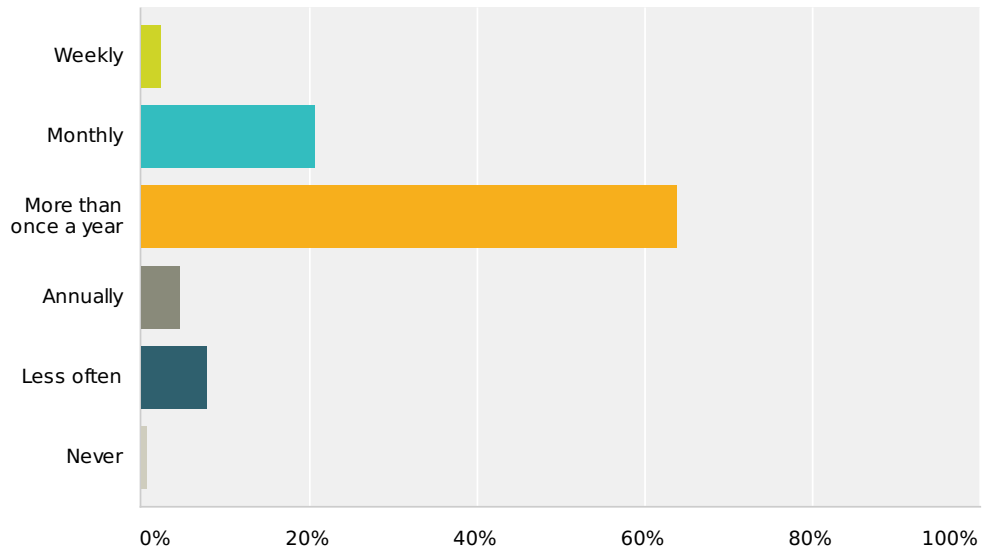


Q1 How often do you visit the practice?

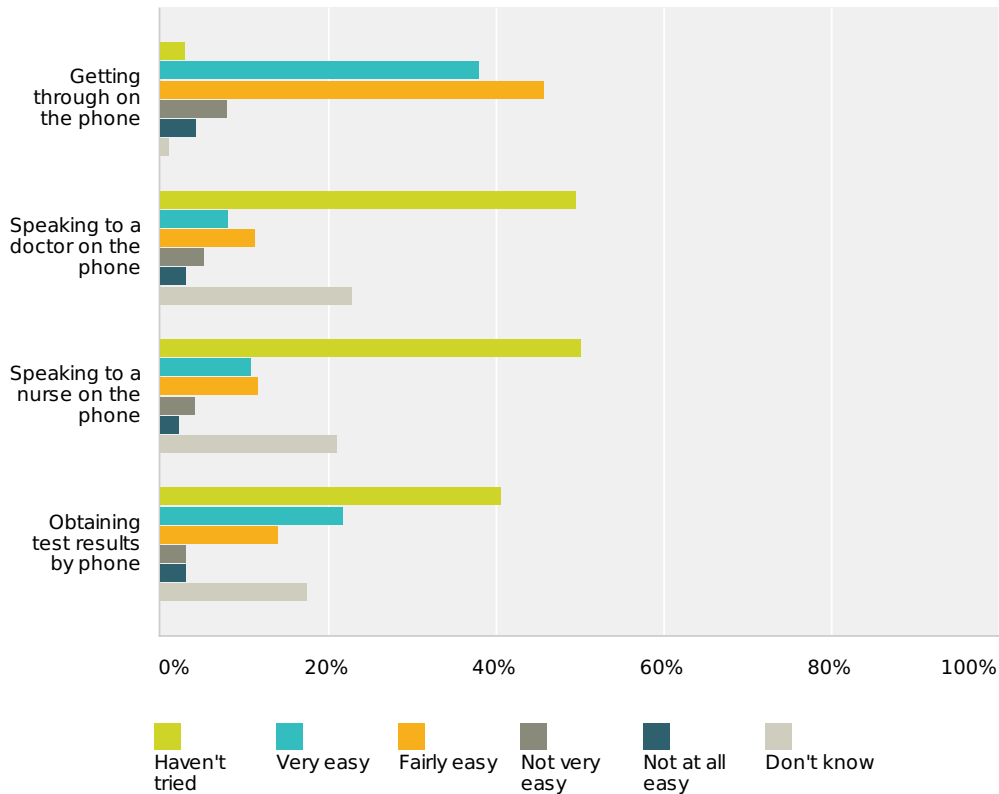
Answered: 474 Skipped: 6



Answer Choices	Responses
Weekly	2.32% 11
Monthly	20.68% 98
More than once a year	63.92% 303
Annually	4.64% 22
Less often	7.81% 37
Never	0.63% 3
Total	474

Q2 In the past 12 months how easy have you found the following...

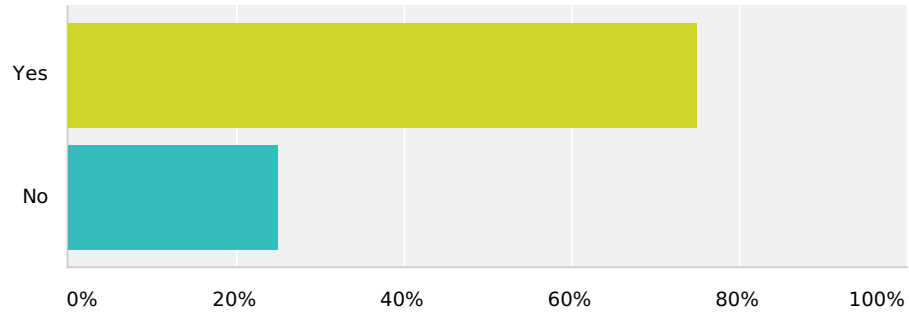
Answered: 479 Skipped: 1



	Haven't tried	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Total
Getting through on the phone	2.94% 14	38.03% 181	45.80% 218	7.98% 38	4.20% 20	1.05% 5	476
Speaking to a doctor on the phone	49.57% 228	8.04% 37	11.30% 52	5.22% 24	3.04% 14	22.83% 105	460
Speaking to a nurse on the phone	50.22% 233	10.78% 50	11.64% 54	4.09% 19	2.16% 10	21.12% 98	464
Obtaining test results by phone	40.60% 188	21.81% 101	14.04% 65	3.02% 14	3.02% 14	17.49% 81	463

Q3 Have you seen a practice nurse, at the practice, in the last 12 months?

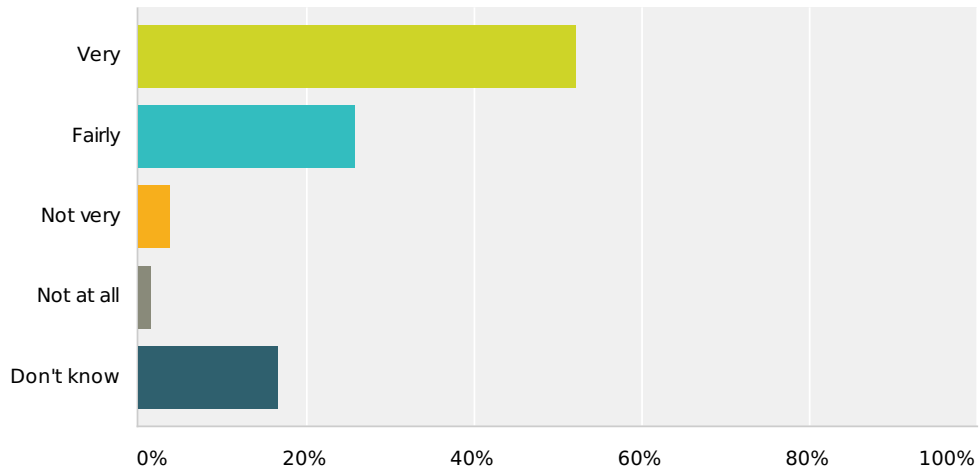
Answered: 477 Skipped: 3



Answer Choices	Responses
Yes	75.05% 358
No	24.95% 119
Total	477

Q4 How easy is it for you to book an appointment with a practice nurse at the practice?

