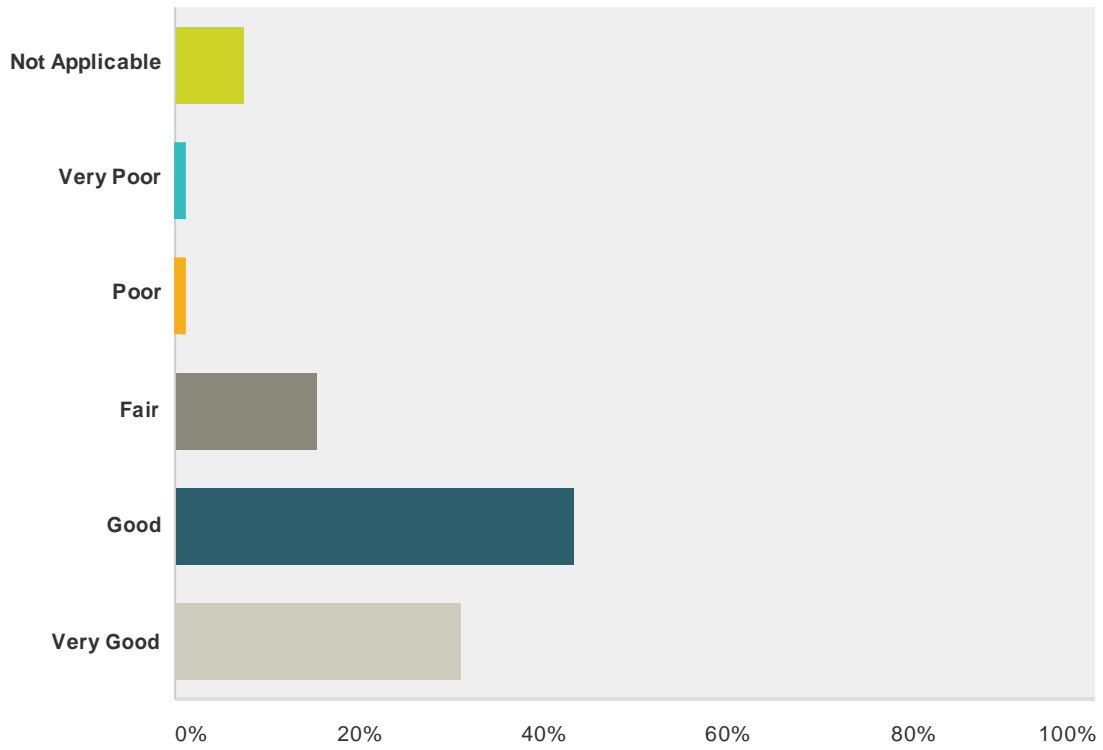


Q1 Speed at which the telephone was answered

Answered: 161 Skipped: 0

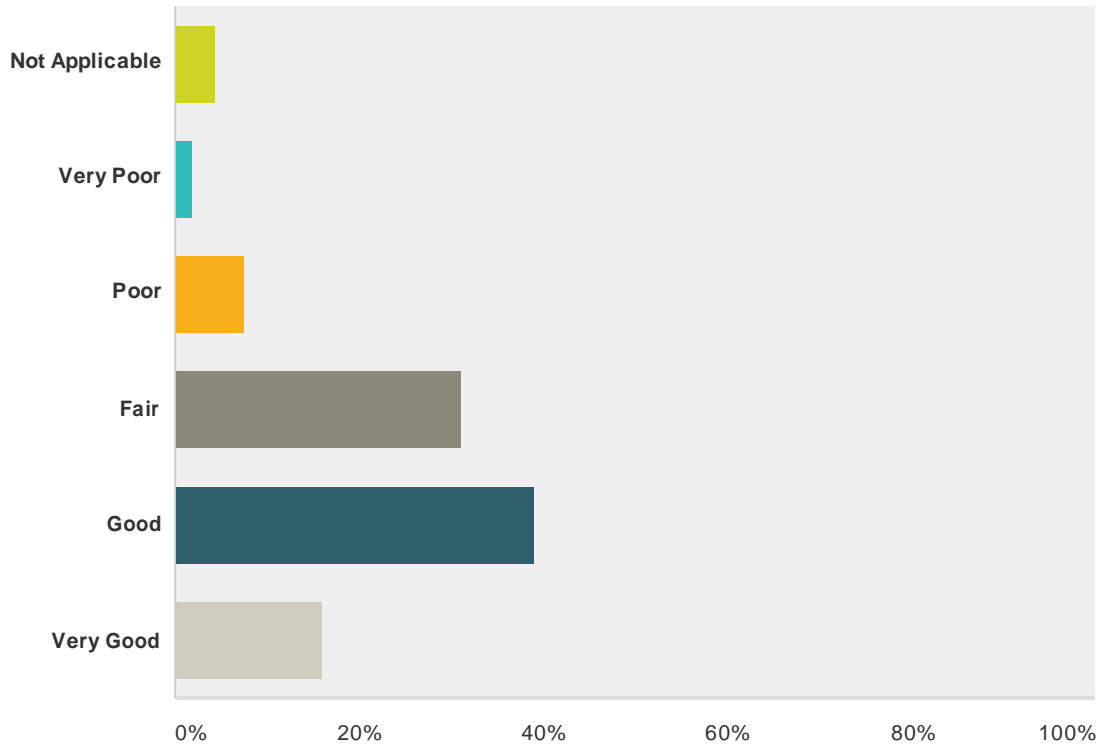


Answer Choices	Responses
Not Applicable	7.45% 12
Very Poor	1.24% 2
Poor	1.24% 2
Fair	15.53% 25
Good	43.48% 70
Very Good	31.06% 50
Total	161

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
