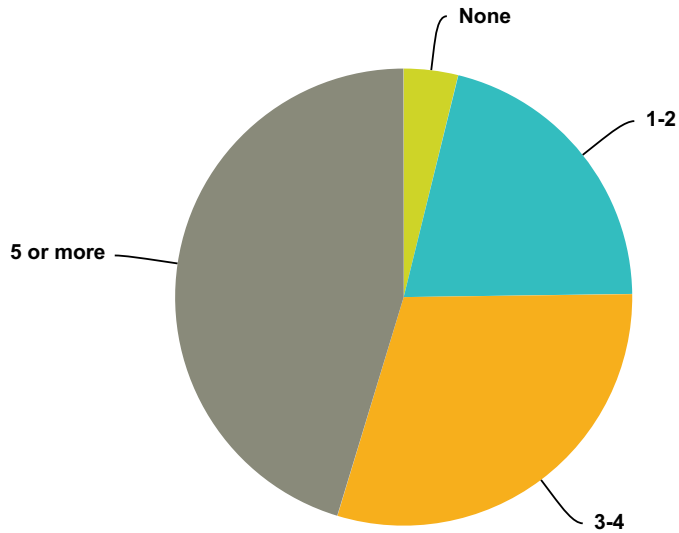


Q1 In the last 12 months how many times have you visited the practice?

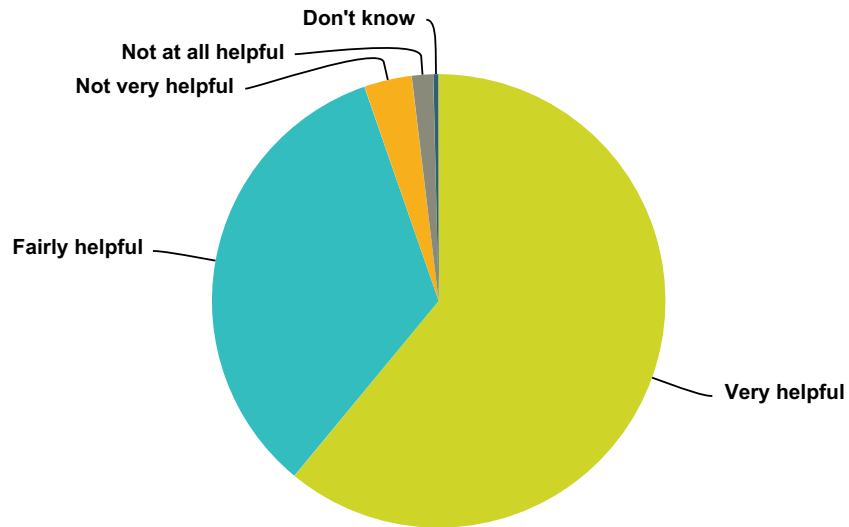
Answered: 234 Skipped: 31



Answer Choices	Responses
None	3.85% 9
1-2	20.94% 49
3-4	29.91% 70
5 or more	45.30% 106
Total	234

Q2 How helpful do you find the receptionists at your GP practice?

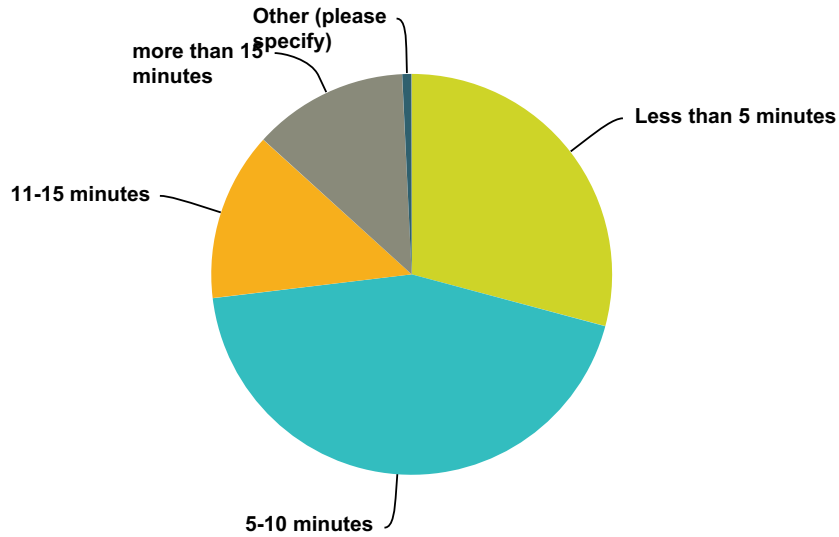
Answered: 264 Skipped: 1



Answer Choices	Responses	
Very helpful	60.98%	161
Fairly helpful	33.71%	89
Not very helpful	3.41%	9
Not at all helpful	1.52%	4
Don't know	0.38%	1
Total		264

Q3 On average how long do you have to wait for your call to be answered by a receptionist: During peak hours (8am - 12 noon)?