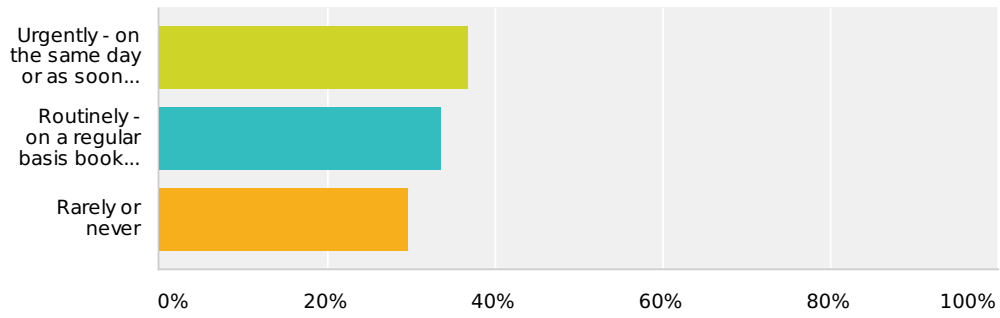
Answered: 473 Skipped: 7



Answer Choices	Responses
Very	52.22% 247
Fairly	25.79% 122
Not very	3.81% 18
Not at all	1.48% 7
Don't know	16.70% 79
Total	473

Q5 In general, do you need to see a doctor...

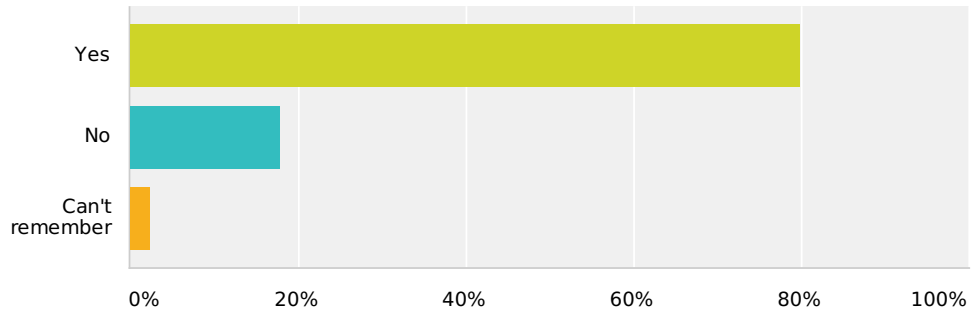
Answered: 476 Skipped: 4



Answer Choices	Responses	
Urgently - on the same day or as soon as possible	36.76%	175
Routinely - on a regular basis booked in advance	33.61%	160
Rarely or never	29.62%	141
Total		476

Q6 In the past 12 months have you tried to see a doctor quickly? That is, on the same day or in the next two weekdays that the practice is open.

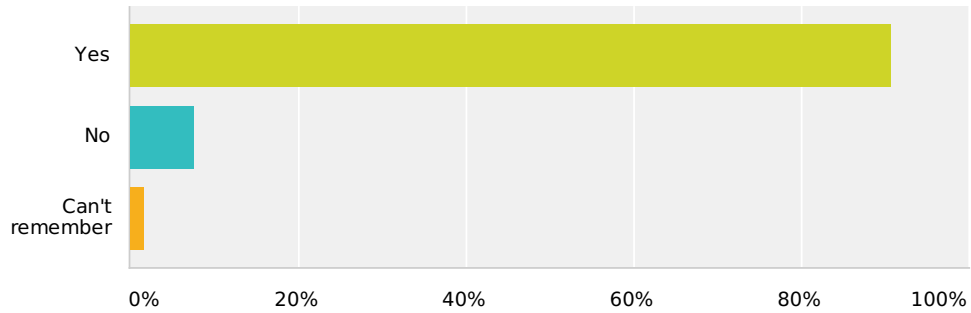
Answered: 472 Skipped: 8



Answer Choices	Responses
Yes	79.87% 377
No	17.80% 84
Can't remember	2.33% 11
Total	472

Q7 Think about the last time you tried to see a doctor quickly. Were you able to see a doctor on the same day or in the next two weekdays that the practice was open.

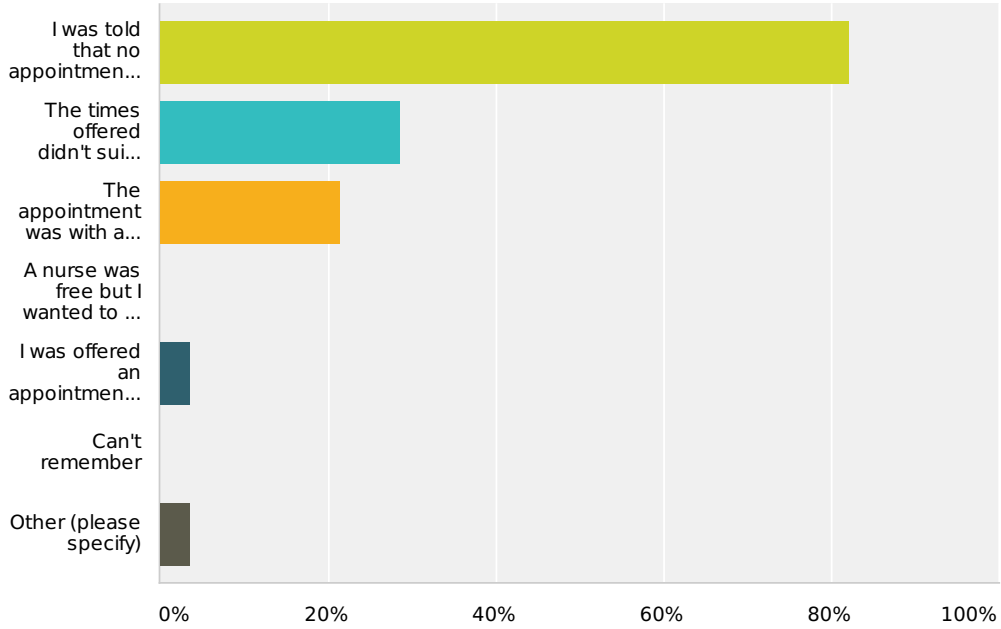
Answered: 369 Skipped: 111



Answer Choices	Responses
Yes	90.79% 335
No	7.59% 28
Can't remember	1.63% 6
Total	369

Q8 If you were unable to be seen during the next two weekdays that the practice was open, why was that? Please tick all that apply.

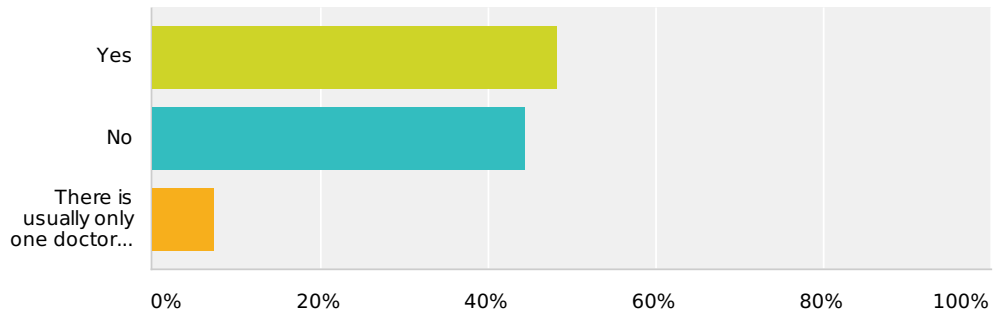
Answered: 28 Skipped: 452



Answer Choices	Responses
I was told that no appointments were available	82.14% 23
The times offered didn't suit me	28.57% 8
The appointment was with a doctor who I didn't want to see	21.43% 6
A nurse was free but I wanted to see a doctor	0% 0
I was offered an appointment at a different branch of this practice	3.57% 1
Can't remember	0% 0
Other (please specify)	3.57% 1
Total Respondents: 28	

Q9 Is there a particular doctor who you prefer to see at the practice?