Local Patient Satisfaction Survey

Q2 Time from booking until your appointment for non-emergencies

Answered: 161 Skipped: 0

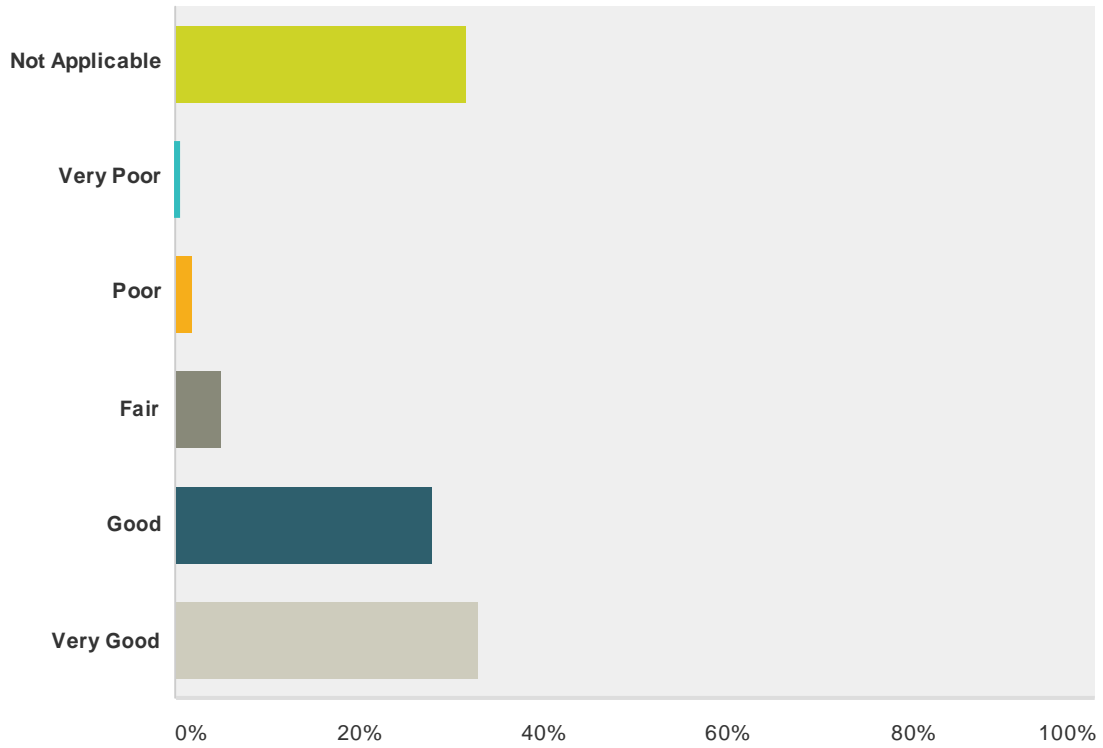


Answer Choices	Responses
Not Applicable	4.35% 7
Very Poor	1.86% 3
Poor	7.45% 12
Fair	31.06% 50
Good	39.13% 63
Very Good	16.15% 26
Total	161

