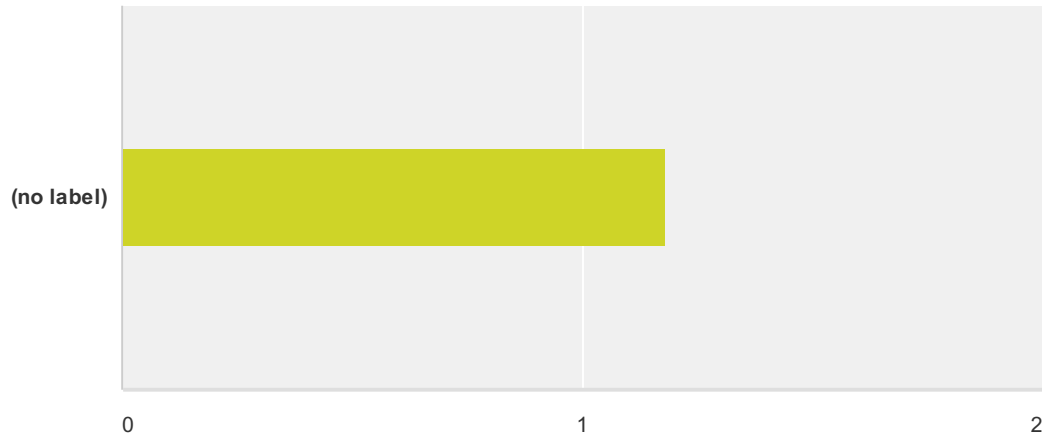
Answered: 527 Skipped: 1



	YES	NO	Total	Average Rating
(no label)	87.67% 462	12.33% 65	527	1.12

Q23 Would you recommend the practice to a friend/family member or someone who has just moved to the area?

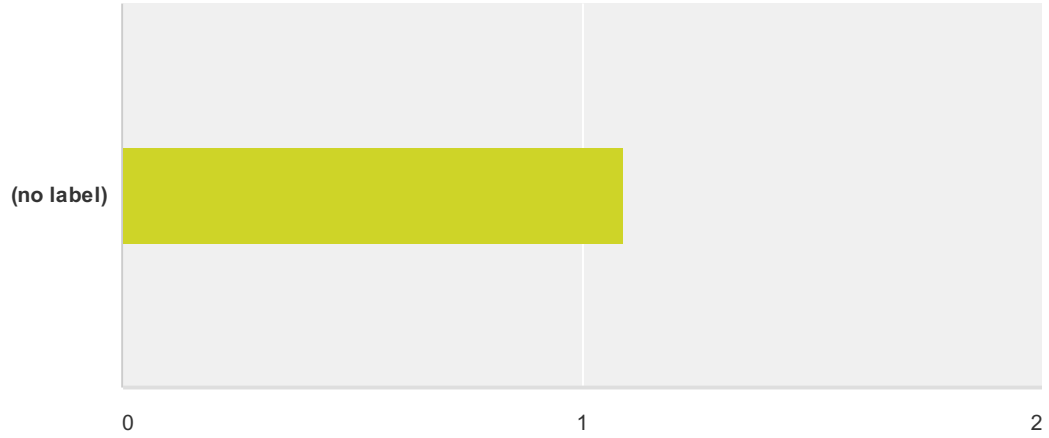
Answered: 527 Skipped: 1



	YES	NO	Total	Average Rating
(no label)	82.35% 434	17.65% 93	527	1.18

Q24 In the last 6 months have you had enough support from your local services or organisations to help your long term conditions?