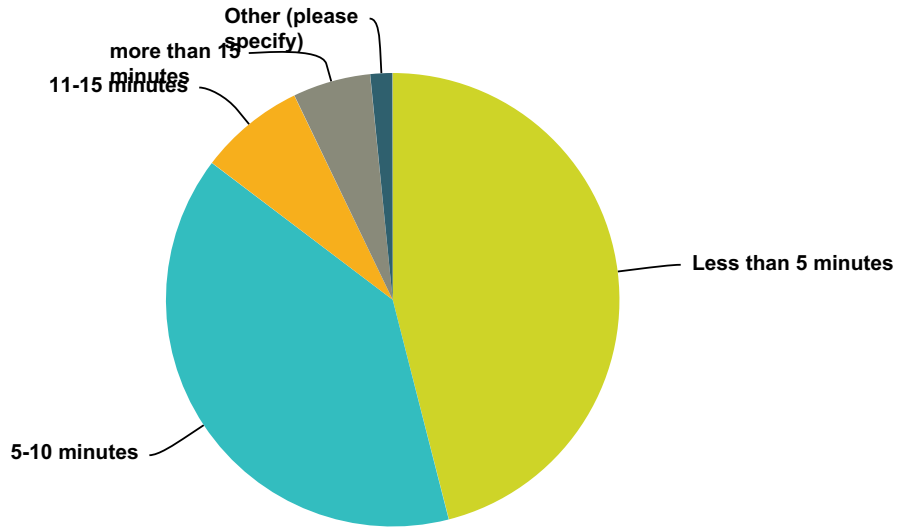
Answered: 264 Skipped: 1



Answer Choices	Responses	
Less than 5 minutes	29.17%	77
5-10 minutes	43.94%	116
11-15 minutes	13.64%	36
more than 15 minutes	12.50%	33
Other (please specify)	0.76%	2
Total		264

Q4 On average how long do you have to wait for your call to be answered by a receptionist: During peak hours (12 noon - 6.30pm)?

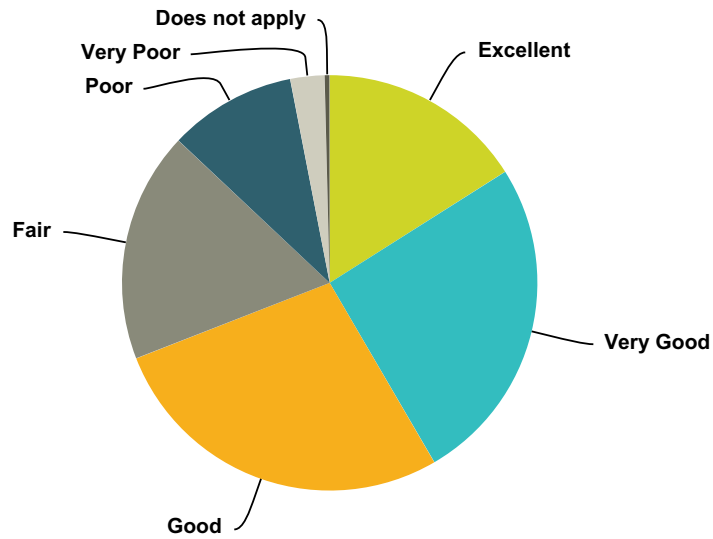
Answered: 252 Skipped: 13



Answer Choices	Responses	
Less than 5 minutes	46.03%	116
5-10 minutes	39.29%	99
11-15 minutes	7.54%	19
more than 15 minutes	5.56%	14
Other (please specify)	1.59%	4
Total		252

Q5 How do you rate this?

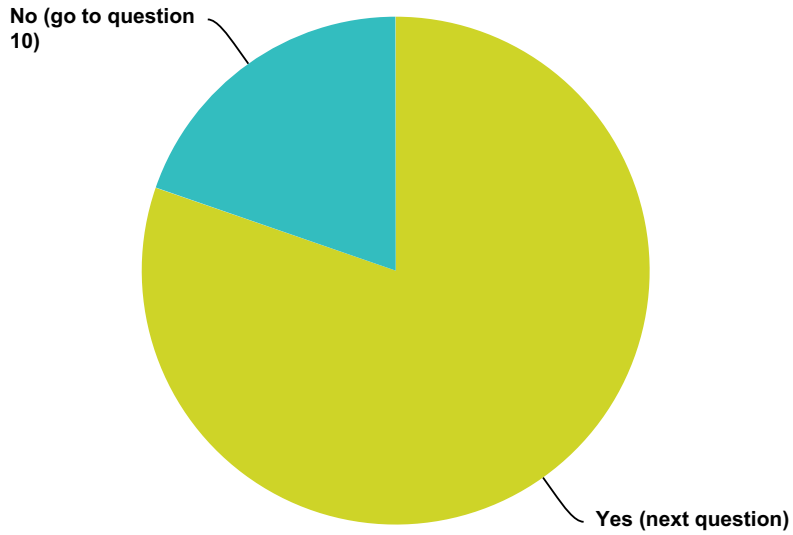
Answered: 262 Skipped: 3



Answer Choices	Responses	
Excellent	16.03%	42
Very Good	25.57%	67
Good	27.48%	72
Fair	17.94%	47
Poor	9.92%	26
Very Poor	2.67%	7
Does not apply	0.38%	1
Total		262

Q6 Have you contacted the practice to make an appointment with a GP after 29th June 2015?