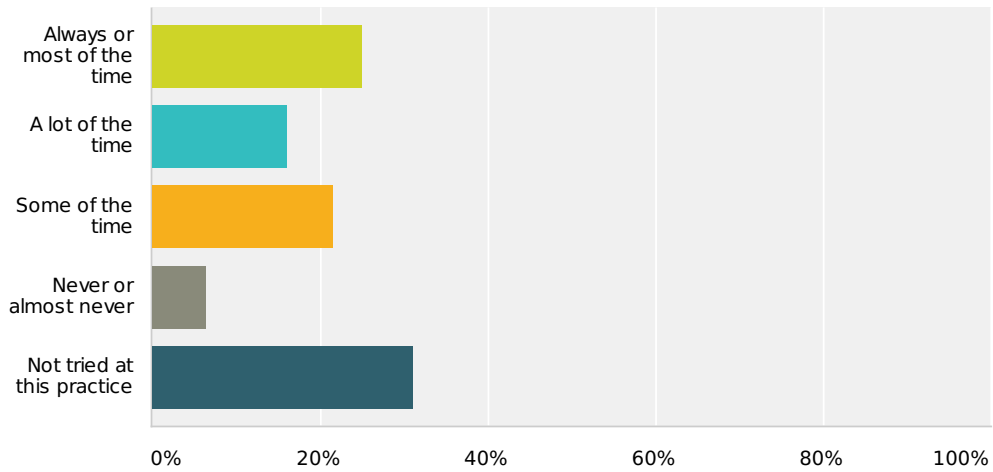
Answered: 464 Skipped: 16



Answer Choices	Responses	
Yes	48.28%	224
No	44.40%	206
There is usually only one doctor at the practice	7.33%	34
Total		464

Q10 How often do you see the doctor you prefer?

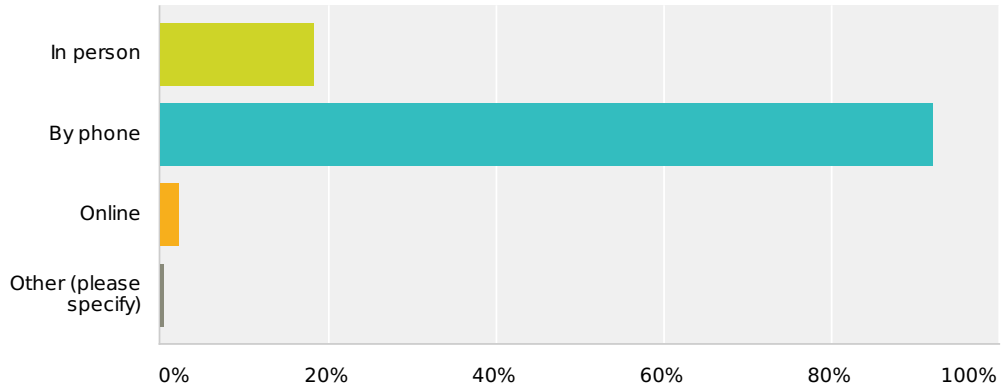
Answered: 441 Skipped: 39



Answer Choices	Responses	
Always or most of the time	24.94%	110
A lot of the time	16.10%	71
Some of the time	21.54%	95
Never or almost never	6.35%	28
Not tried at this practice	31.07%	137
Total		441

Q11 How do you normally book your appointments to see a doctor or nurse at the practice? Please tick all that apply.

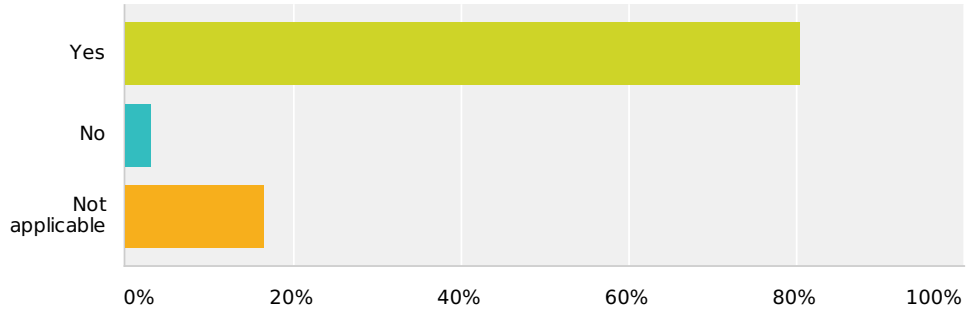
Answered: 463 Skipped: 17



Answer Choices	Responses	
In person	18.36%	85
By phone	92.22%	427
Online	2.16%	10
Other (please specify)	0.43%	2
Total Respondents: 463		

Q12 We send text reminders for appointments (to those patients who have given us their mobile numbers and consent) do you find this useful?

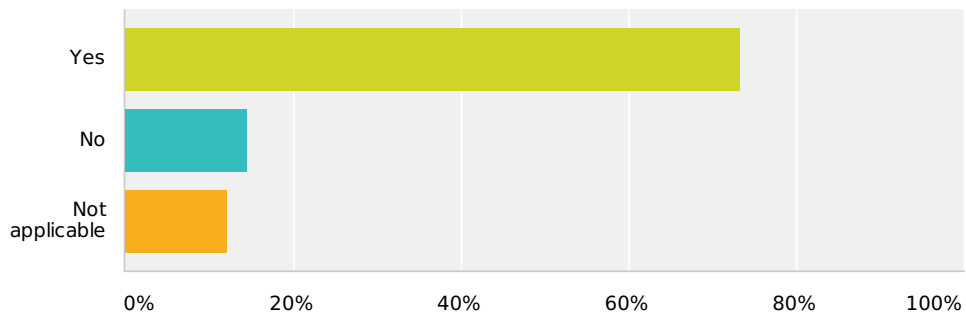
Answered: 460 Skipped: 20



Answer Choices	Responses
Yes	80.43% 370
No	3.04% 14
Not applicable	16.52% 76
Total	460

Q13 Would you like to receive your test results via text so you don't need to remember to call for them?

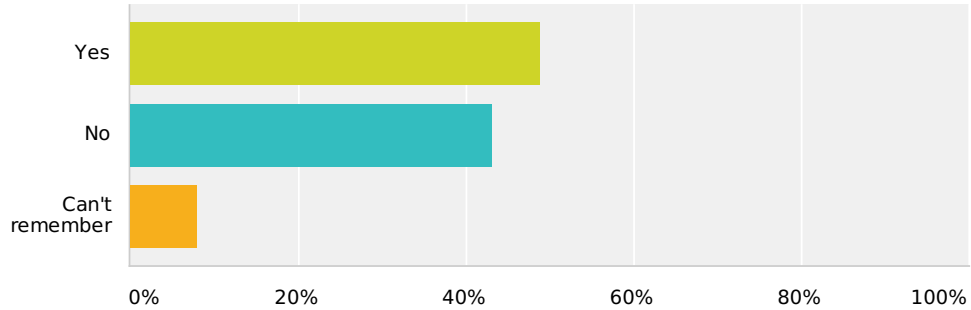
Answered: 462 Skipped: 18



Answer Choices	Responses
Yes	73.38% 339
No	14.50% 67
Not applicable	12.12% 56
Total	462

Q14 In the past six months, have you tried to book ahead for an appointment with a doctor? That is, an appointment more than two weekdays in advance.

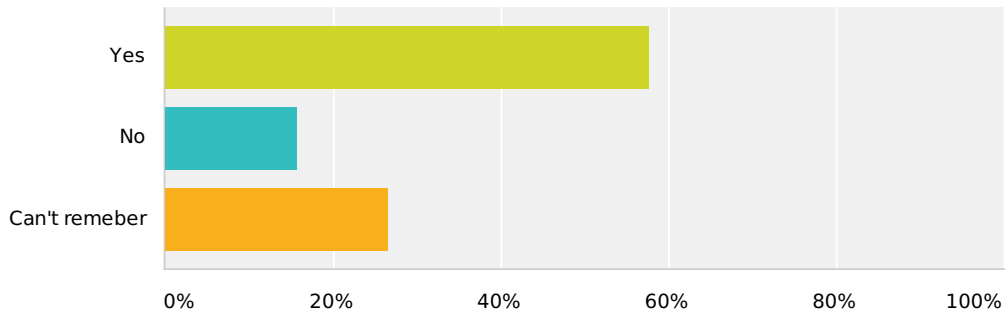
Answered: 464 Skipped: 16



Answer Choices	Responses	
Yes	48.92%	227
No	43.10%	200
Can't remember	7.97%	37
Total		464

Q15 Last time you tried, were you able to get an appointment with a doctor more than two weekdays in advance?