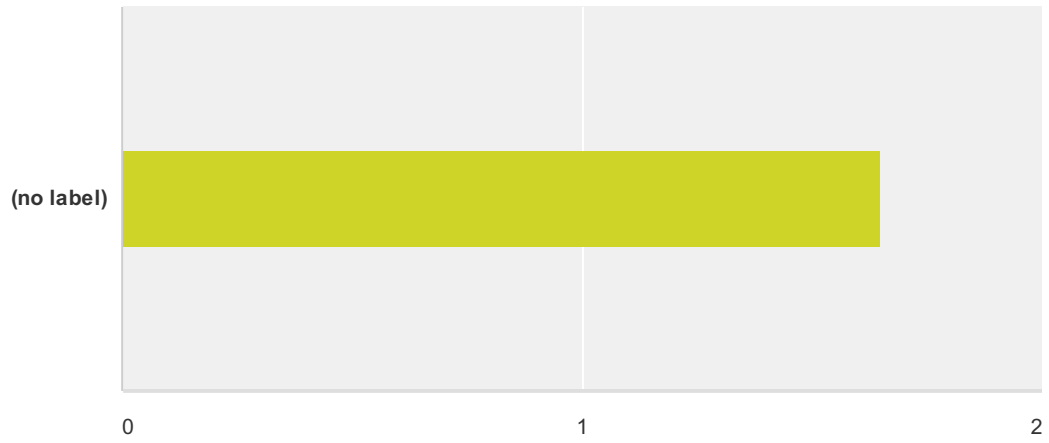
Answered: 527 Skipped: 1



	YES	NO	N/A	Total	Average Rating
(no label)	61.10% 322	6.07% 32	32.83% 173	527	1.09

Q25 Are you aware of the practice Patient Participation Group ?

Answered: 527 Skipped: 1



	YES	NO	Total	Average Rating
(no label)	35.10% 185	64.90% 342	527	1.65

Q26 Would you like to join?

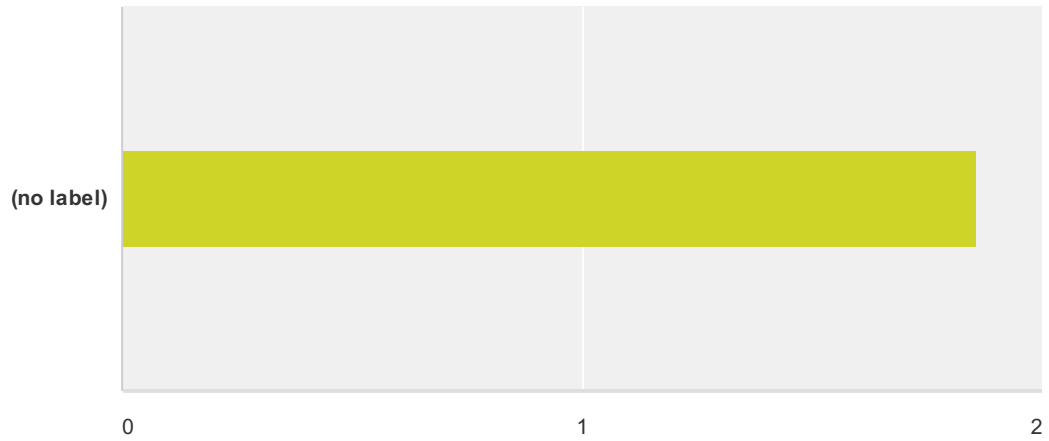
Answered: 527 Skipped: 1



	YES	NO	Total	Average Rating
(no label)	12.52% 66	87.48% 461	527	1.87

Q27 Would you be available for a Virtual Web Patient Participation Group ?