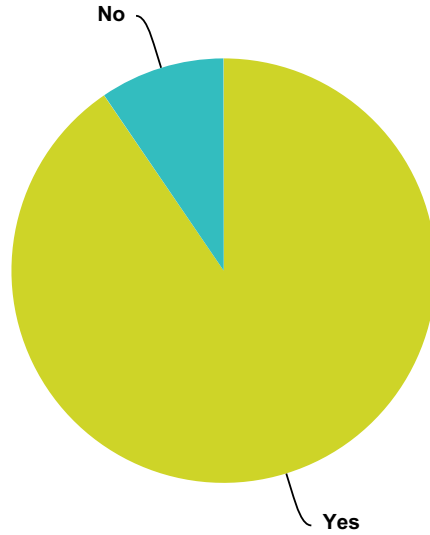
Answered: 264 Skipped: 1



Answer Choices	Responses	
Yes (next question)	80.30%	212
No (go to question 10)	19.70%	52
Total		264

Q7 Were you able to receive a call back from your chosen healthcare professional on the day that you contacted the practice?

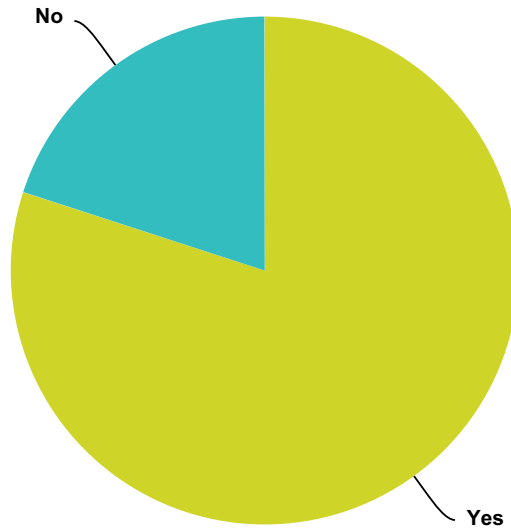
Answered: 231 Skipped: 34



Answer Choices	Responses	
Yes	90.48%	209
No	9.52%	22
Total		231

Q8 If your chosen healthcare professional was not available, were you offered an alternative healthcare professional to call you back?

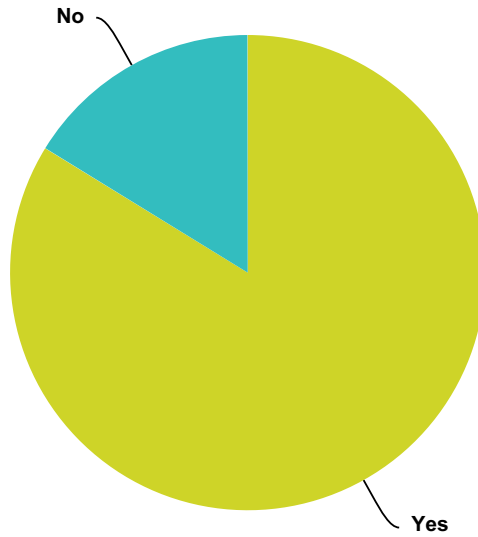
Answered: 215 Skipped: 50



Answer Choices	Responses	
Yes	80.00%	172
No	20.00%	43
Total		215

Q9 Were you satisfied with the outcome of your telephone triage consultation with a healthcare professional?

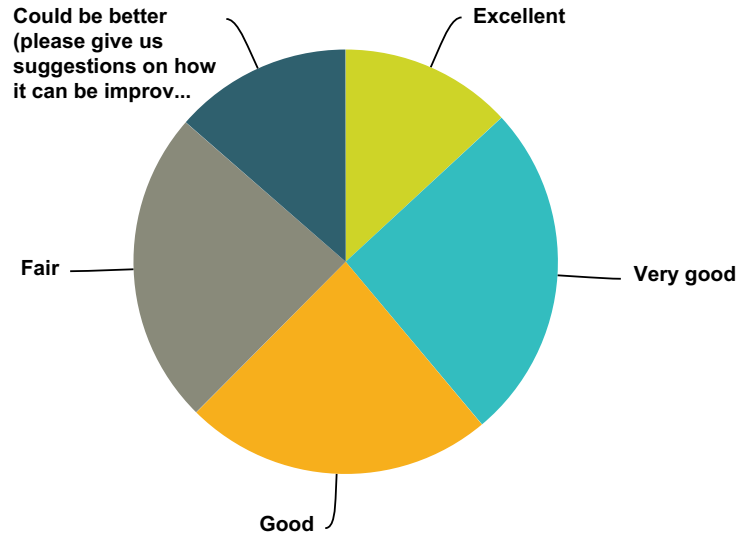
Answered: 222 Skipped: 43



Answer Choices	Responses	
Yes	83.78%	186
No	16.22%	36
Total		222

Q10 Compared to the last appointment system at the practice, do you feel that this system is:

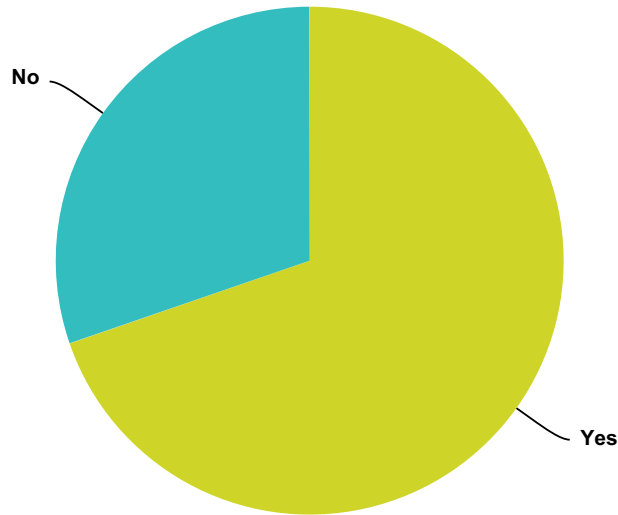
Answered: 221 Skipped: 44



Answer Choices	Responses	
Excellent	13.12%	29
Very good	25.79%	57
Good	23.53%	52
Fair	23.98%	53
Could be better (please give us suggestions on how it can be improved / any comments)	13.57%	30
Total		221

Q11 Are you aware that you can:Use the Self check-in screen to mark your arrival for an appointment?

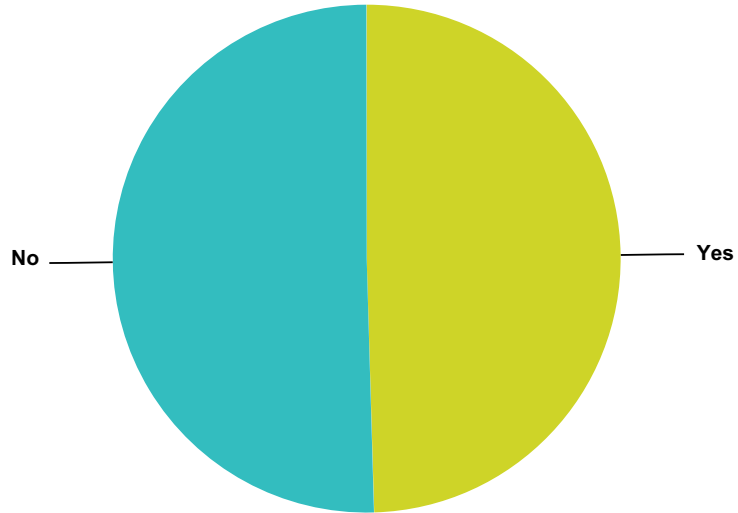
Answered: 218 Skipped: 47



Answer Choices	Responses	
Yes	69.72%	152
No	30.28%	66
Total		218

Q12 Are you aware that you can:Check or cancel your appointment using our online system?

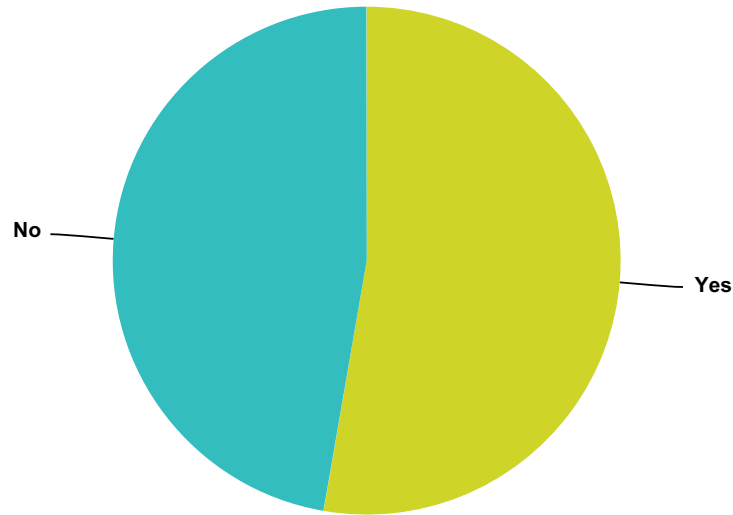
Answered: 220 Skipped: 45



Answer Choices	Responses	
Yes	49.55%	109
No	50.45%	111
Total		220

Q13 Are you aware that you can:Order a repeat prescription using our online system?