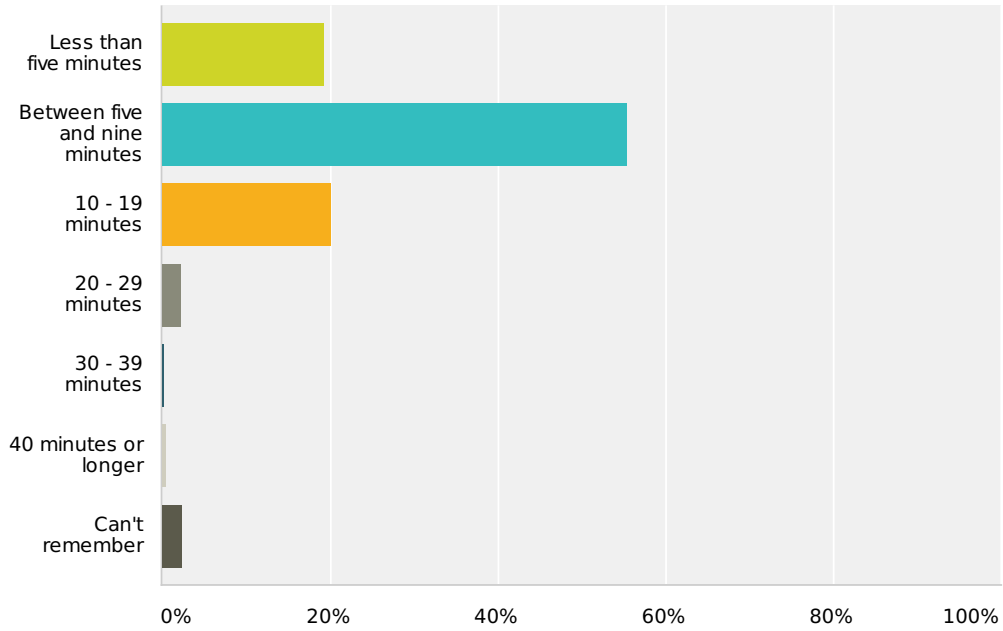
Answered: 426 Skipped: 54



Answer Choices	Responses	
Yes	57.75%	246
No	15.73%	67
Can't remember	26.53%	113
Total		426

Q16 When you last visited the practice, how much time did you spend with the doctor?

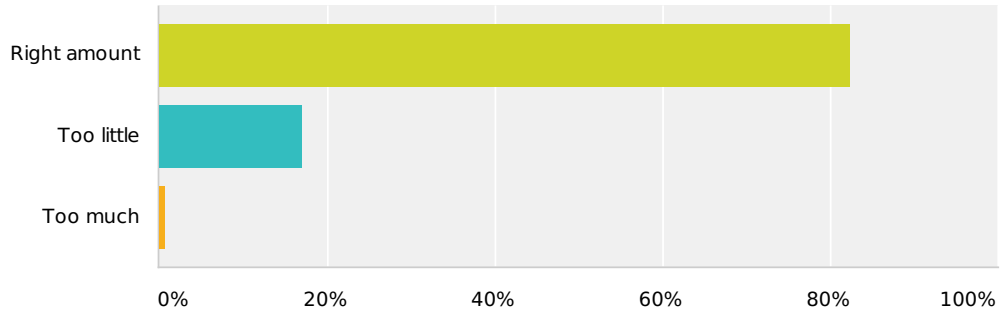
Answered: 462 Skipped: 18



Answer Choices	Responses
Less than five minutes	19.26% 89
Between five and nine minutes	55.41% 256
10 - 19 minutes	20.13% 93
20 - 29 minutes	2.16% 10
30 - 39 minutes	0.22% 1
40 minutes or longer	0.43% 2
Can't remember	2.38% 11
Total	462

Q17 In your opinion was this the right amount of time?

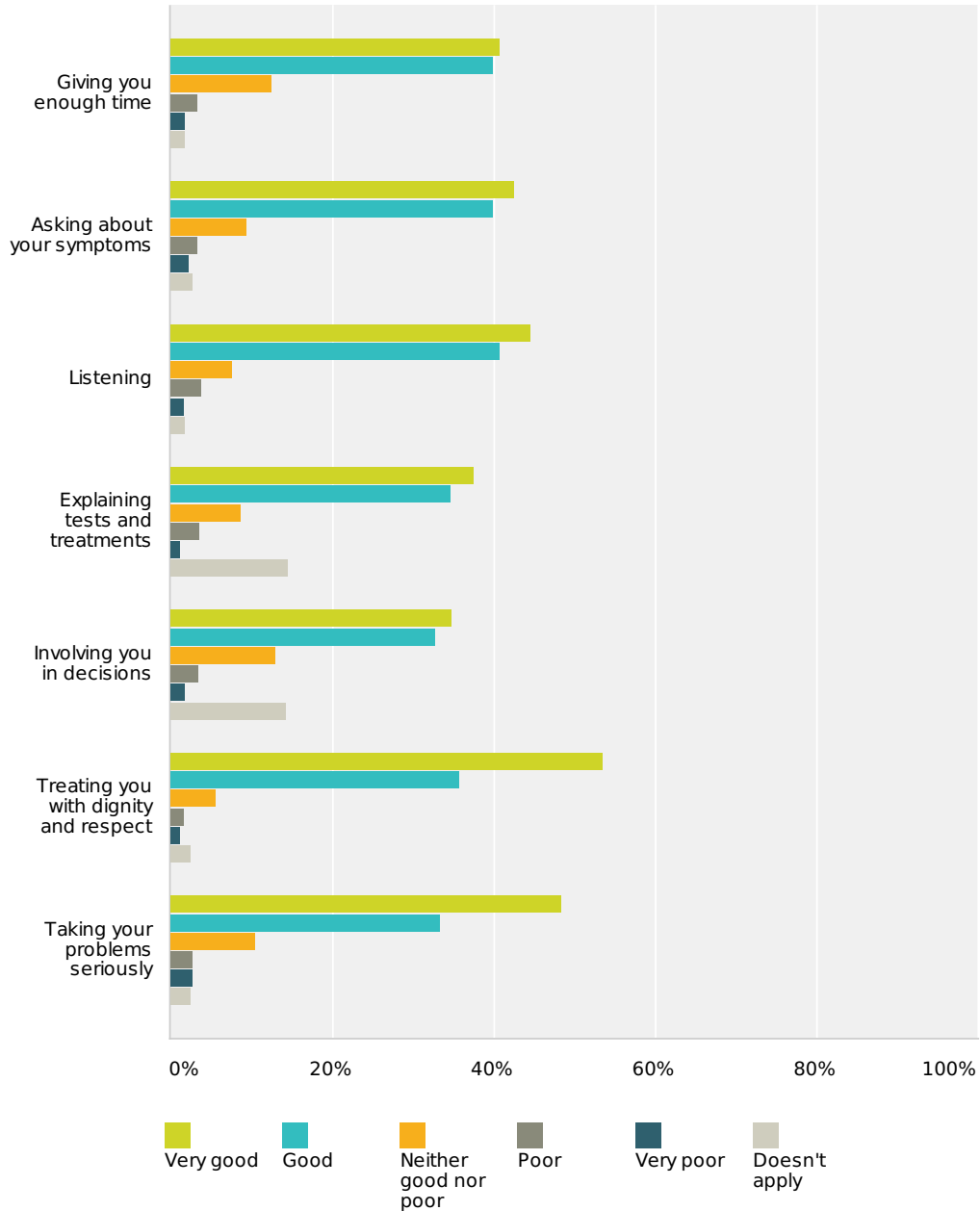
Answered: 459 Skipped: 21



Answer Choices	Responses	
Right amount	82.35%	378
Too little	16.99%	78
Too much	0.65%	3
Total		459

Q18 The last time you saw a doctor at the practice, how good were they at each of the following? Please choose one option for each row.