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
Local Patient Satisfaction Survey

Q3 Was emergency appointment available if necessary

Answered: 161 Skipped: 0

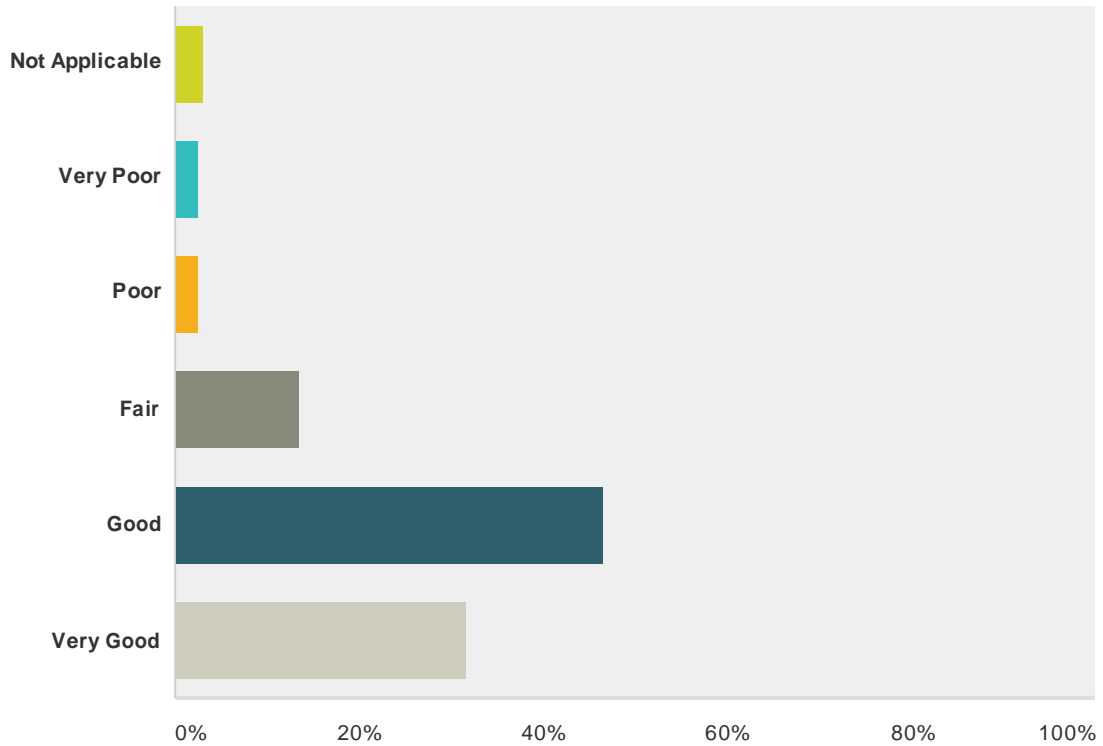


Answer Choices	Responses
Not Applicable	31.68% 51
Very Poor	0.62% 1
Poor	1.86% 3
Fair	4.97% 8
Good	27.95% 45
Very Good	32.92% 53
Total	161

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
Local Patient Satisfaction Survey