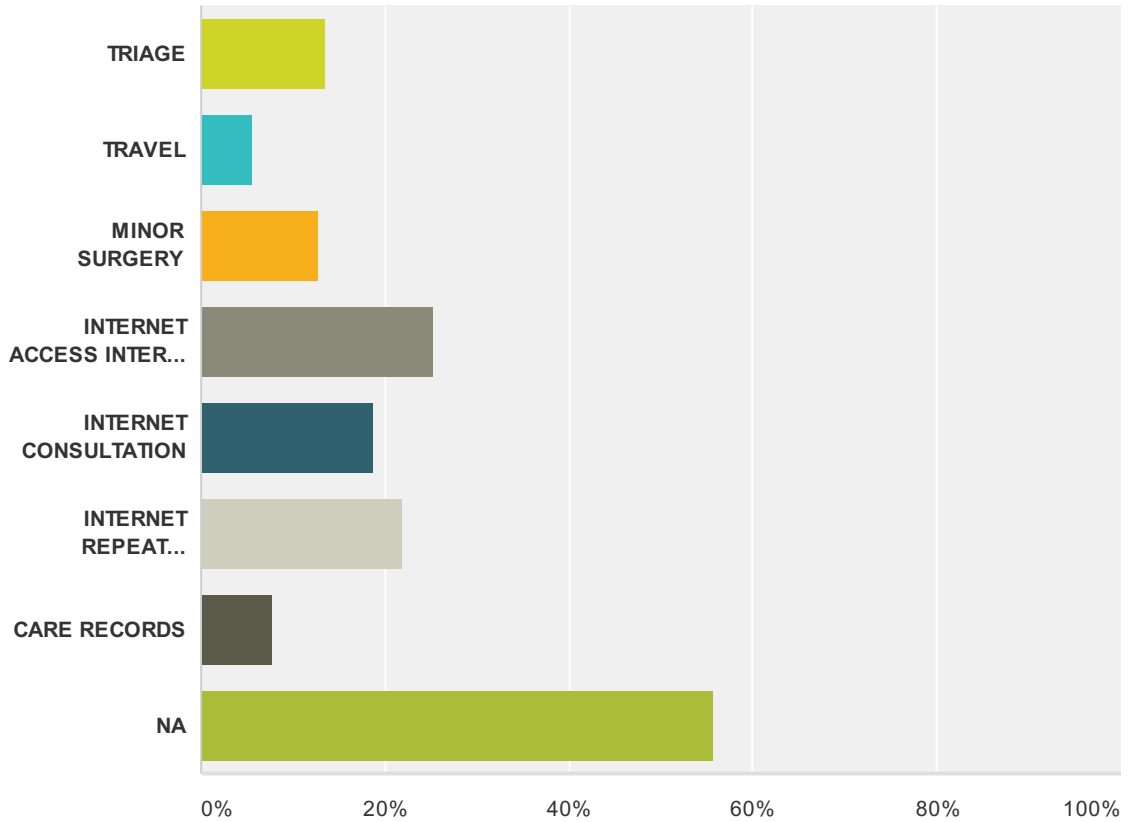
Answered: 527 Skipped: 1



	YES	NO	Total	Average Rating
(no label)	14.04% 74	85.96% 453	527	1.86

**Q28 Do you feel that we need to extend the services we provide in areas such as :
(please tick all that you would like to see extended)**

Answered: 527 Skipped: 1



Answer Choices	Responses
TRIAGE	13.66% 72
TRAVEL	5.69% 30
MINOR SURGERY	12.71% 67
INTERNET ACCESS INTERNET BOOKING	25.24% 133
INTERNET CONSULTATION	18.79% 99
INTERNET REPEAT PRESCRIBING	22.01% 116
CARE RECORDS	7.78% 41
NA	55.79% 294
Total Respondents: 527	

Q29 Have you complained in the last 6 months ?