Answered: 453 Skipped: 27



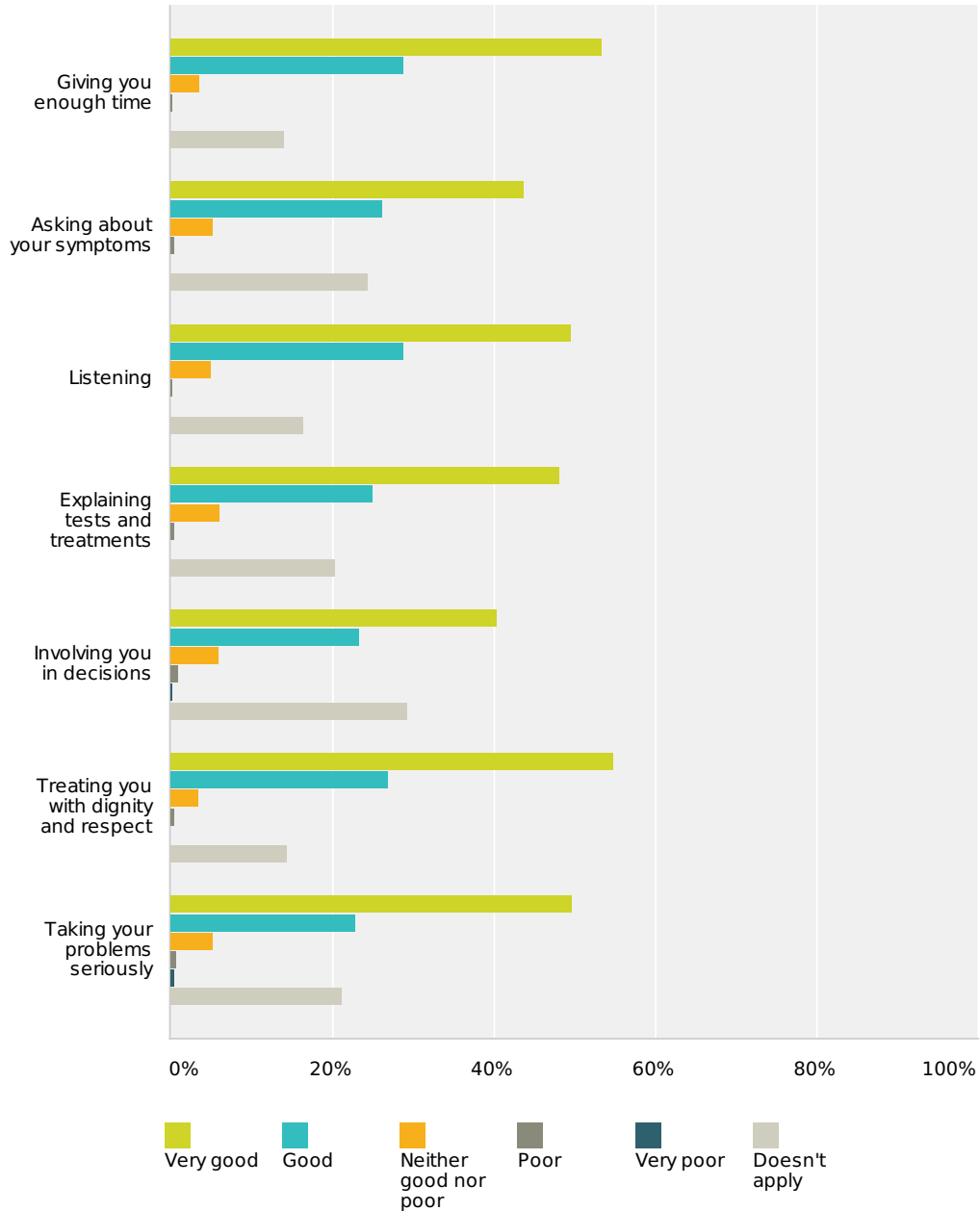
	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Total
Giving you enough time	40.80% 184	39.91% 180	12.42% 56	3.33% 15	1.77% 8	1.77% 8	451
Asking about your symptoms	42.54% 191	39.87% 179	9.35% 42	3.34% 15	2.23% 10	2.67% 12	449
Listening	44.54% 200	40.76% 183	7.57% 34	3.79% 17	1.56% 7	1.78% 8	449

Stanford Medical Centre - Patient Survey 2013

Explaining tests and treatments	37.56% 169	34.67% 156	8.67% 39	3.56% 16	1.11% 5	14.44% 65	450
Involving you in decisions	34.82% 156	32.81% 147	12.95% 58	3.35% 15	1.79% 8	14.29% 64	448
Treating you with dignity and respect	53.47% 239	35.79% 160	5.59% 25	1.57% 7	1.12% 5	2.46% 11	447
Taking your problems seriously	48.44% 218	33.33% 150	10.44% 47	2.67% 12	2.67% 12	2.44% 11	450

Q19 The last time you saw a nurse at the practice, how good were they at each of the following? Please choose one option for each row.

Answered: 449 Skipped: 31



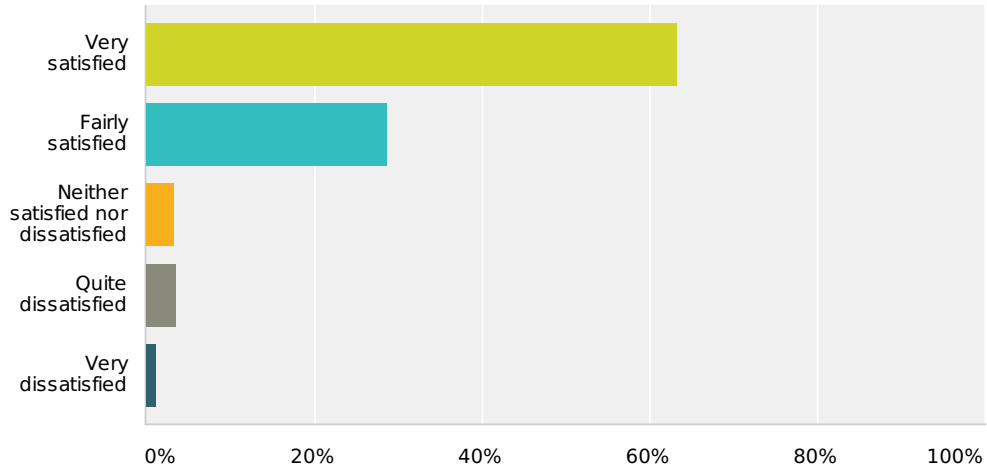
	Very good	Good	Neither good nor poor	Poor	Very poor	Doesn't apply	Total
Giving you enough time	53.35% 239	28.79% 129	3.57% 16	0.22% 1	0% 0	14.06% 63	448
Asking about your symptoms	43.72% 195	26.23% 117	5.16% 23	0.45% 2	0% 0	24.44% 109	446
Listening	49.55% 220	28.83% 128	4.95% 22	0.23% 1	0% 0	16.44% 73	444

Stanford Medical Centre - Patient Survey 2013

Explaining tests and treatments	48.10% 215	25.06% 112	6.04% 27	0.45% 2	0% 0	20.36% 91	447
Involving you in decisions	40.36% 178	23.36% 103	5.90% 26	0.91% 4	0.23% 1	29.25% 129	441
Treating you with dignity and respect	54.83% 244	26.97% 120	3.37% 15	0.45% 2	0% 0	14.38% 64	445
Taking your problems seriously	49.66% 220	22.80% 101	5.19% 23	0.68% 3	0.45% 2	21.22% 94	443

Q20 In general, how satisfied are you with the care you get at the practice?

