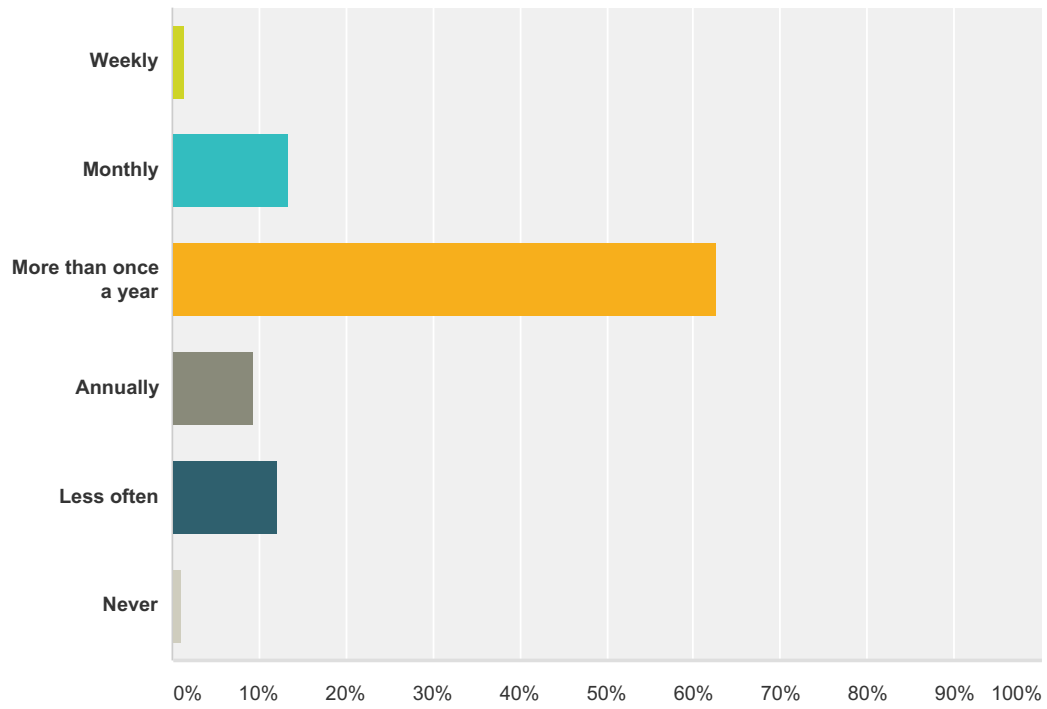


Q1 How often do you visit the practice?

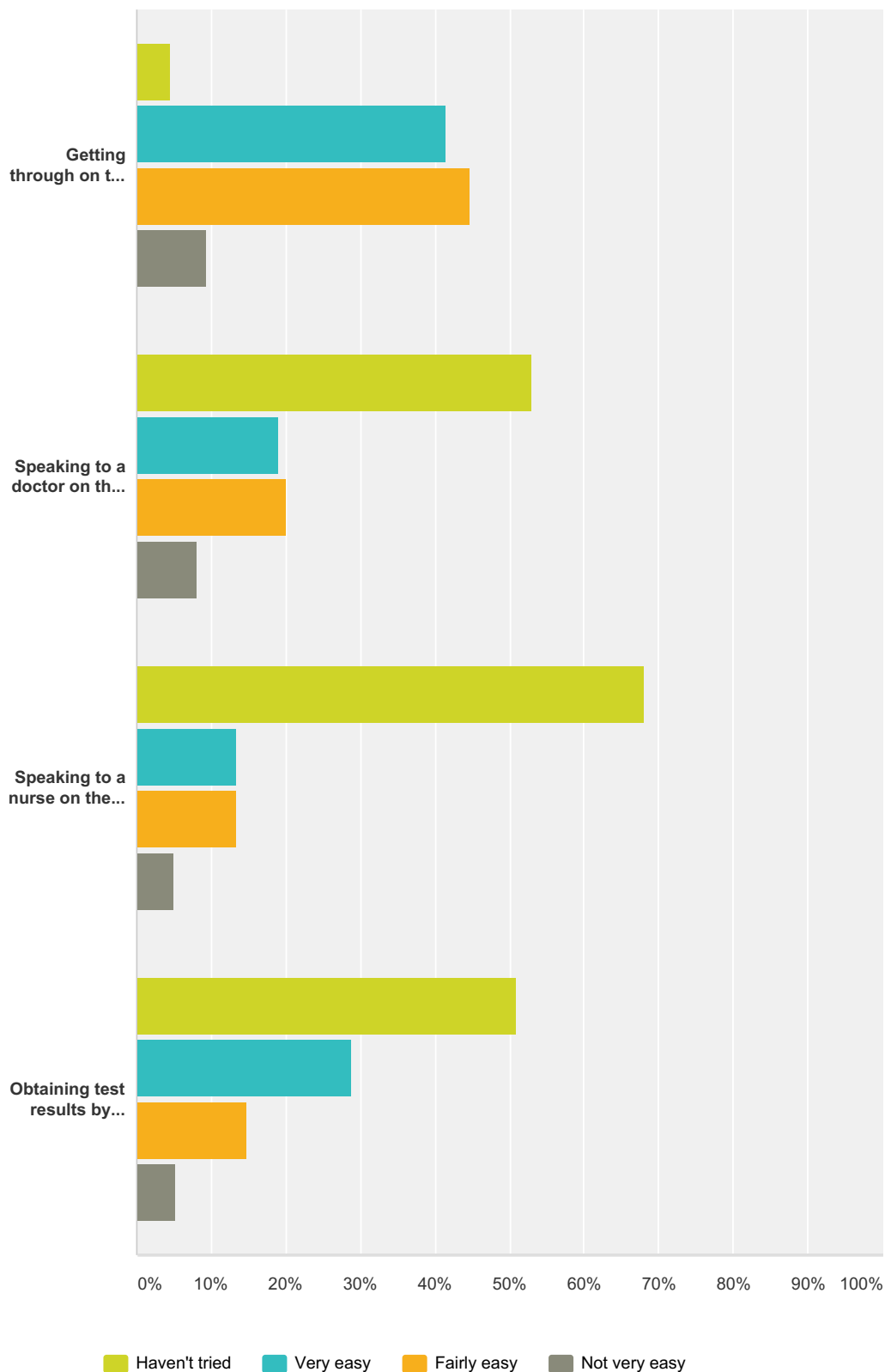
Answered: 470 Skipped: 11



Answer Choices	Responses
Weekly	1.49% 7
Monthly	13.40% 63
More than once a year	62.55% 294
Annually	9.36% 44
Less often	12.13% 57
Never	1.06% 5
Total	470