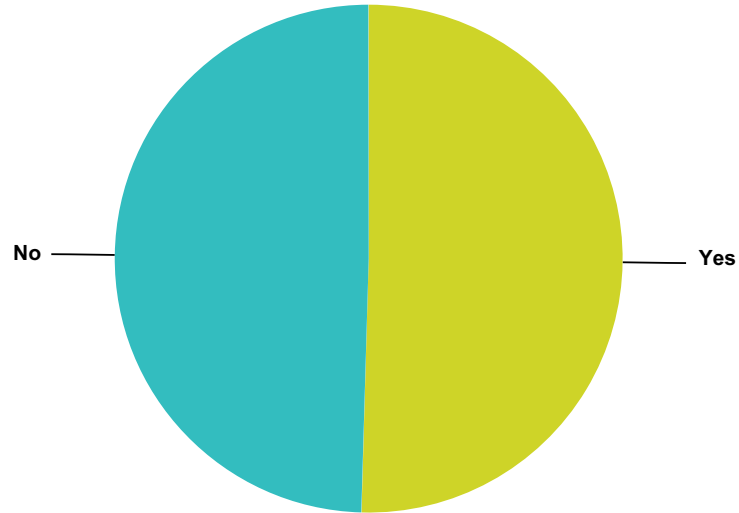
Answered: 220 Skipped: 45



Answer Choices	Responses	
Yes	52.73%	116
No	47.27%	104
Total		220

Q14 Book a same day telephone triage call back from a clinician using our on line system?

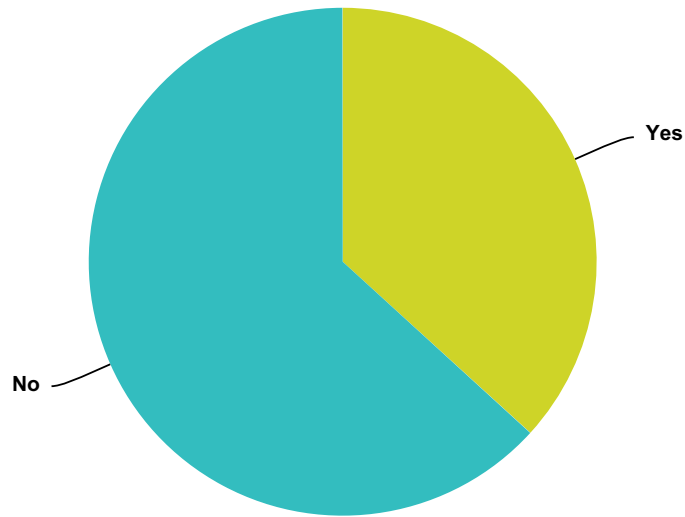
Answered: 218 Skipped: 47



Answer Choices	Responses	
Yes	50.46%	110
No	49.54%	108
Total		218

Q15 Request Access to your medical records using our on line system?

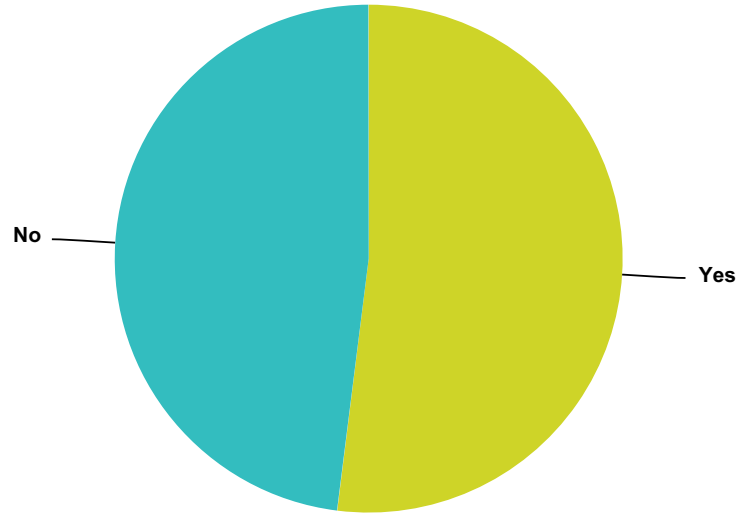
Answered: 223 Skipped: 42



Answer Choices	Responses	
Yes	36.77%	82
No	63.23%	141
Total		223

Q16 Are you aware that a home visit can be requested for patients who are physically unable to attend the surgery?

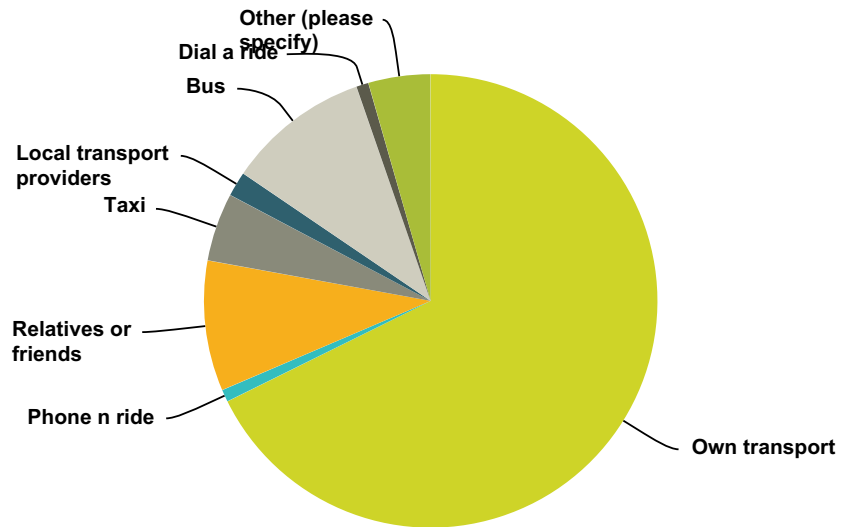
Answered: 225 Skipped: 40



Answer Choices	Responses	
Yes	52.00%	117
No	48.00%	108
Total		225

Q17 How do you normally travel to the surgery?