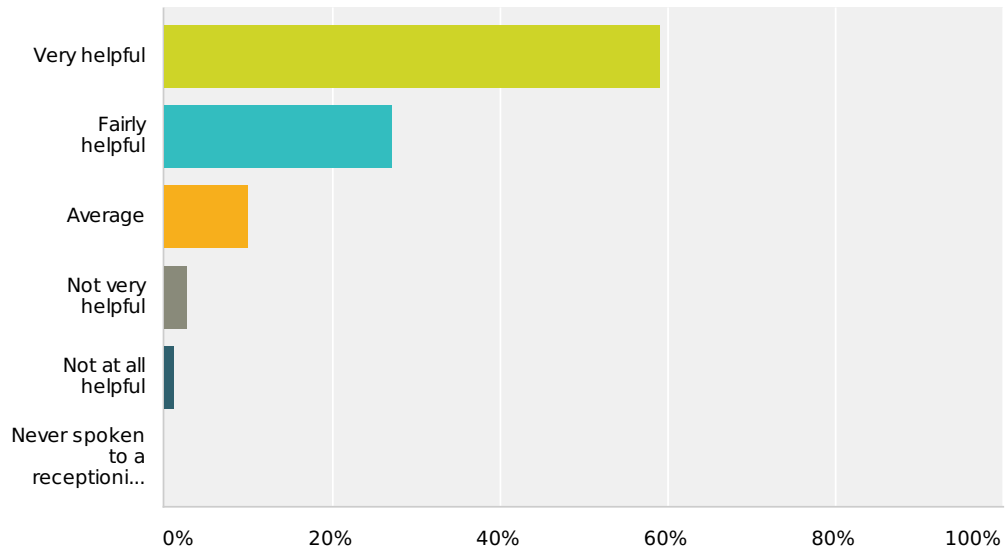
Answered: 450 Skipped: 30



Answer Choices	Responses
Very satisfied	63.33% 285
Fairly satisfied	28.67% 129
Neither satisfied nor dissatisfied	3.33% 15
Quite dissatisfied	3.56% 16
Very dissatisfied	1.11% 5
Total	450

Q21 How helpful do you find the receptionists at the practice?

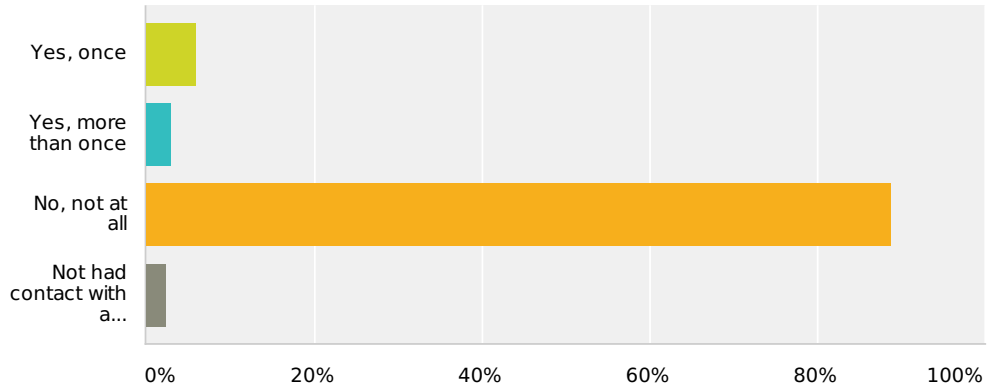
Answered: 443 Skipped: 37



Answer Choices	Responses
Very helpful	59.14% 262
Fairly helpful	27.09% 120
Average	9.93% 44
Not very helpful	2.71% 12
Not at all helpful	1.13% 5
Never spoken to a receptionist at the practice	0% 0
Total	443

Q22 In the last 12 months have the receptionists ever made it difficult for you to see or talk to a GP and/or nurse?

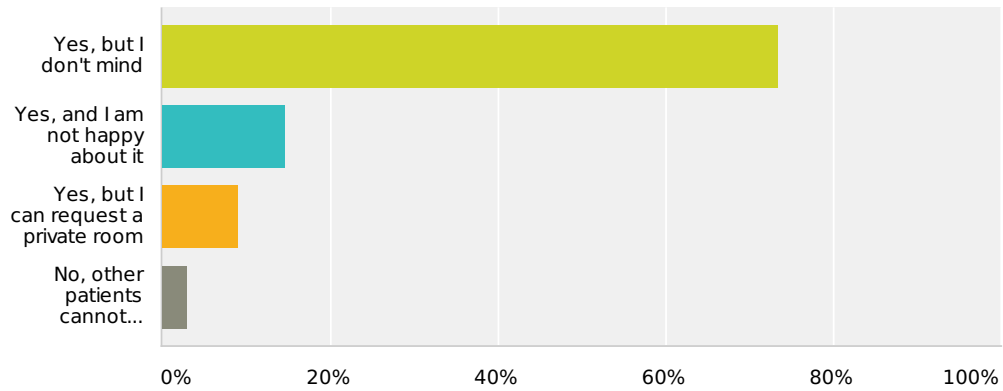
Answered: 437 Skipped: 43



Answer Choices	Responses
Yes, once	5.95% 26
Yes, more than once	2.97% 13
No, not at all	88.79% 388
Not had contact with a receptionist	2.29% 10
Total	437

Q23 In the reception area, can other patients overhear what you say to the receptionist?

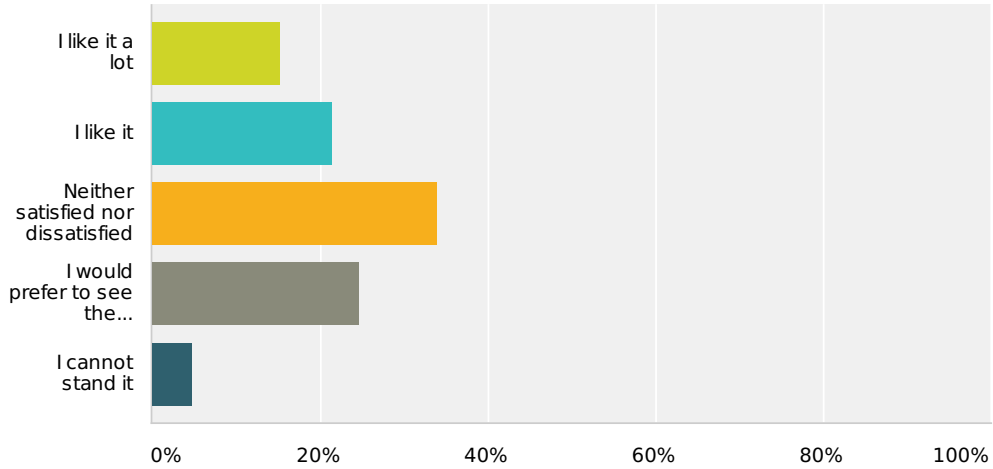
Answered: 445 Skipped: 35



Answer Choices	Responses
Yes, but I don't mind	73.48% 327
Yes, and I am not happy about it	14.61% 65
Yes, but I can request a private room	8.99% 40
No, other patients cannot overhear our conversation	2.92% 13
Total	445

Q24 Do you like our automatic check-in service on 2nd Floor at 175 Preston Road? (This service is a computer screen that lets you register your arrival at the practice.)

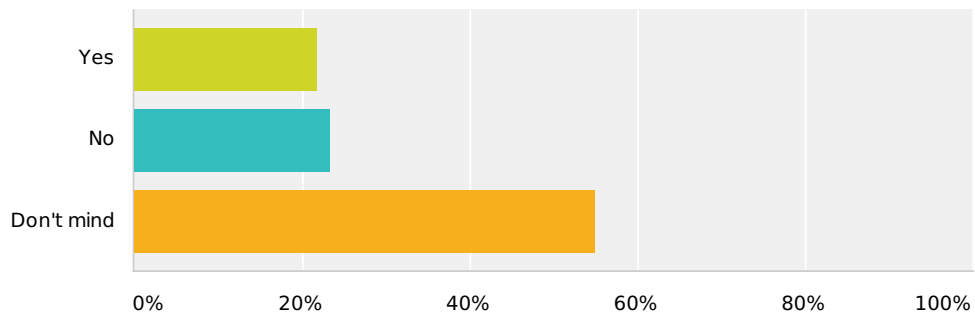
Answered: 406 Skipped: 74



Answer Choices	Responses	Count
I like it a lot	15.27%	62
I like it	21.43%	87
Neither satisfied nor dissatisfied	33.99%	138
I would prefer to see the receptionist	24.63%	100
I cannot stand it	4.68%	19
Total		406

Q25 If you use one of our branches or visit the 1st Floor at 175 Preston Road would you like an automated arrival system?