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

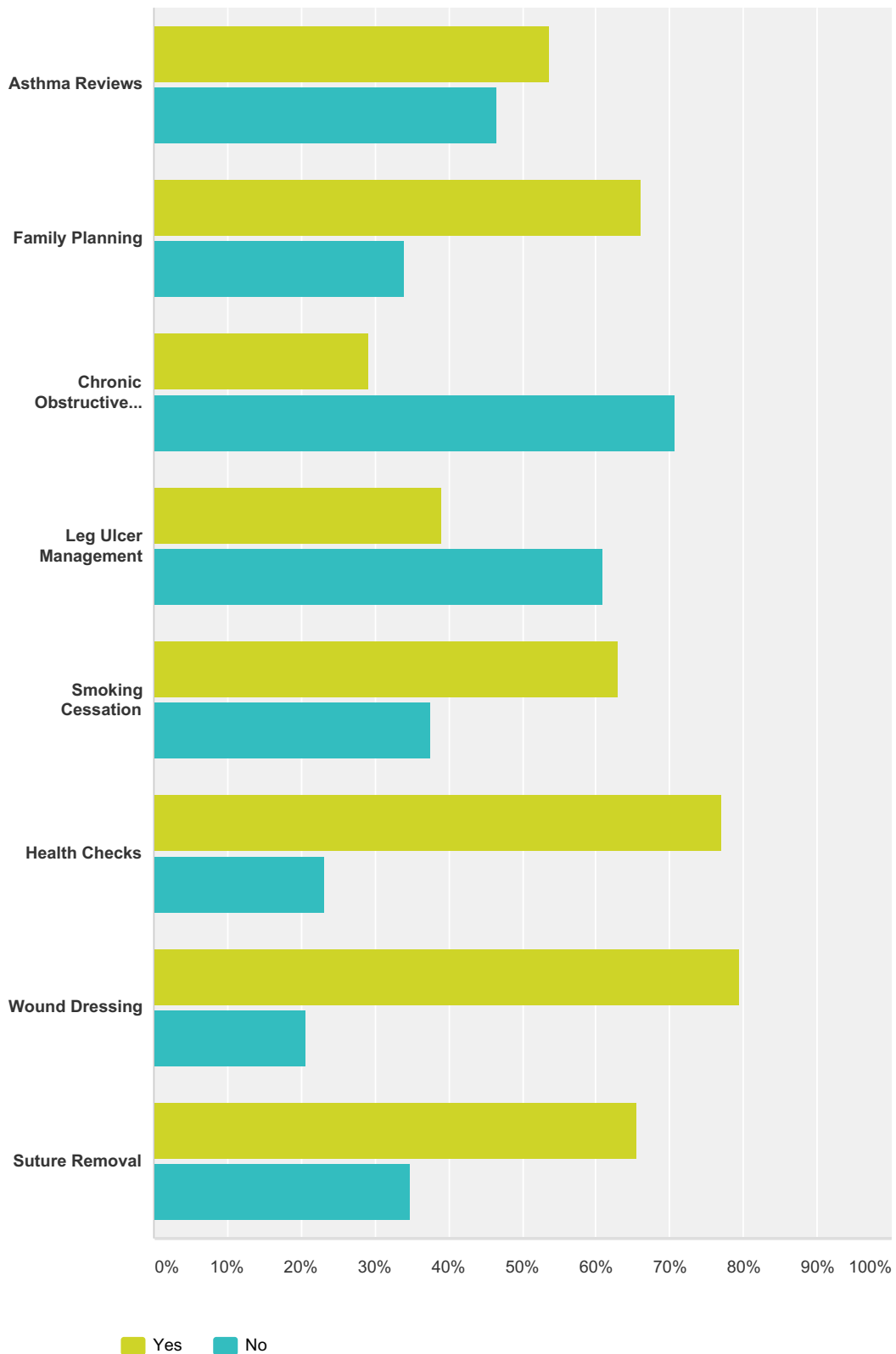
Answered: 481 Skipped: 0



	Haven't tried	Very easy	Fairly easy	Not very easy	Total
Getting through on the phone	4.58% 22	41.46% 199	44.58% 214	9.38% 45	480
Speaking to a doctor on the phone	53.08% 250	18.90% 89	19.96% 94	8.07% 38	471
Speaking to a nurse on the phone	68.16% 319	13.46% 63	13.46% 63	4.91% 23	468
Obtaining test results by phone	50.96% 240	28.87% 136	14.86% 70	5.31% 25	471

Q3 Do you know that the Practice Nurse can do the following?

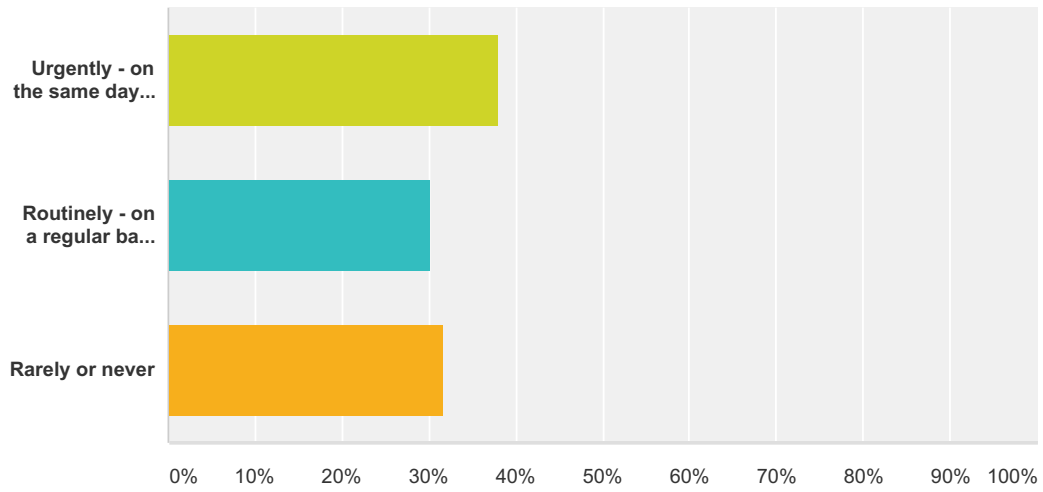
Answered: 473 Skipped: 8



	Yes	No	Total Respondents
Asthma Reviews	53.61% 245	46.61% 213	457
Family Planning	66.15% 297	34.08% 153	449
Chronic Obstructive Pulmonary Disease Reviews (COPD)	29.25% 129	70.75% 312	441
Leg Ulcer Management	39.13% 171	60.87% 266	437
Smoking Cessation	63.04% 278	37.64% 166	441
Health Checks	76.96% 354	23.26% 107	460
Wound Dressing	79.47% 360	20.75% 94	453
Suture Removal	65.60% 288	34.85% 153	439

Q4 In general, do you need to see a doctor...

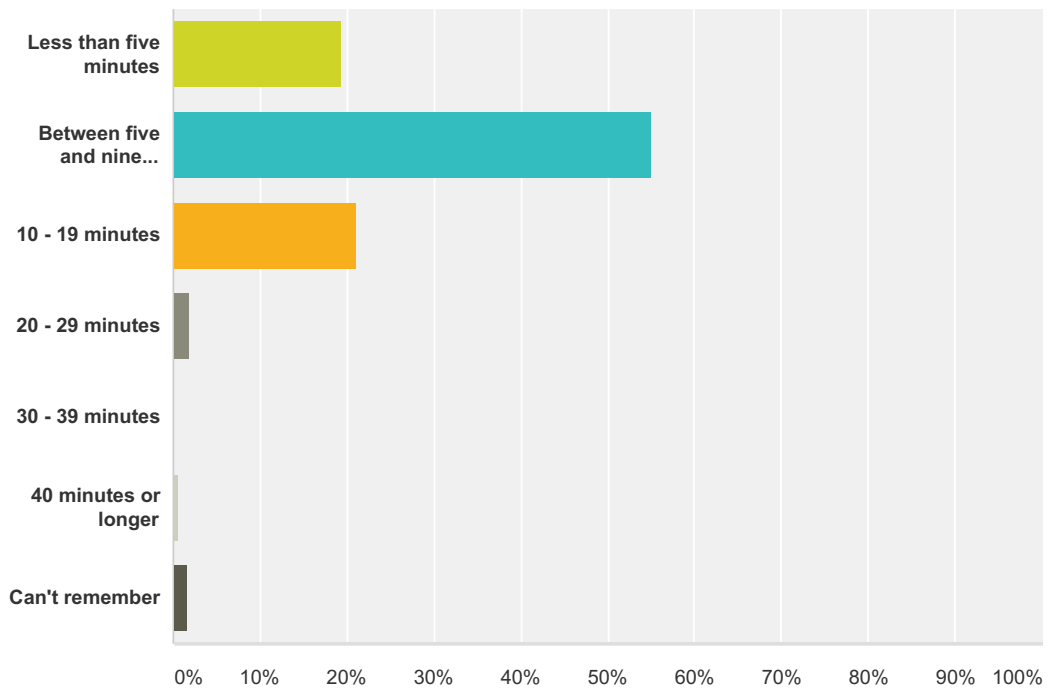
Answered: 472 Skipped: 9



Answer Choices	Responses
Urgently - on the same day or as soon as possible	37.92% 179
Routinely - on a regular basis booked in advance	30.30% 143
Rarely or never	31.78% 150
Total	472

Q5 When you last visited the practice, how much time did you spend with the doctor?

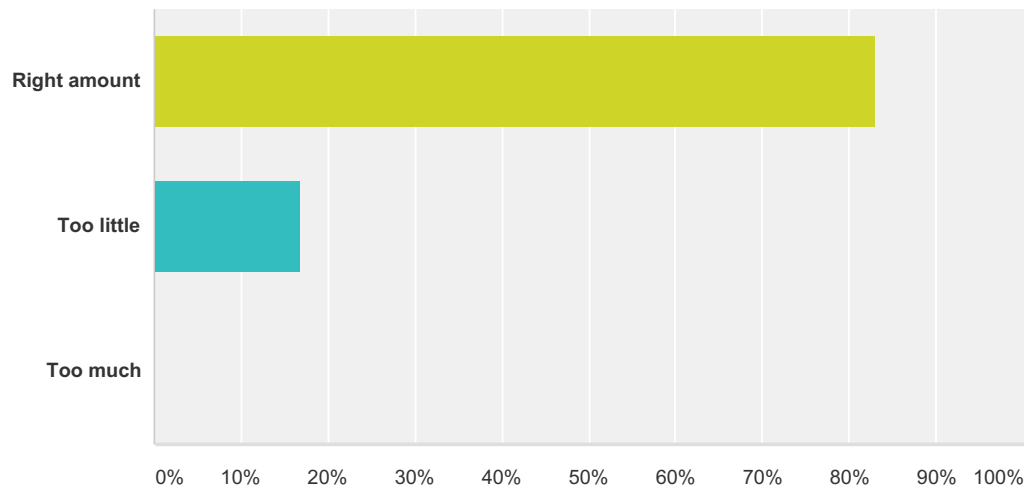
Answered: 474 Skipped: 7



Answer Choices	Responses
Less than five minutes	19.41% 92
Between five and nine minutes	55.06% 261
10 - 19 minutes	21.10% 100
20 - 29 minutes	1.90% 9
30 - 39 minutes	0.21% 1
40 minutes or longer	0.63% 3
Can't remember	1.69% 8
Total	474

Q6 In your opinion was this the right amount of time?