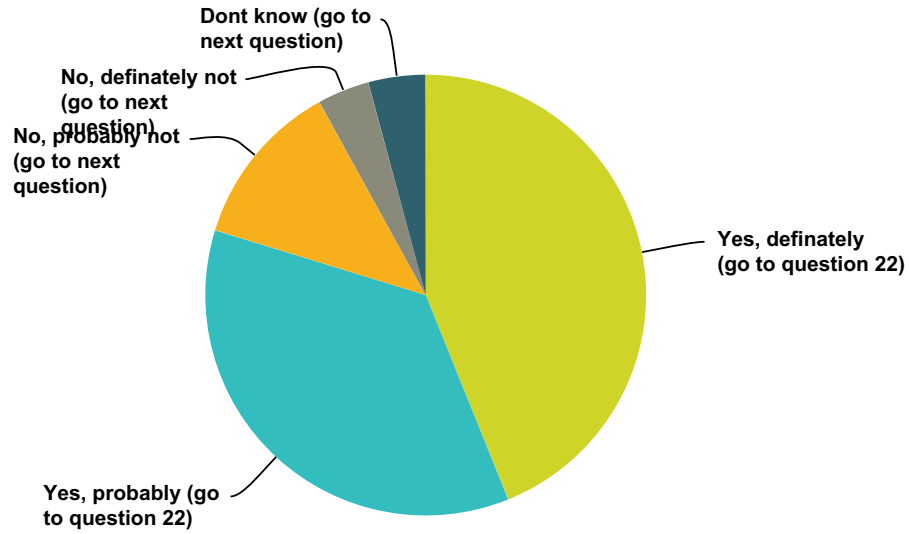
Answered: 226 Skipped: 39



Answer Choices	Responses	
Own transport	67.70%	153
Phone n ride	0.88%	2
Relatives or friends	9.29%	21
Taxi	4.87%	11
Local transport providers	1.77%	4
Bus	10.18%	23
Dial a ride	0.88%	2
Other (please specify)	4.42%	10
Total		226

Q18 Would you recommend your GP surgery to family, friends or someone who has just moved into your local area?

Answered: 262 Skipped: 3



Answer Choices	Responses	
Yes, definately (go to question 22)	43.89%	115
Yes, probably (go to question 22)	35.88%	94
No, probably not (go to next question)	12.21%	32
No, definately not (go to next question)	3.82%	10
Dont know (go to next question)	4.20%	11
Total		262

Q19 If not, why not?

Answered: 35 Skipped: 230

Q20 Do you have any suggestions for the practice on: Improvements to current services?

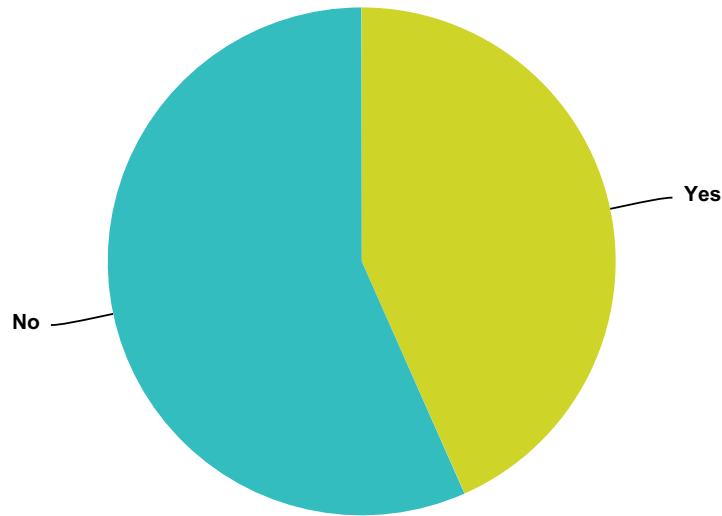
Answered: 49 Skipped: 216

Q21 Do you have any suggestions for the practice on: Any new services that the practice could provide?

Answered: 12 Skipped: 253

Q22 Do you know that the practice has a Patient Participation Group that meets here at the surgery approximately every 6 weeks for approximately 1 hour to discuss patient concerns, and ideas on how to improve our services?