Q4 Convenience of day and time of your appointment

Answered: 161 Skipped: 0

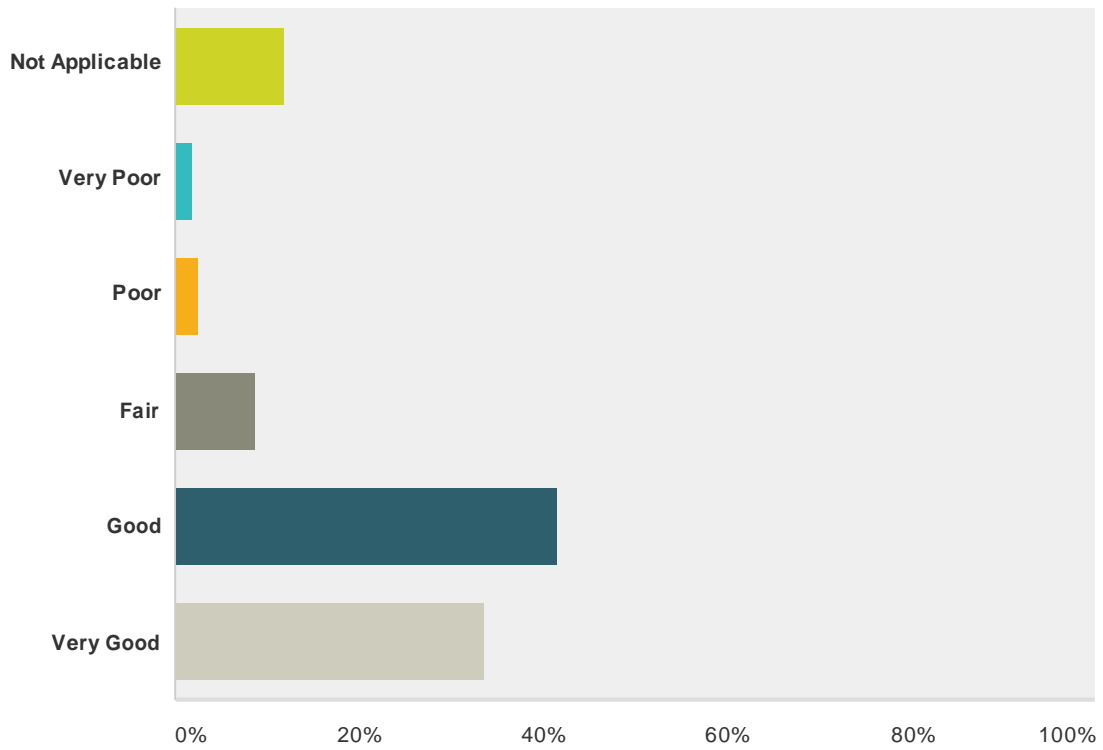


Answer Choices	Responses
Not Applicable	3.11% 5
Very Poor	2.48% 4
Poor	2.48% 4
Fair	13.66% 22
Good	46.58% 75
Very Good	31.68% 51
Total	161

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
Local Patient Satisfaction Survey