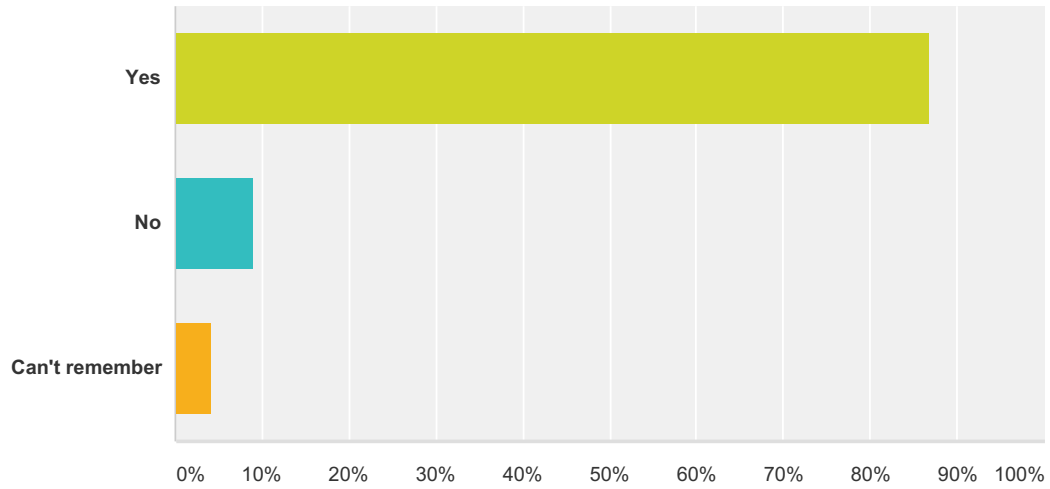
Answered: 472 Skipped: 9



Answer Choices	Responses
Right amount	83.05% 392
Too little	16.95% 80
Too much	0.00% 0
Total	472

Q7 In the past 12 months have you been able to access a GP appointment in a reasonable amount of time to meet your needs?

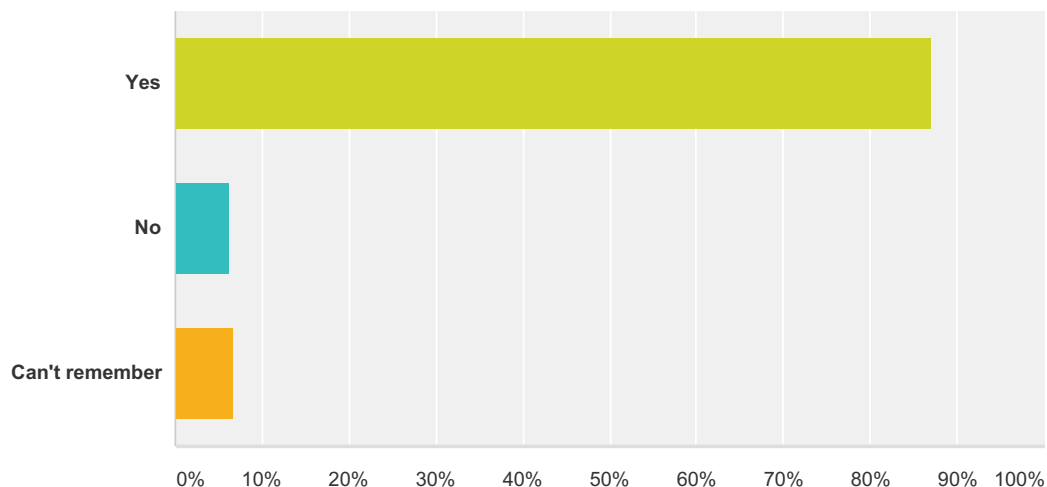
Answered: 469 Skipped: 12



Answer Choices	Responses
Yes	86.78% 407
No	8.96% 42
Can't remember	4.26% 20
Total	469

Q8 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.

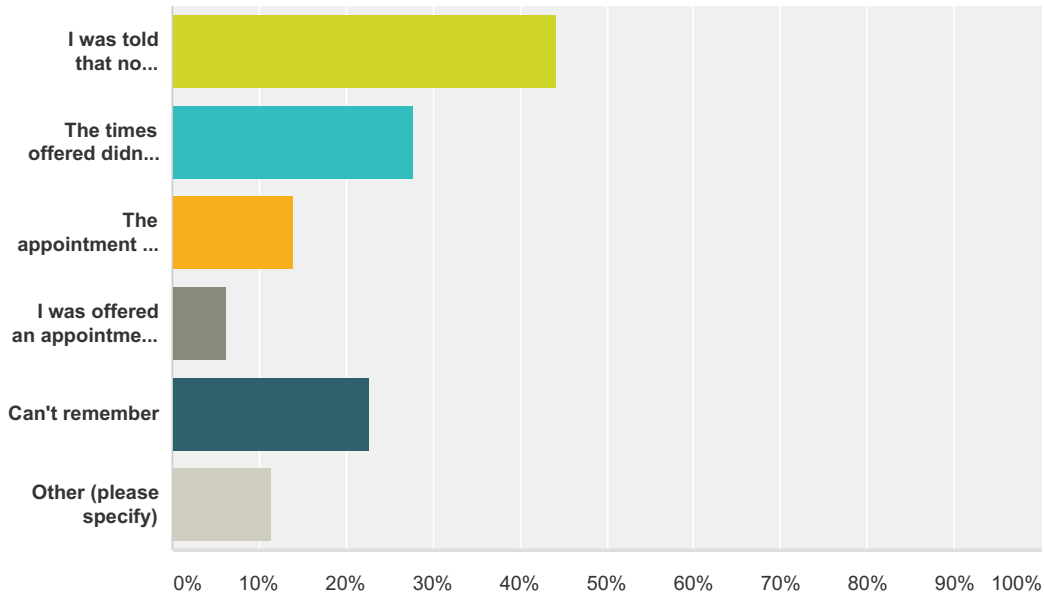
Answered: 404 Skipped: 77



Answer Choices	Responses
Yes	87.13% 352
No	6.19% 25
Can't remember	6.68% 27
Total	404

Q9 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.

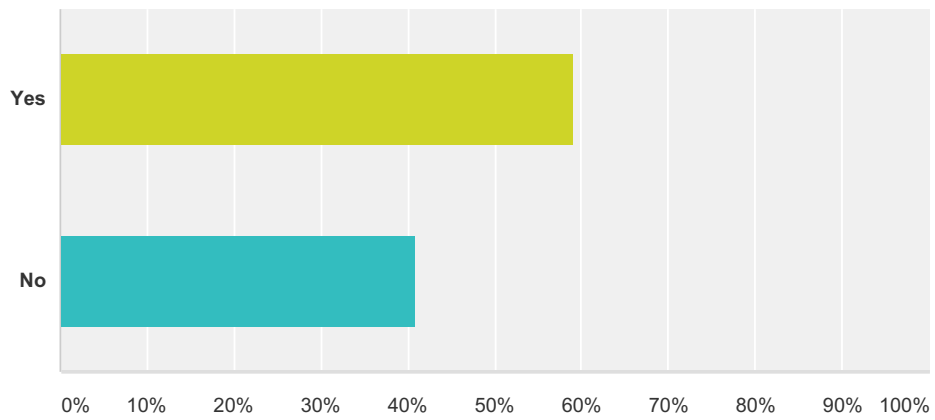
Answered: 79 Skipped: 402



Answer Choices	Responses
I was told that no appointments were available	44.30% 35
The times offered didn't suit me	27.85% 22
The appointment was with a doctor who I didn't want to see	13.92% 11
I was offered an appointment at a different branch of this practice	6.33% 5
Can't remember	22.78% 18
Other (please specify)	11.39% 9
Total Respondents: 79	

Q10 Is there a particular doctor who you prefer to see at the practice?

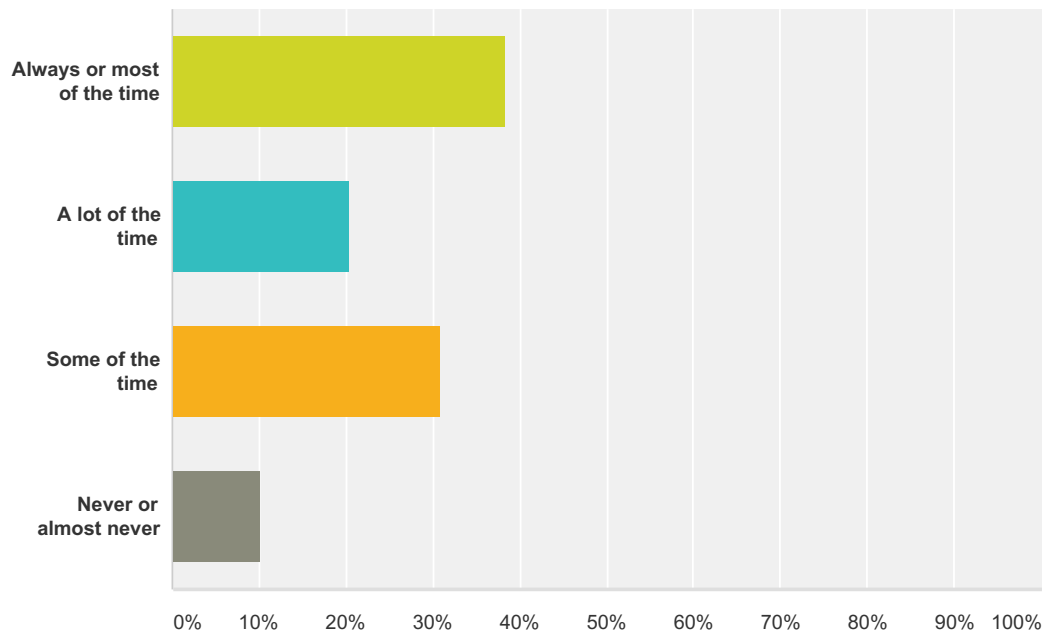
Answered: 444 Skipped: 37



Answer Choices	Responses
Yes	59.01% 262
No	40.99% 182
Total	444

Q11 How often do you see the doctor you prefer?