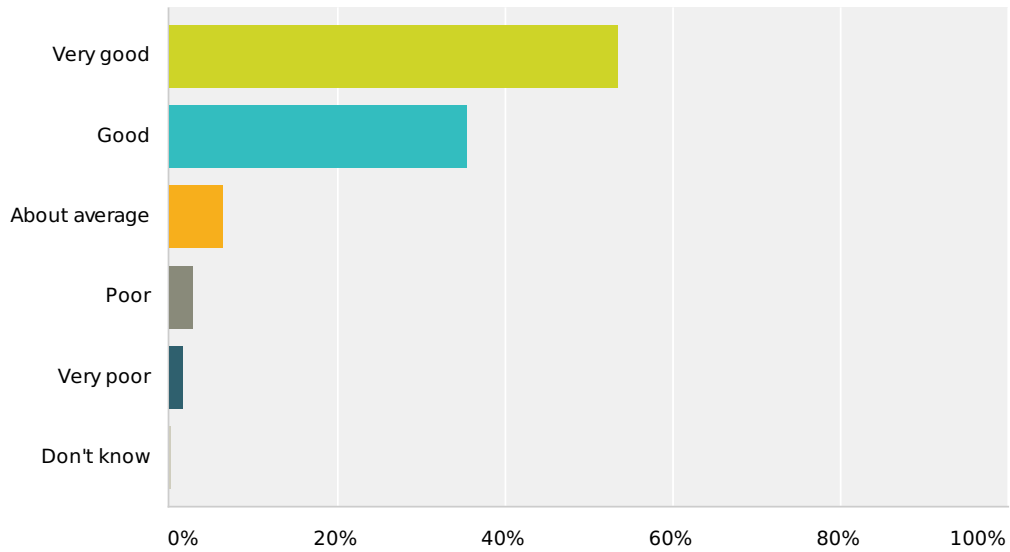
Answered: 408 Skipped: 72



Answer Choices	Responses
Yes	21.81% 89
No	23.28% 95
Don't mind	54.90% 224
Total	408

Q26 In evaluating your most recent experience at the practice, was the quality of service you received:

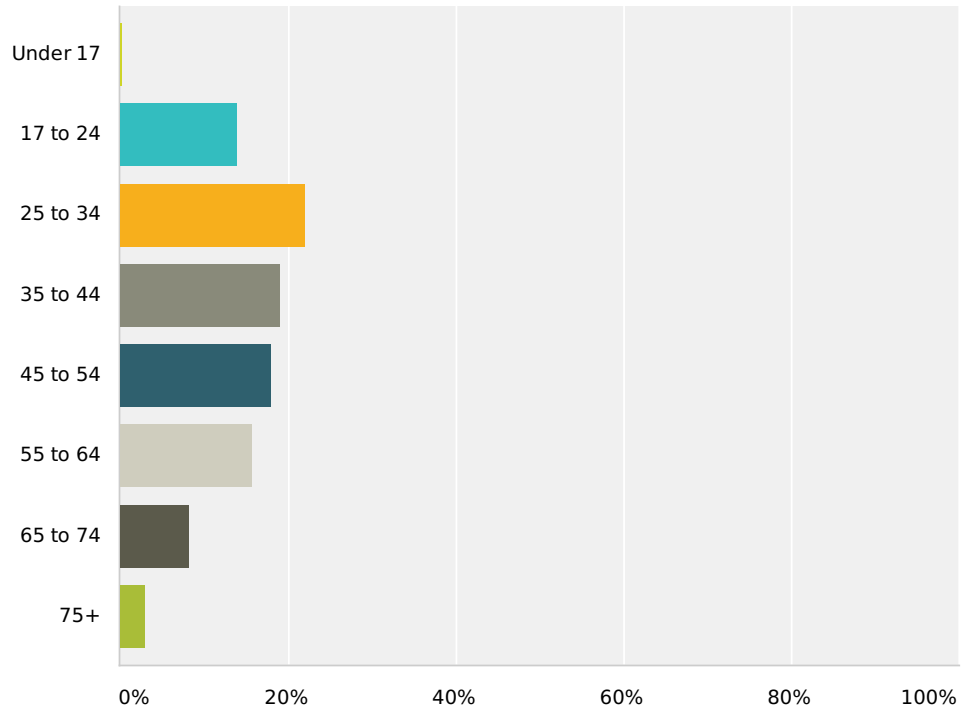
Answered: 437 Skipped: 43



Answer Choices	Responses	
Very good	53.55%	234
Good	35.47%	155
About average	6.41%	28
Poor	2.75%	12
Very poor	1.60%	7
Don't know	0.23%	1
Total		437

Q27 What is your age?

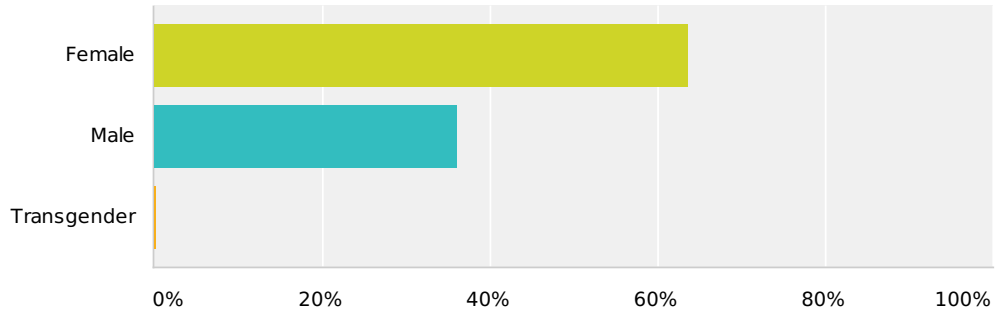
Answered: 440 Skipped: 40



Answer Choices	Responses
Under 17	0.23% 1
17 to 24	13.86% 61
25 to 34	22.05% 97
35 to 44	19.09% 84
45 to 54	17.95% 79
55 to 64	15.68% 69
65 to 74	8.18% 36
75+	2.95% 13
Total	440

Q28 What is your gender?

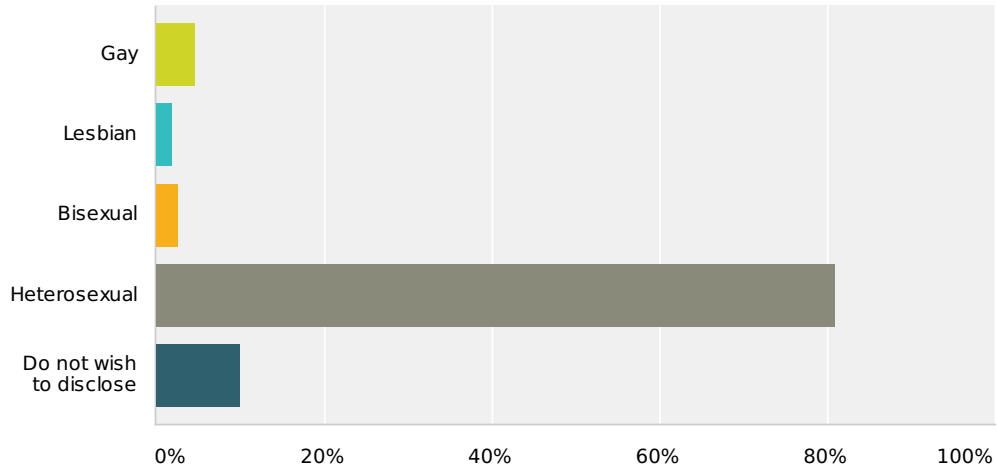
Answered: 440 Skipped: 40



Answer Choices	Responses
Female	63.64% 280
Male	36.14% 159
Transgender	0.23% 1
Total	440