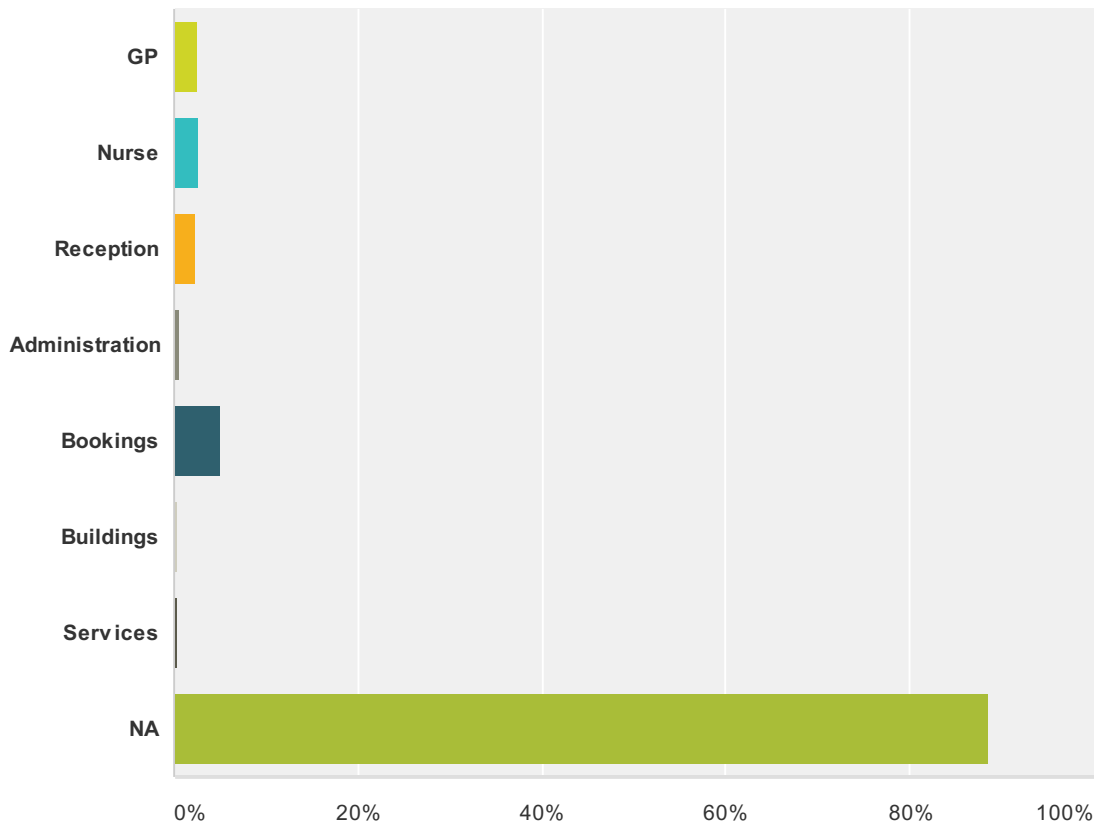
Answered: 527 Skipped: 1



	YES	NO	Total	Average Rating
(no label)	11.01% 58	88.99% 469	527	1.89

Q30 If you have complained was it regarding ?

Answered: 527 Skipped: 1



Answer Choices	Responses	
GP	2.47%	13
Nurse	2.66%	14
Reception	2.28%	12
Administration	0.57%	3
Bookings	4.93%	26
Buildings	0.38%	2
Services	0.38%	2
NA	88.61%	467
Total Respondents: 527		

Q31 Have you complimented the practice in the last 6 months?