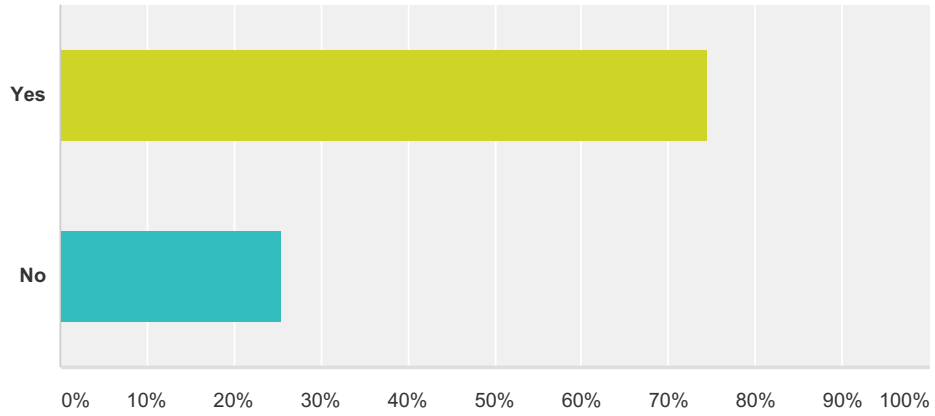
Answered: 407 Skipped: 74



Answer Choices	Responses	
Always or most of the time	38.33%	156
A lot of the time	20.39%	83
Some of the time	30.96%	126
Never or almost never	10.32%	42
Total		407

Q12 For continuity of care we promote staying with one doctor for your care - is this easy for you to do?

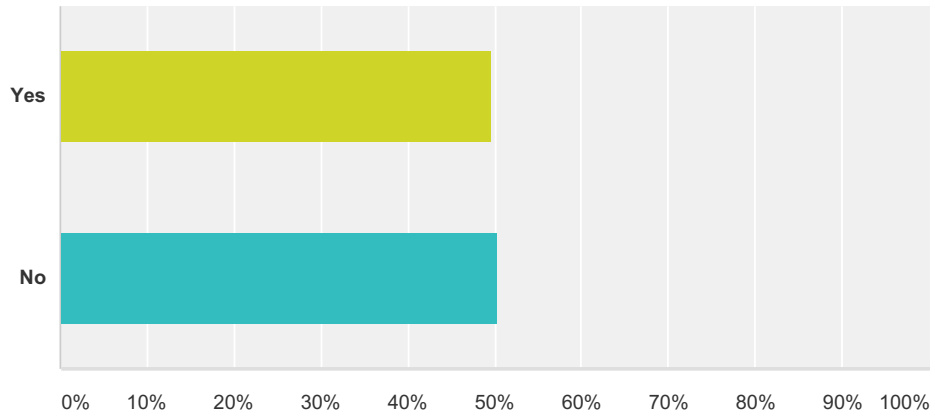
Answered: 436 Skipped: 45



Answer Choices	Responses	
Yes	74.54%	325
No	25.46%	111
Total		436

Q13 Were you aware that we offer Monday evening and Saturday morning appointments bookable in advance at the main surgery?

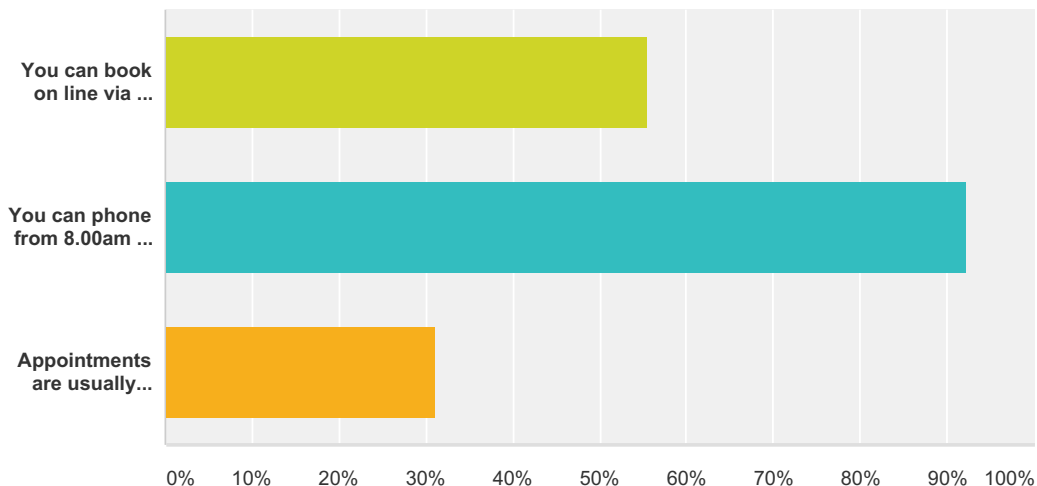
Answered: 443 Skipped: 38



Answer Choices	Responses
Yes	49.66% 220
No	50.34% 223
Total	443

Q14 We have increased the ways you can book appointments and cancel appointments; are you aware ...

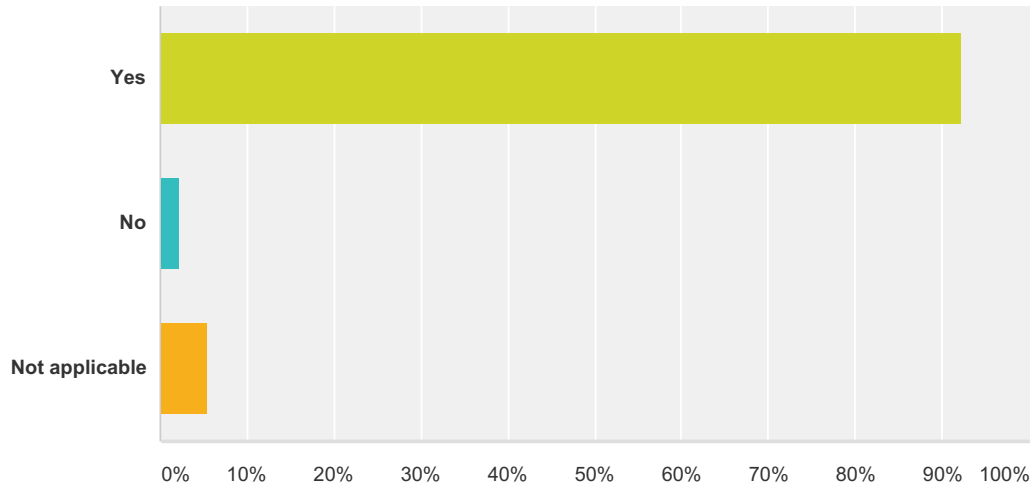
Answered: 409 Skipped: 72



Answer Choices	Responses
You can book on line via our website once you have set up your details	55.50% 227
You can phone from 8.00am - 6.00pm Monday to Friday	92.18% 377
Appointments are usually bookable several months in advance	31.05% 127
Total Respondents: 409	

Q15 We send text reminders for appointments (to those patients who have given us their mobile numbers and consent) do you find this useful?