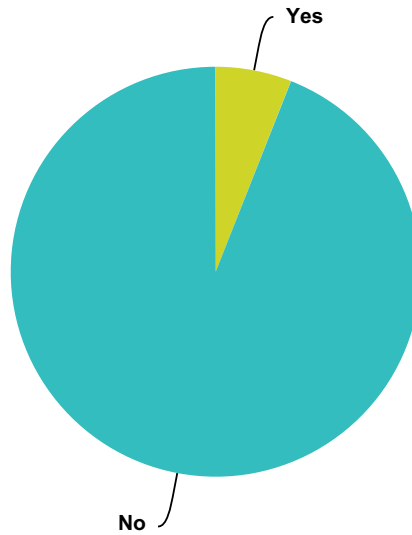
Answered: 249 Skipped: 16



Answer Choices	Responses	
Yes	43.37%	108
No	56.63%	141
Total		249

Q23 Would you be interested in becoming a member of our Patient Participation Group?

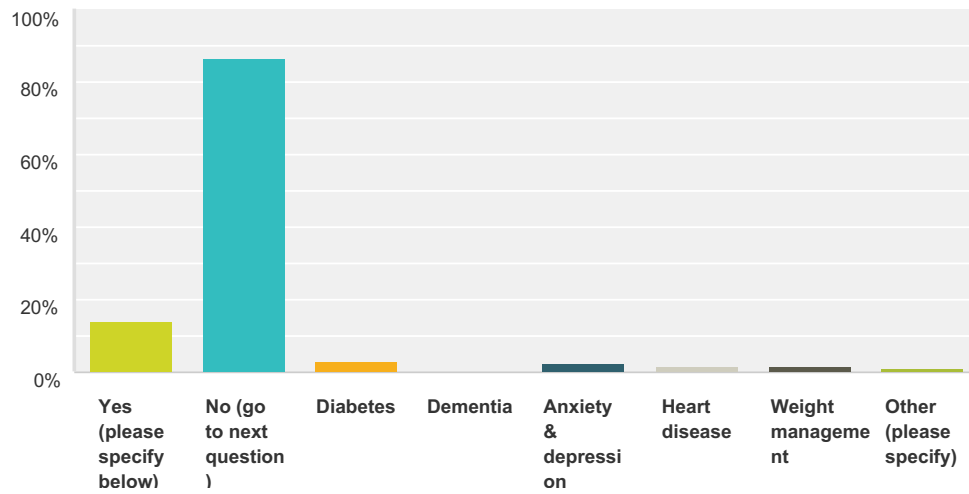
Answered: 250 Skipped: 15



Answer Choices	Responses	
Yes	6.00%	15
No	94.00%	235
Total		250

Q24 Would you be interested in attending self-help/support groups at the practice?

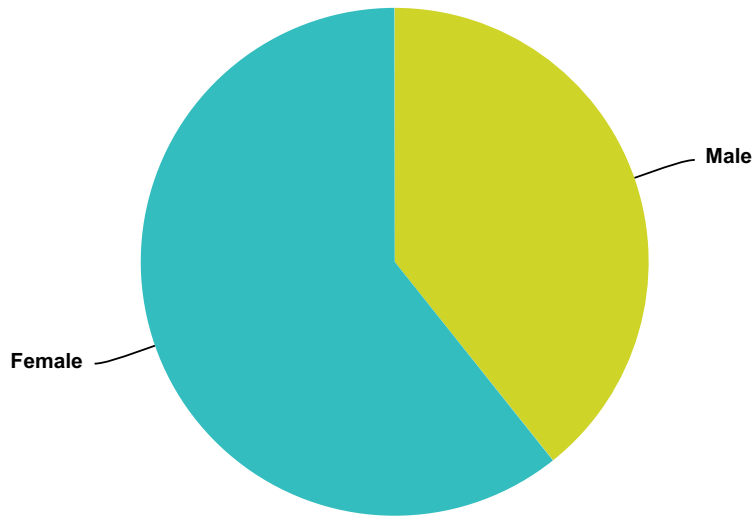
Answered: 195 Skipped: 70



Answer Choices	Responses
Yes (please specify below)	13.85% 27
No (go to next question)	86.67% 169
Diabetes	3.08% 6
Dementia	0.00% 0
Anxiety & depression	2.56% 5
Heart disease	1.54% 3
Weight management	1.54% 3
Other (please specify)	1.03% 2
Total Respondents: 195	

Q25 Are you

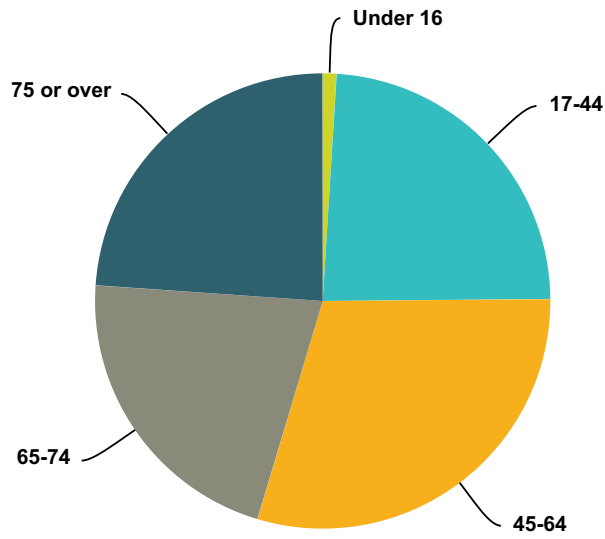
Answered: 196 Skipped: 69



Answer Choices	Responses	
Male	39.29%	77
Female	60.71%	119
Total		196

Q26 How old are you?