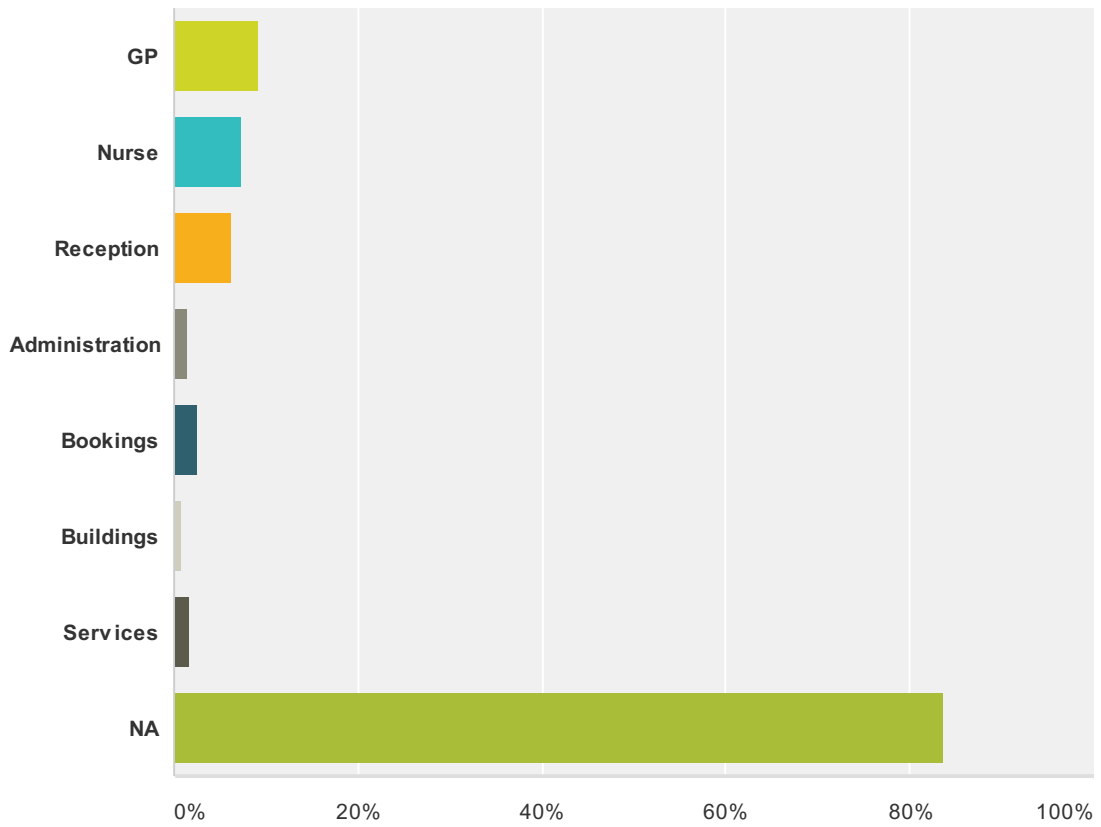
Answered: 527 Skipped: 1



	YES	NO	Total	Average Rating
(no label)	15.94% 84	84.06% 443	527	1.84

Q32 If yes what was it relating to ?

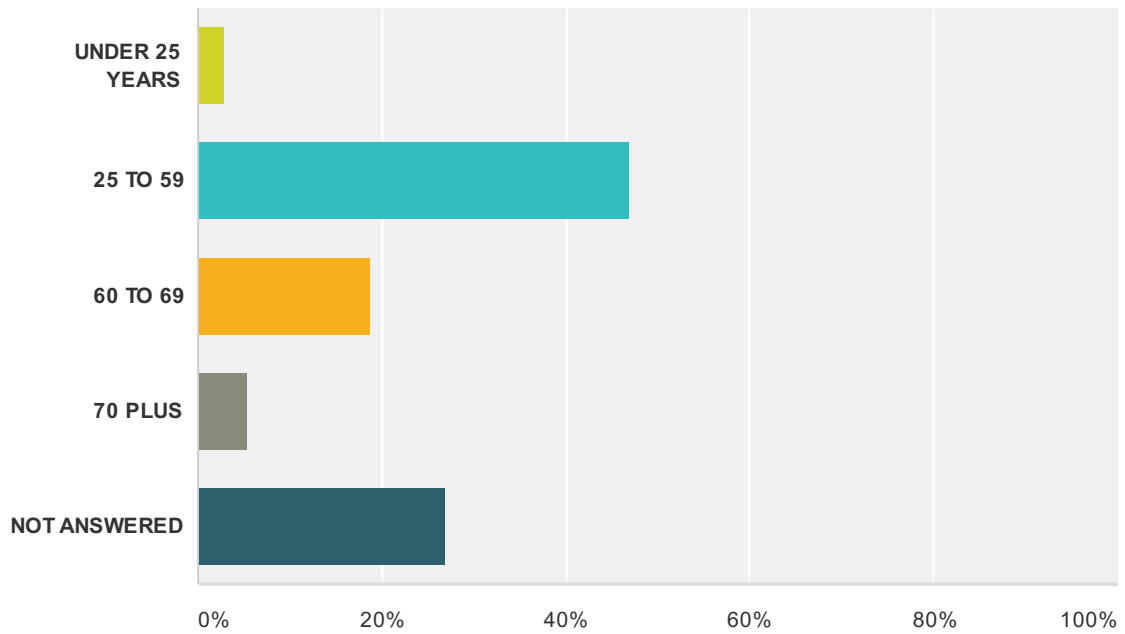
Answered: 527 Skipped: 1



Answer Choices	Responses
GP	9.11% 48
Nurse	7.21% 38
Reception	6.26% 33
Administration	1.52% 8
Bookings	2.47% 13
Buildings	0.76% 4
Services	1.71% 9
NA	83.68% 441
Total Respondents: 527	

Q33 How old are you ?