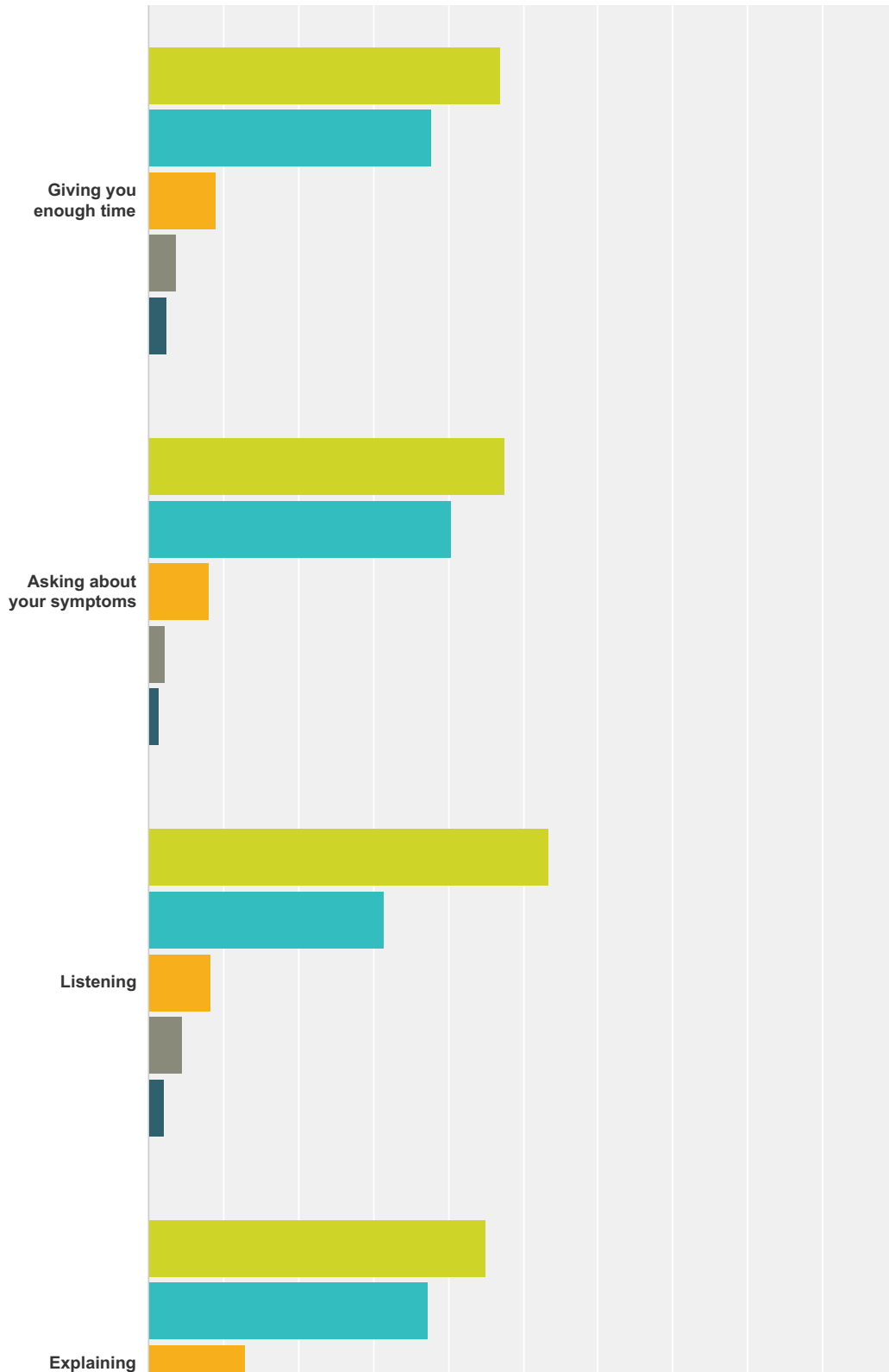
Answered: 446 Skipped: 35

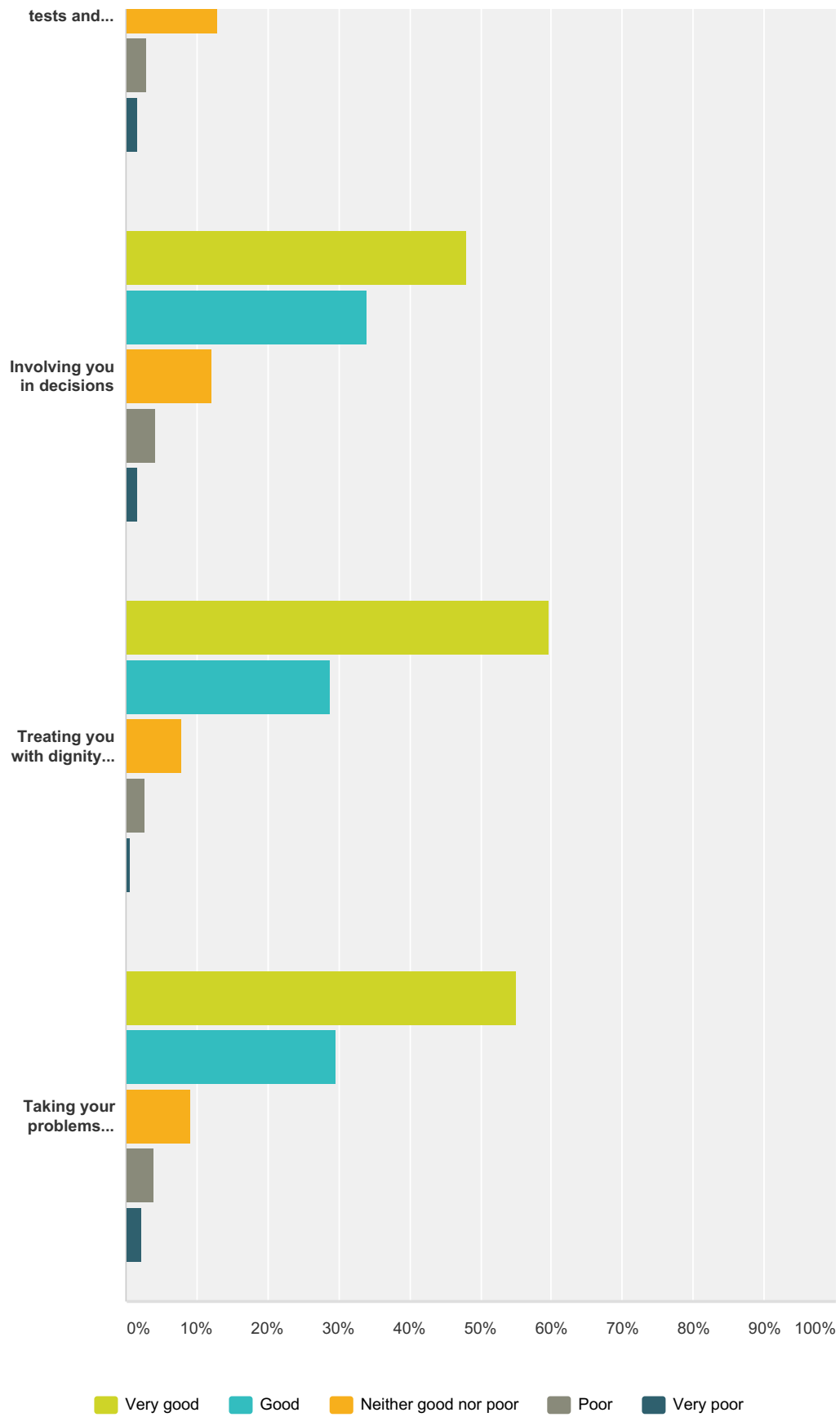


Answer Choices	Responses
Yes	92.38% 412
No	2.24% 10
Not applicable	5.38% 24
Total	446