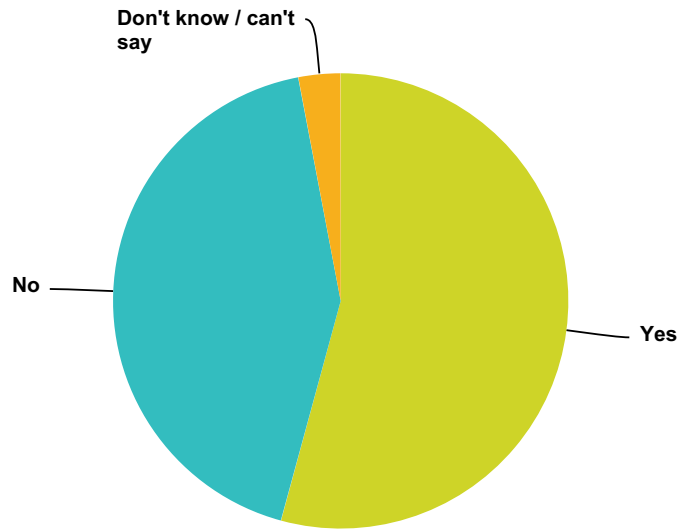
Answered: 205 Skipped: 60



Answer Choices	Responses	
Under 16	0.98%	2
17-44	23.90%	49
45-64	29.76%	61
65-74	21.46%	44
75 or over	23.90%	49
Total		205

Q27 Do you have a long standing health condition?

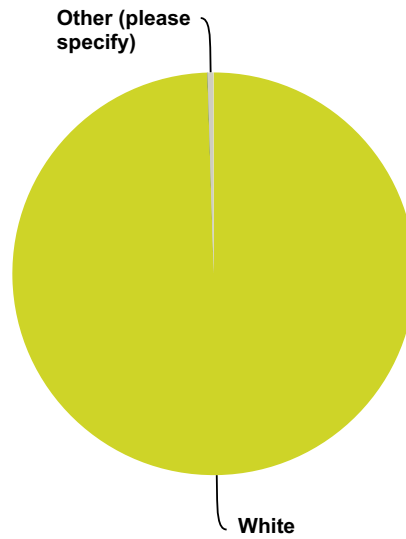
Answered: 201 Skipped: 64



Answer Choices	Responses	
Yes	54.23%	109
No	42.79%	86
Don't know / can't say	2.99%	6
Total		201

Q28 What is your ethnic group?

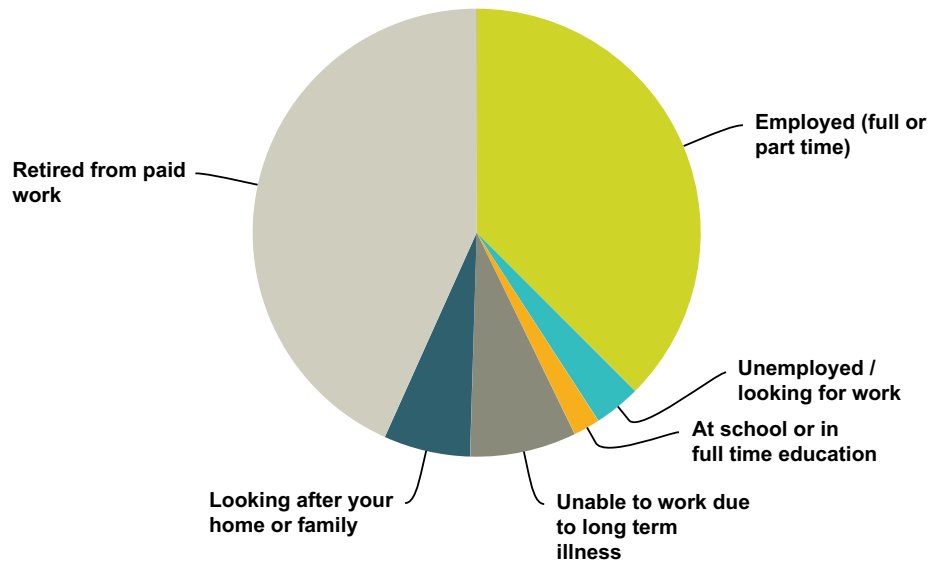
Answered: 207 Skipped: 58



Answer Choices	Responses	
White	99.52%	206
Black or Black British	0.00%	0
Asian or Asian British	0.00%	0
Mixed	0.00%	0
Chinese	0.00%	0
Other (please specify)	0.48%	1
Total		207

Q29 Which of the following best describes you?

Answered: 208 Skipped: 57



Answer Choices	Responses	
Employed (full or part time)	37.50%	78
Unemployed / looking for work	3.37%	7
At school or in full time education	1.92%	4
Unable to work due to long term illness	7.69%	16
Looking after your home or family	6.25%	13
Retired from paid work	43.27%	90
Other (please specify)	0.00%	0
Total		208