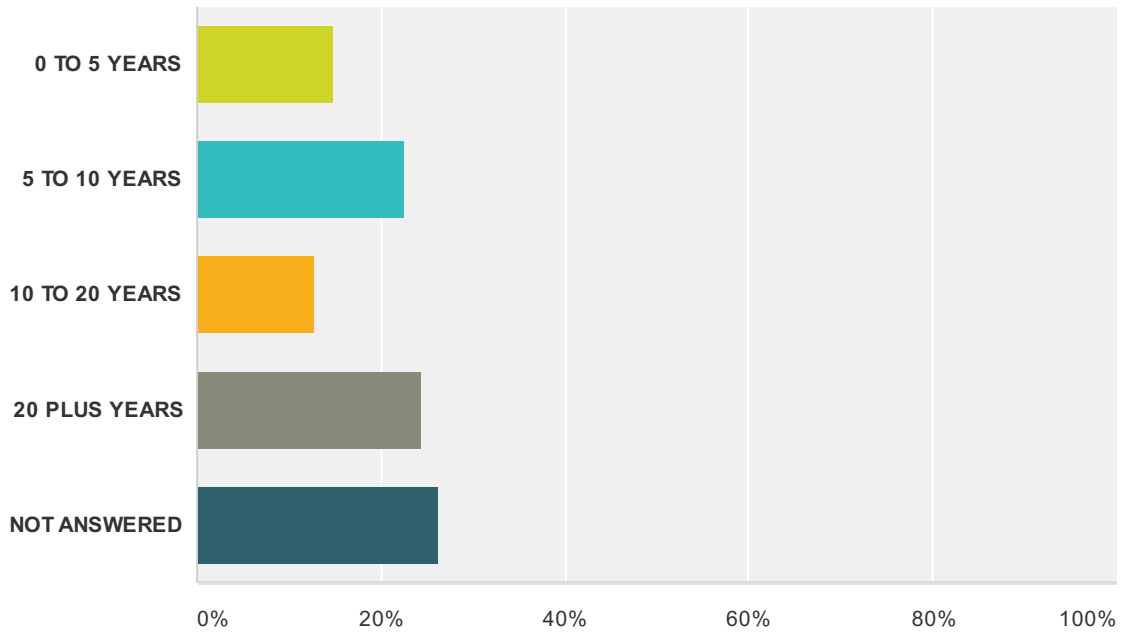
Answered: 527 Skipped: 1



Answer Choices	Responses	Count
UNDER 25 YEARS	2.85%	15
25 TO 59	46.87%	247
60 TO 69	18.79%	99
70 PLUS	5.50%	29
NOT ANSWERED	26.94%	142
Total Respondents: 527		

Q34 How long have you been registered with the practice ?

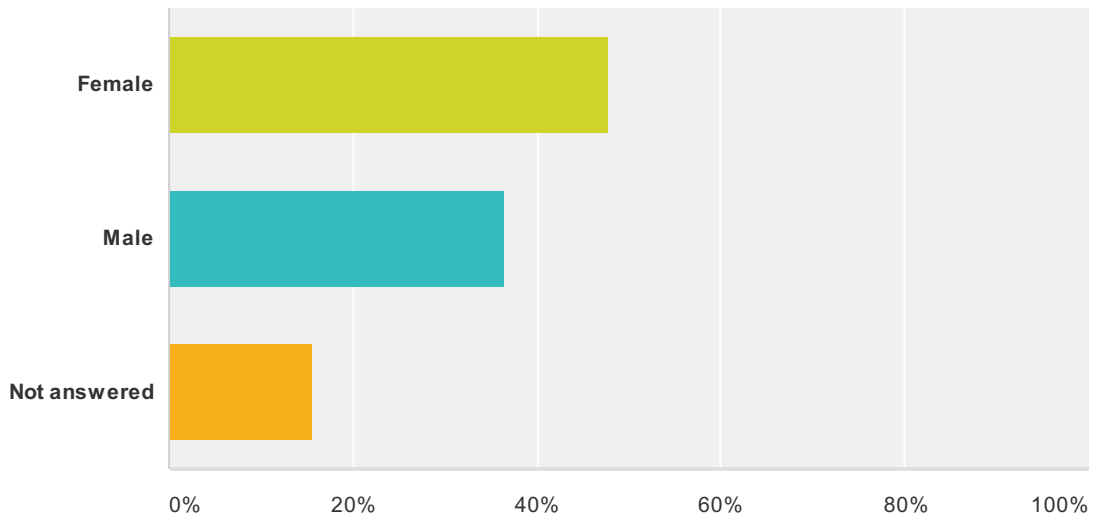
Answered: 527 Skipped: 1



Answer Choices	Responses
0 TO 5 YEARS	14.80% 78
5 TO 10 YEARS	22.58% 119
10 TO 20 YEARS	12.71% 67
20 PLUS YEARS	24.48% 129
NOT ANSWERED	26.38% 139
Total Respondents: 527	

Q35 What is your gender?