Q16 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: 433 Skipped: 48



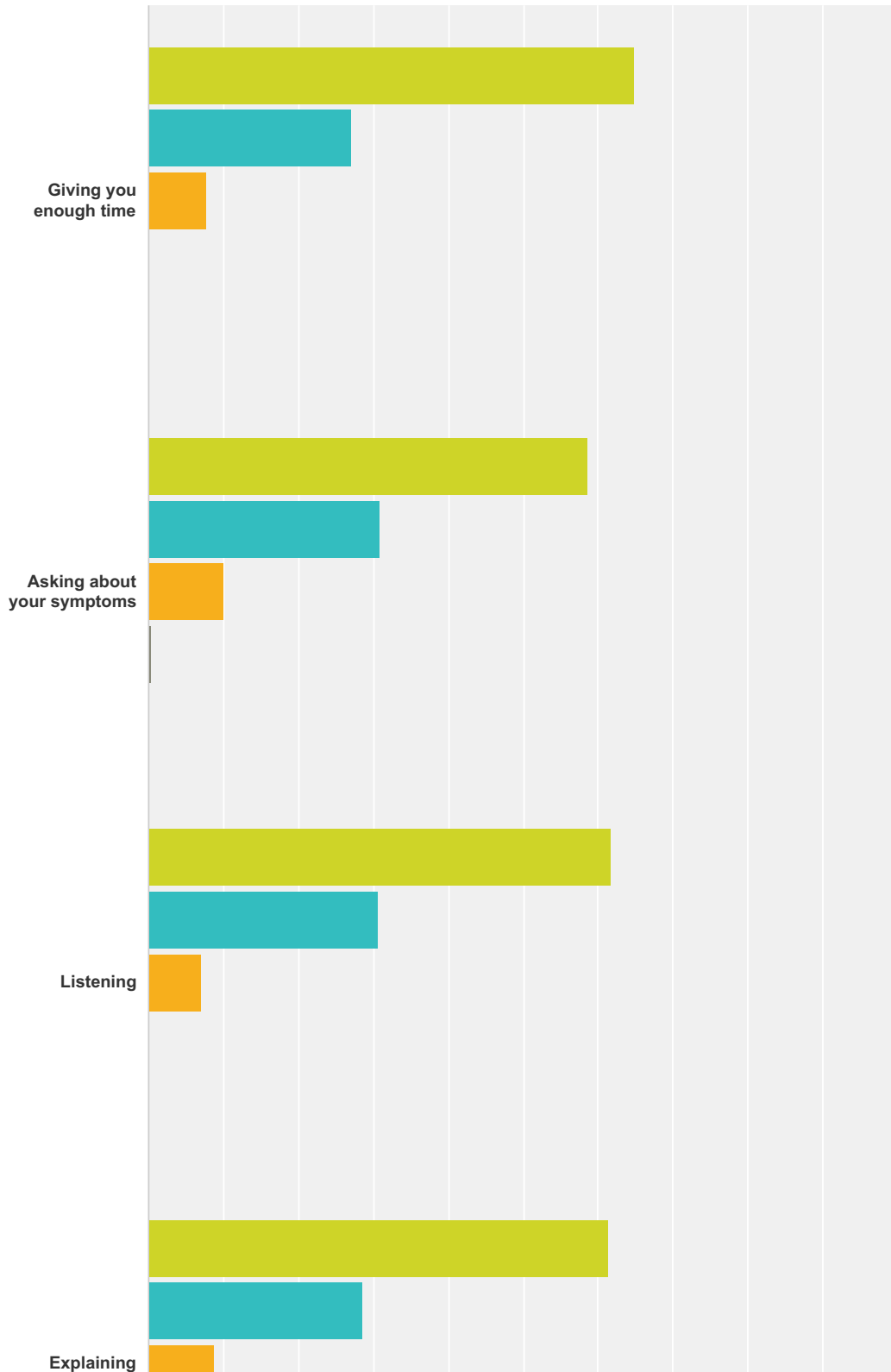


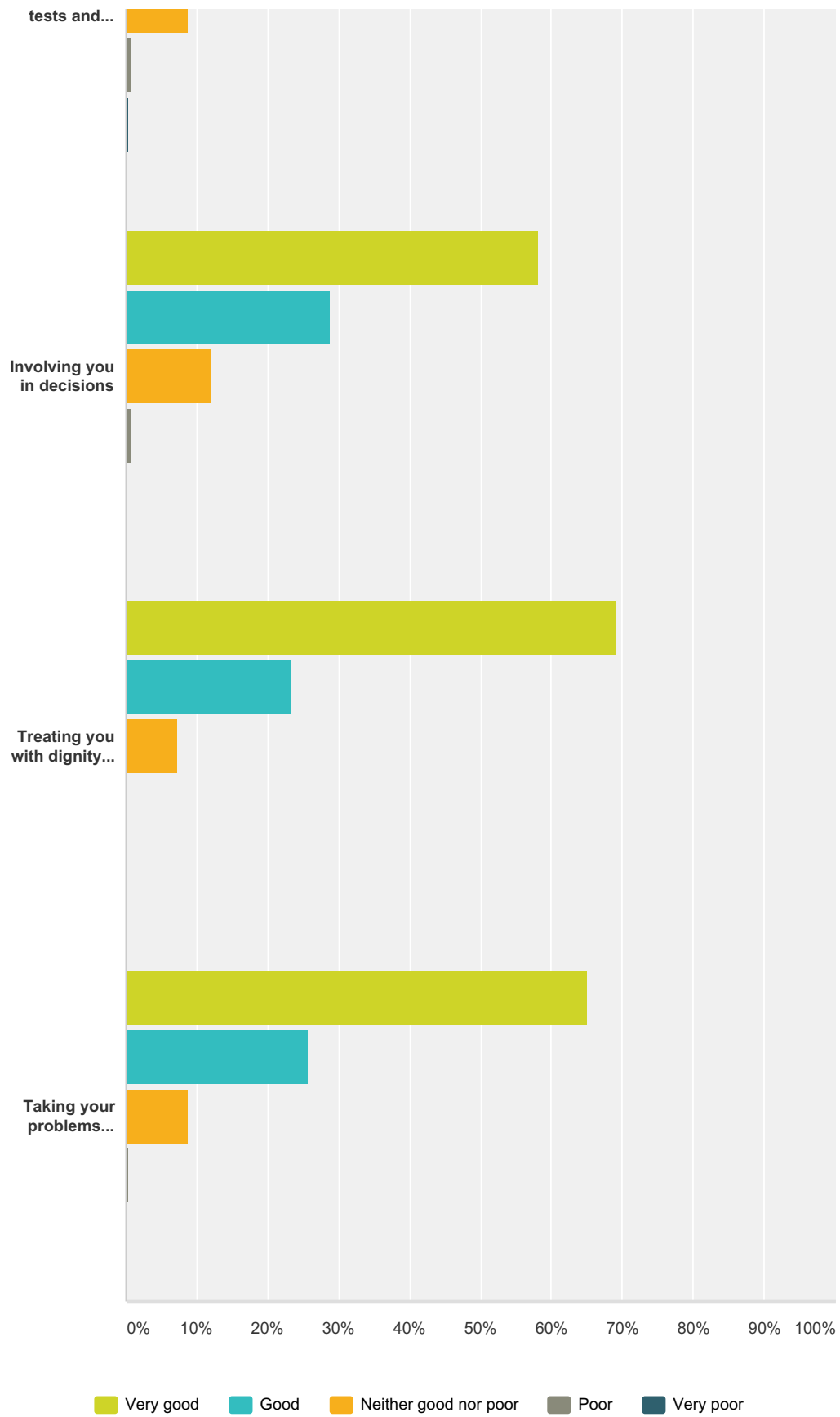
	Very good	Good	Neither good nor poor	Poor	Very poor	Total
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Giving you enough time	46.88% 203	37.88% 164	9.01% 39	3.70% 16	2.54% 11	433
Asking about your symptoms	47.67% 205	40.47% 174	8.14% 35	2.33% 10	1.40% 6	430
Listening	53.38% 229	31.47% 135	8.39% 36	4.66% 20	2.10% 9	429
Explaining tests and treatments	45.11% 189	37.47% 157	12.89% 54	2.86% 12	1.67% 7	419
Involving you in decisions	47.98% 202	33.97% 143	12.11% 51	4.28% 18	1.66% 7	421
Treating you with dignity and respect	59.77% 257	28.84% 124	7.91% 34	2.79% 12	0.70% 3	430
Taking your problems seriously	55.01% 236	29.60% 127	9.09% 39	3.96% 17	2.33% 10	429

Q17 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: 401 Skipped: 80



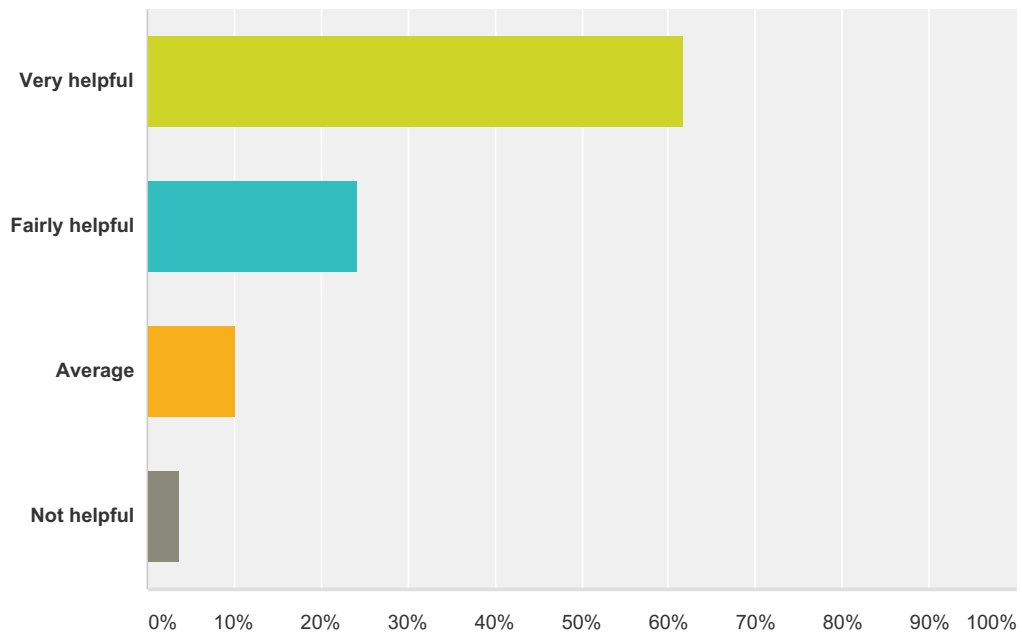


	Very good	Good	Neither good nor poor	Poor	Very poor	Total
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Giving you enough time	64.84% 260	27.18% 109	7.73% 31	0.00% 0	0.25% 1	401
Asking about your symptoms	58.67% 230	30.87% 121	9.95% 39	0.51% 2	0.00% 0	392
Listening	61.71% 245	30.73% 122	7.05% 28	0.25% 1	0.25% 1	397
Explaining tests and treatments	61.36% 243	28.54% 113	8.84% 35	0.76% 3	0.51% 2	396
Involving you in decisions	58.21% 227	28.72% 112	12.05% 47	0.77% 3	0.26% 1	390
Treating you with dignity and respect	69.10% 275	23.37% 93	7.29% 29	0.25% 1	0.00% 0	398
Taking your problems seriously	65.22% 255	25.58% 100	8.70% 34	0.51% 2	0.00% 0	391

Q18 How helpful do you find the receptionists at the practice?