Q29 Sexual Orientation

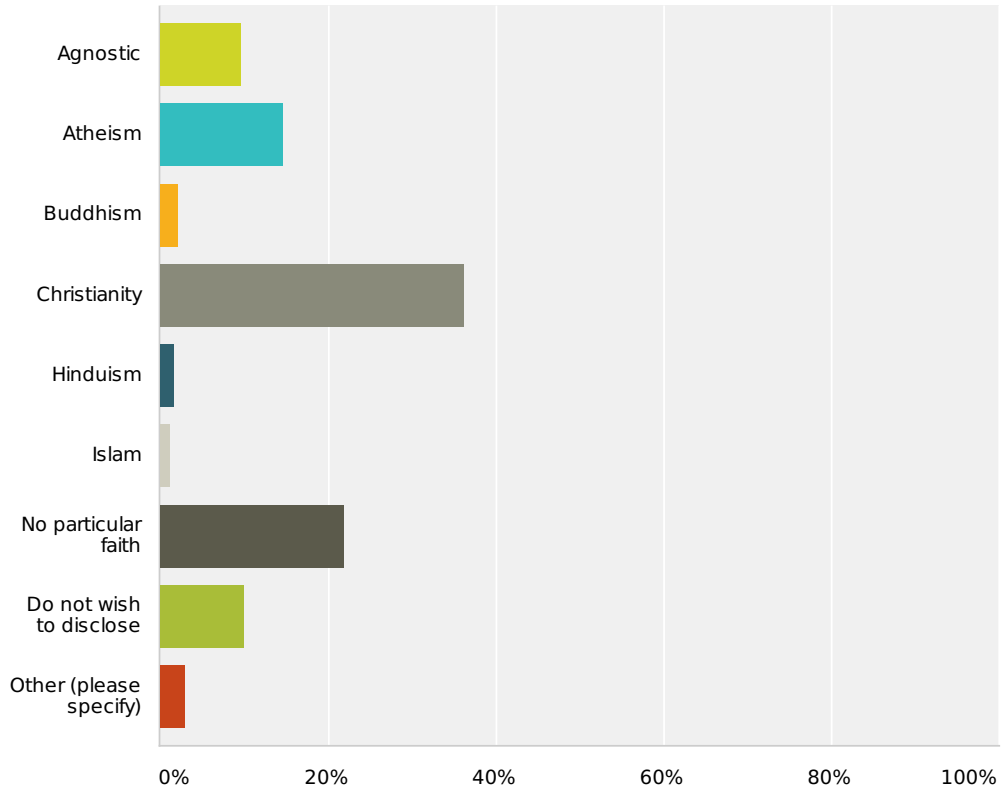
Answered: 431 Skipped: 49



Answer Choices	Responses
Gay	4.64% 20
Lesbian	1.86% 8
Bisexual	2.55% 11
Heterosexual	80.97% 349
Do not wish to disclose	9.98% 43
Total	431

Q30 Religion/Belief

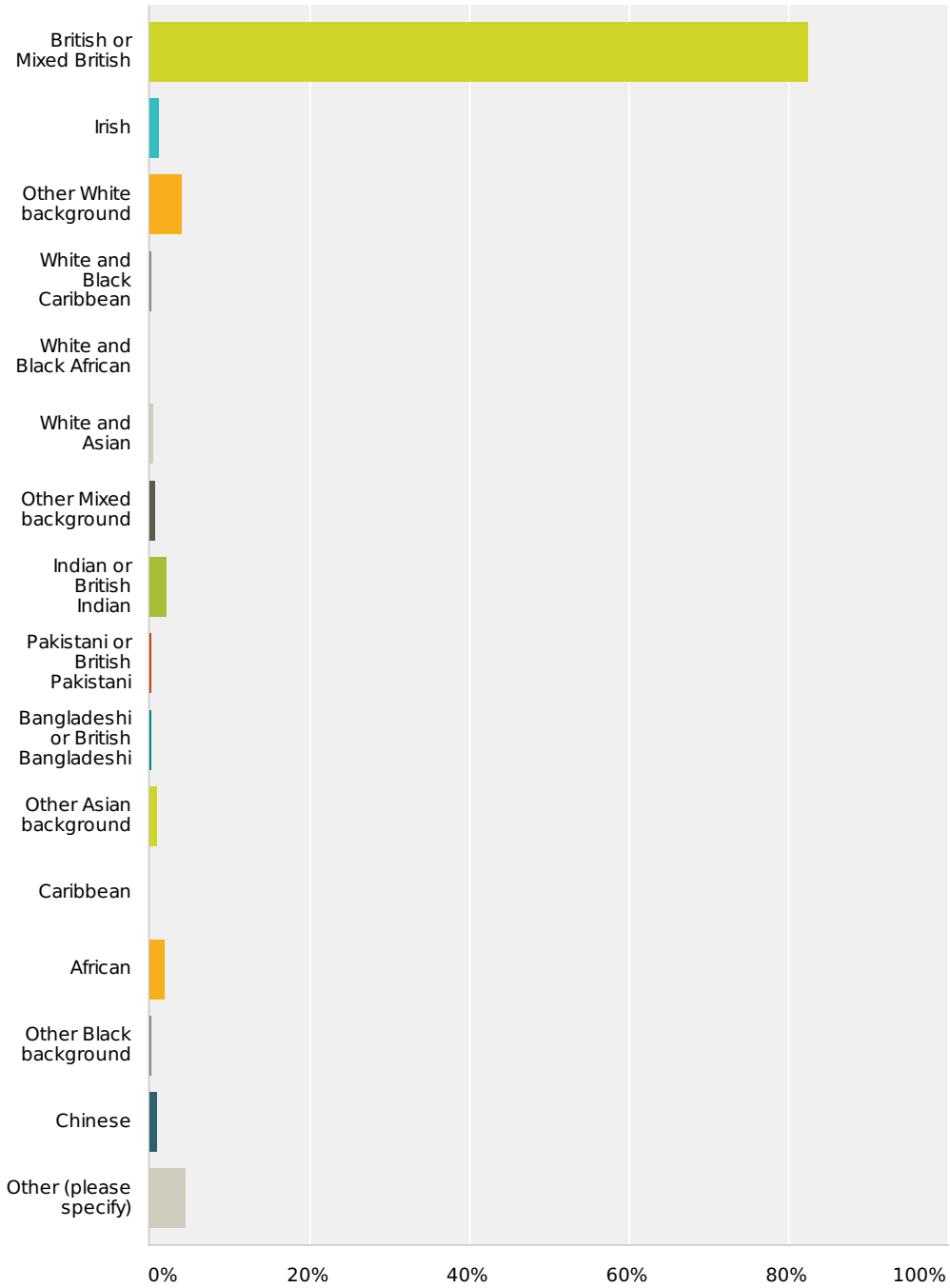
Answered: 439 Skipped: 41



Answer Choices	Responses
Agnostic	9.57% 42
Atheism	14.58% 64
Buddhism	2.05% 9
Christianity	36.22% 159
Hinduism	1.59% 7
Islam	1.14% 5
No particular faith	21.87% 96
Do not wish to disclose	10.02% 44
Other (please specify)	2.96% 13
Total	439

Q31 Which ethnic background do you represent?

Answered: 430 Skipped: 50



Answer Choices	Responses
British or Mixed British	82.56% 355
Irish	1.16% 5
Other White background	3.95% 17
White and Black Caribbean	0.23% 1
White and Black African	0% 0
Total	430

White and Asian	0.47%	2
Other Mixed background	0.70%	3
Indian or British Indian	2.09%	9
Pakistani or British Pakistani	0.23%	1
Bangladeshi or British Bangladeshi	0.23%	1
Other Asian background	0.93%	4
Caribbean	0%	0
African	1.86%	8
Other Black background	0.23%	1
Chinese	0.93%	4
Other (please specify)	4.42%	19
Total		430