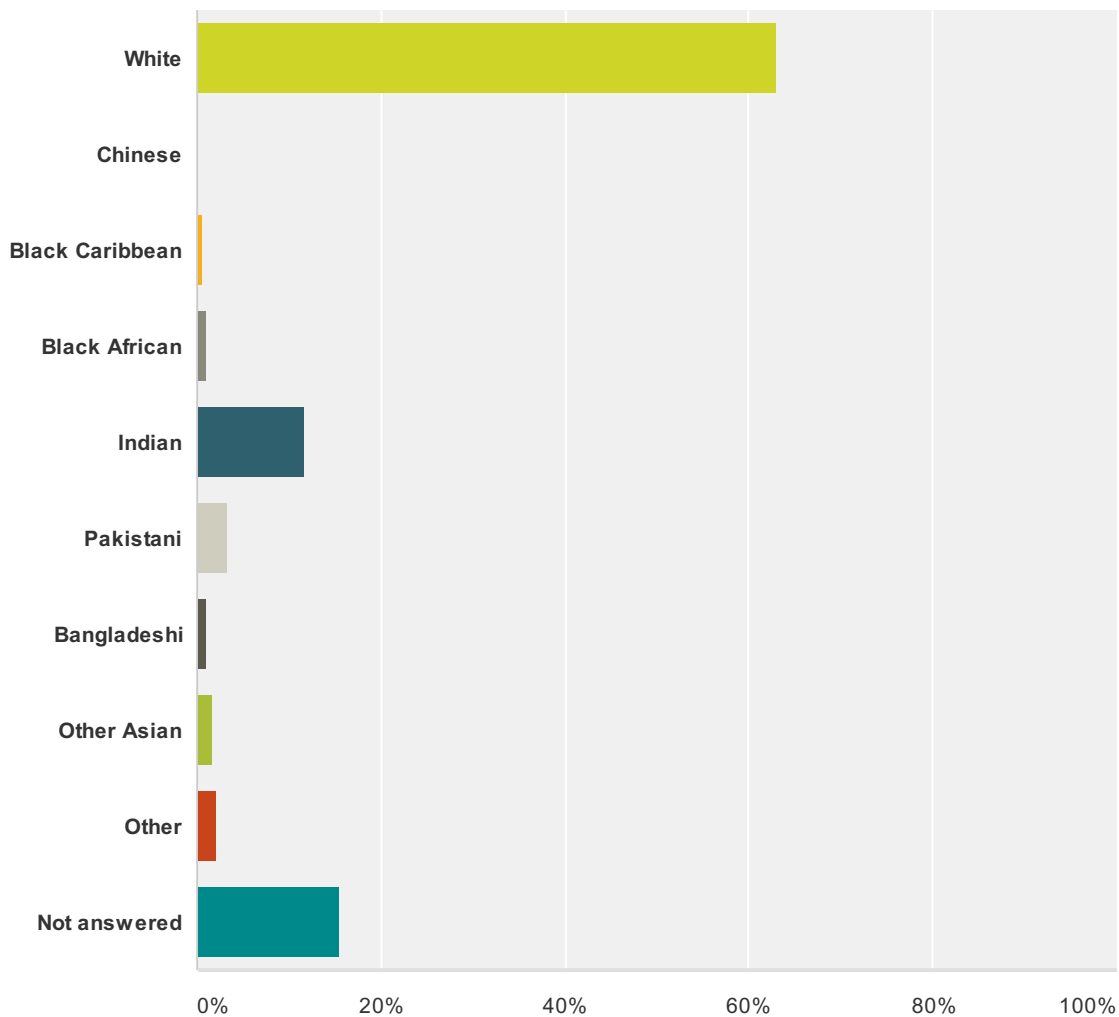
Answered: 527 Skipped: 1



Answer Choices	Responses
Female	47.82% 252
Male	36.43% 192
Not answered	15.75% 83
Total	527

Q36 What is your ethnicity

Answered: 527 Skipped: 1



Answer Choices	Responses
White	63.00% 332
Chinese	0% 0
Black Caribbean	0.57% 3
Black African	1.14% 6
Indian	11.76% 62
Pakistani	3.42% 18
Bangladeshi	1.14% 6
Other Asian	1.71% 9
Other	2.09% 11
Not answered	15.37% 81
Total Respondents: 527	