Answered: 430 Skipped: 51



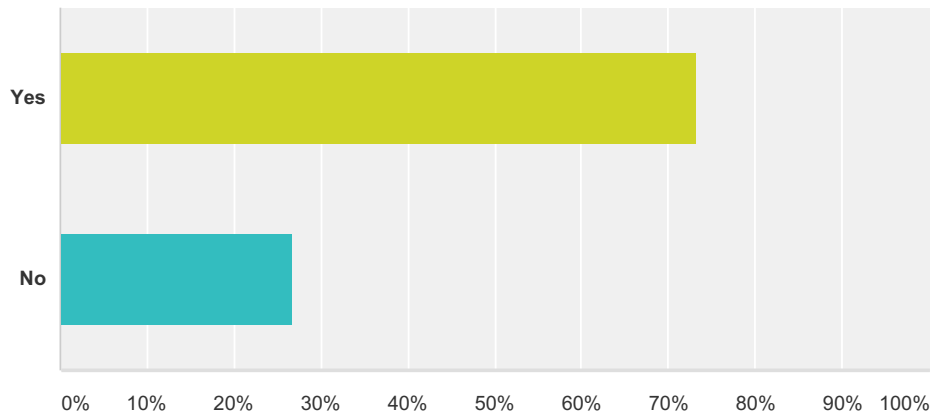
Answer Choices	Responses	
Very helpful	61.86%	266
Fairly helpful	24.19%	104
Average	10.23%	44
Not helpful	3.72%	16
Total		430

Q19 If we could improve the service you receive from our reception staff what would it be?

Answered: 165 Skipped: 316

Q20 Would you like to be able to have appointments or talk to your Doctor from 8.00am - 8.00pm 7 days a week?

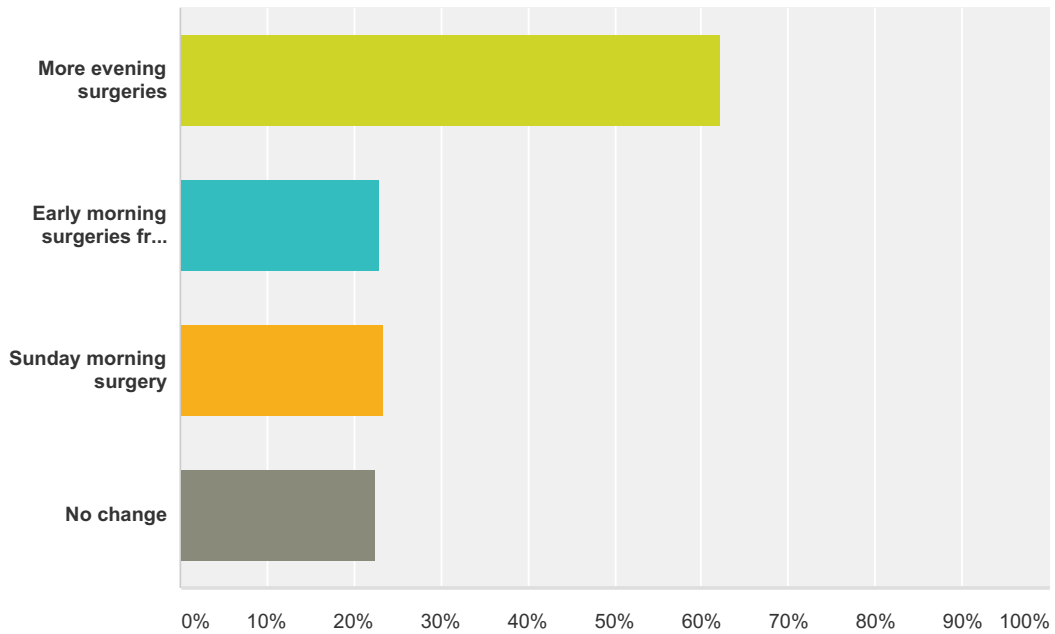
Answered: 415 Skipped: 66



Answer Choices	Responses
Yes	73.25% 304
No	26.75% 111
Total	415

Q21 If we weren't open as long as this; what could we offer to help you access your GP more easily?

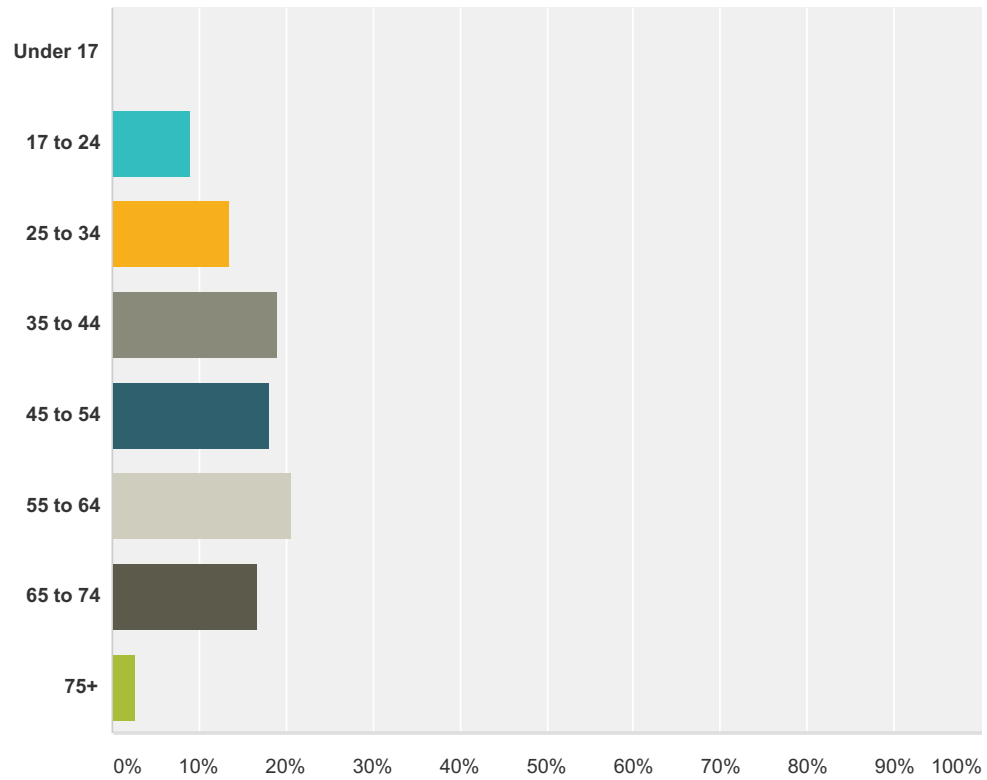
Answered: 424 Skipped: 57



Answer Choices	Responses
More evening surgeries	62.26% 264
Early morning surgeries from 7.00am	22.88% 97
Sunday morning surgery	23.35% 99
No change	22.64% 96
Total Respondents: 424	

Q22 What is your age?

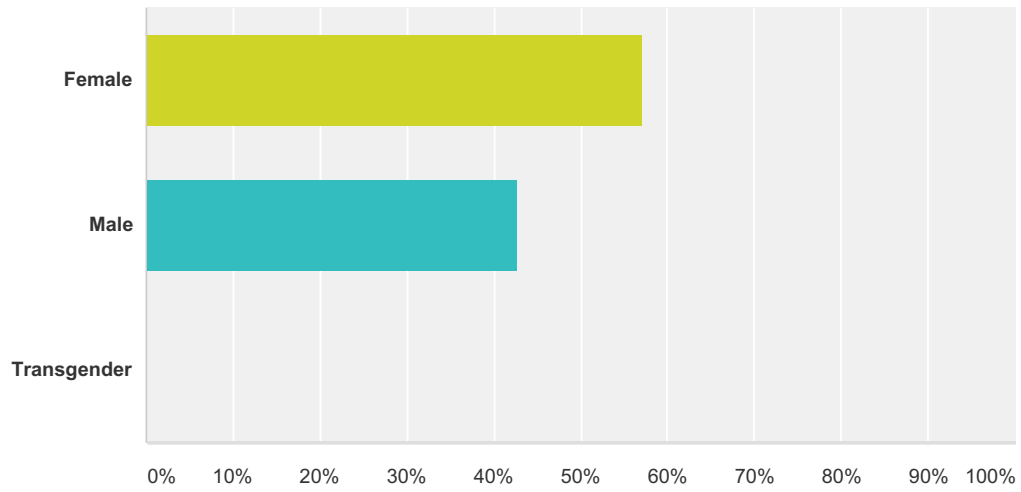
Answered: 430 Skipped: 51



Answer Choices	Responses
Under 17	0.00% 0
17 to 24	9.07% 39
25 to 34	13.49% 58
35 to 44	19.07% 82
45 to 54	18.14% 78
55 to 64	20.70% 89
65 to 74	16.74% 72
75+	2.79% 12
Total	430

Q23 What is your gender?

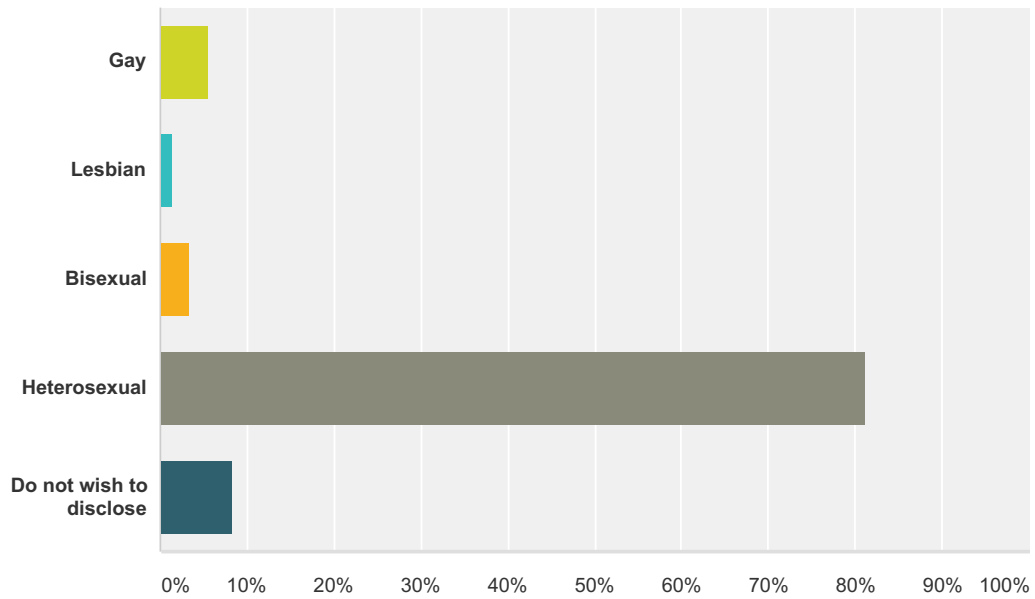
Answered: 428 Skipped: 53



Answer Choices	Responses
Female	57.24% 245
Male	42.76% 183
Transgender	0.00% 0
Total	428

Q24 Sexual Orientation?

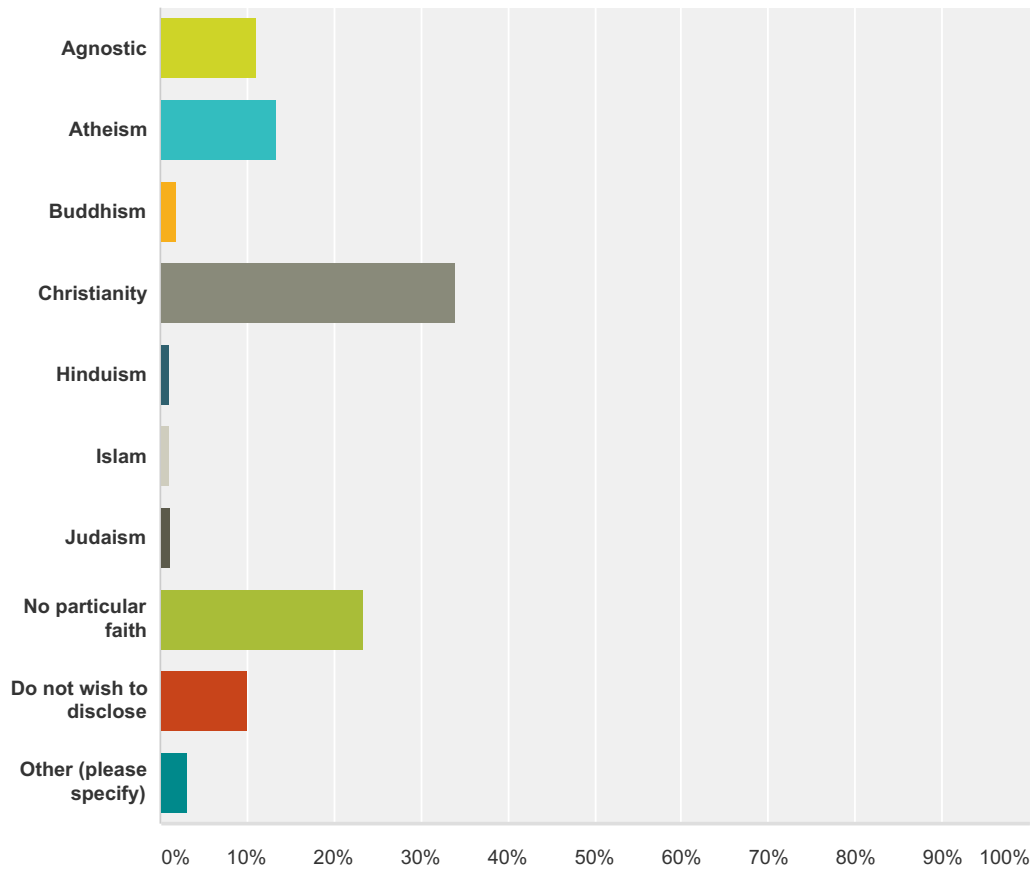
Answered: 421 Skipped: 60



Answer Choices	Responses	Count
Gay	5.70%	24
Lesbian	1.43%	6
Bisexual	3.33%	14
Heterosexual	81.24%	342
Do not wish to disclose	8.31%	35
Total		421

Q25 Religion/Belief?

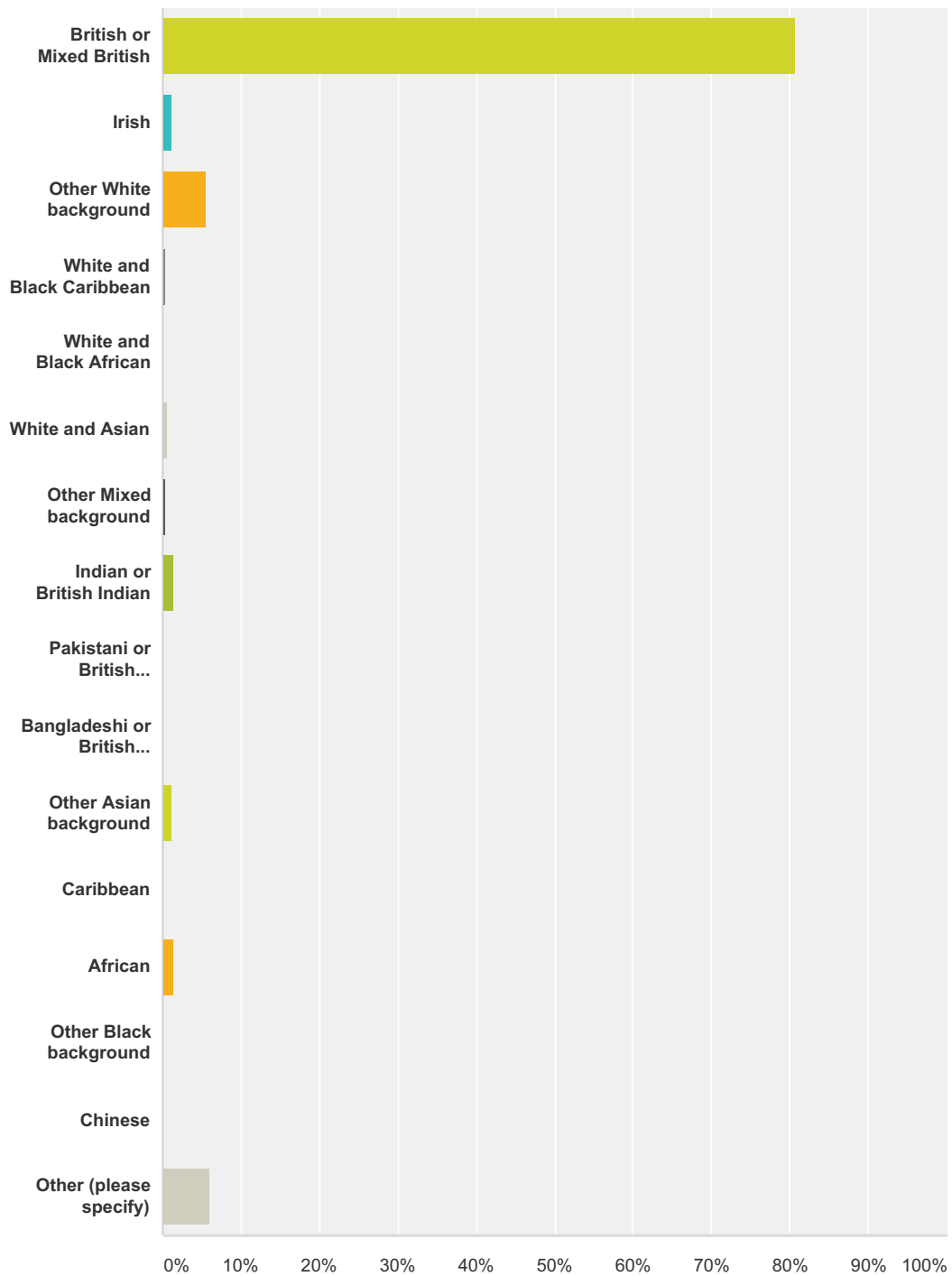
Answered: 422 Skipped: 59



Answer Choices	Responses
Agnostic	11.14% 47
Atheism	13.27% 56
Buddhism	1.90% 8
Christianity	34.12% 144
Hinduism	0.95% 4
Islam	0.95% 4
Judaism	1.18% 5
No particular faith	23.46% 99
Do not wish to disclose	9.95% 42
Other (please specify)	3.08% 13
Total	422

Q26 Which ethnic background do you represent?

Answered: 428 Skipped: 53



Answer Choices	Responses
British or Mixed British	80.84% 346
Irish	1.17% 5

Other White background	5.61%	24
White and Black Caribbean	0.47%	2
White and Black African	0.23%	1
White and Asian	0.70%	3
Other Mixed background	0.47%	2
Indian or British Indian	1.40%	6
Pakistani or British Pakistani	0.23%	1
Bangladeshi or British Bangladeshi	0.00%	0
Other Asian background	1.17%	5
Caribbean	0.00%	0
African	1.40%	6
Other Black background	0.00%	0
Chinese	0.23%	1
Other (please specify)	6.07%	26
Total		428