Q5 Seeing the clinician of your choice

Answered: 161 Skipped: 0

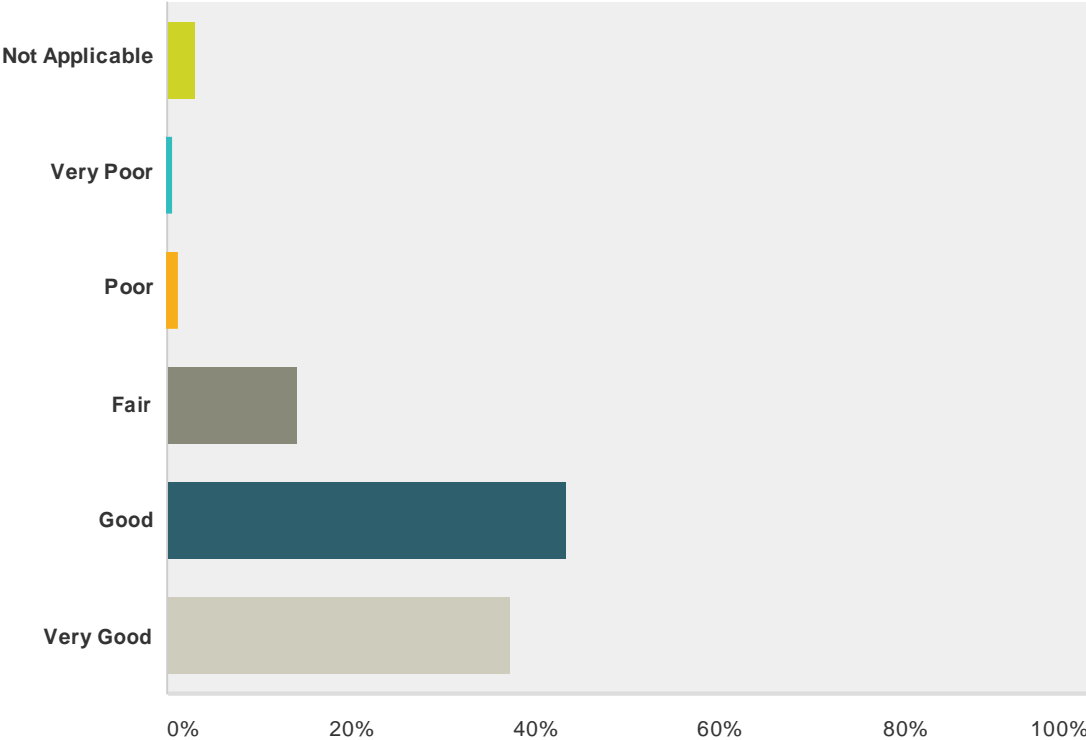


Answer Choices	Responses
Not Applicable	11.80% 19
Very Poor	1.86% 3
Poor	2.48% 4
Fair	8.70% 14
Good	41.61% 67
Very Good	33.54% 54
Total	161

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Q6 Time waiting to check in with Reception

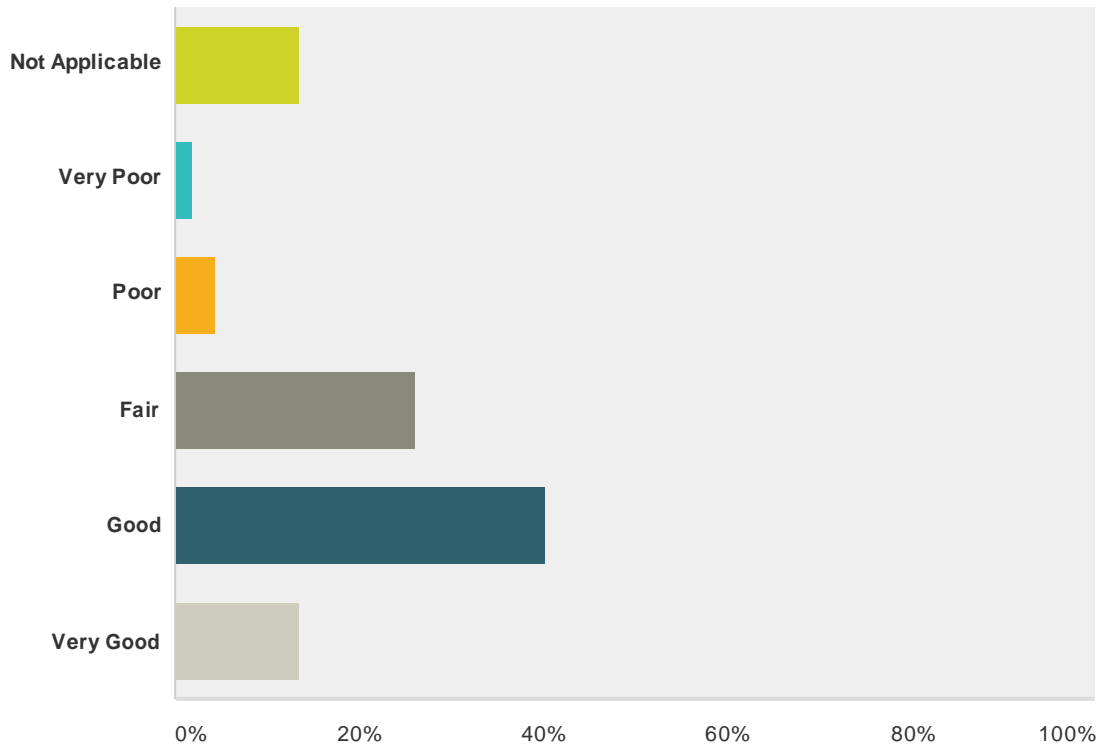
Answered: 161 Skipped: 0



Answer Choices	Responses
Not Applicable	3.11% 5
Very Poor	0.62% 1
Poor	1.24% 2
Fair	14.29% 23
Good	43.48% 70
Very Good	37.27% 60
Total	161

Q7 Time waiting from your given appointment time for your non-emergency appointment

Answered: 161 Skipped: 0

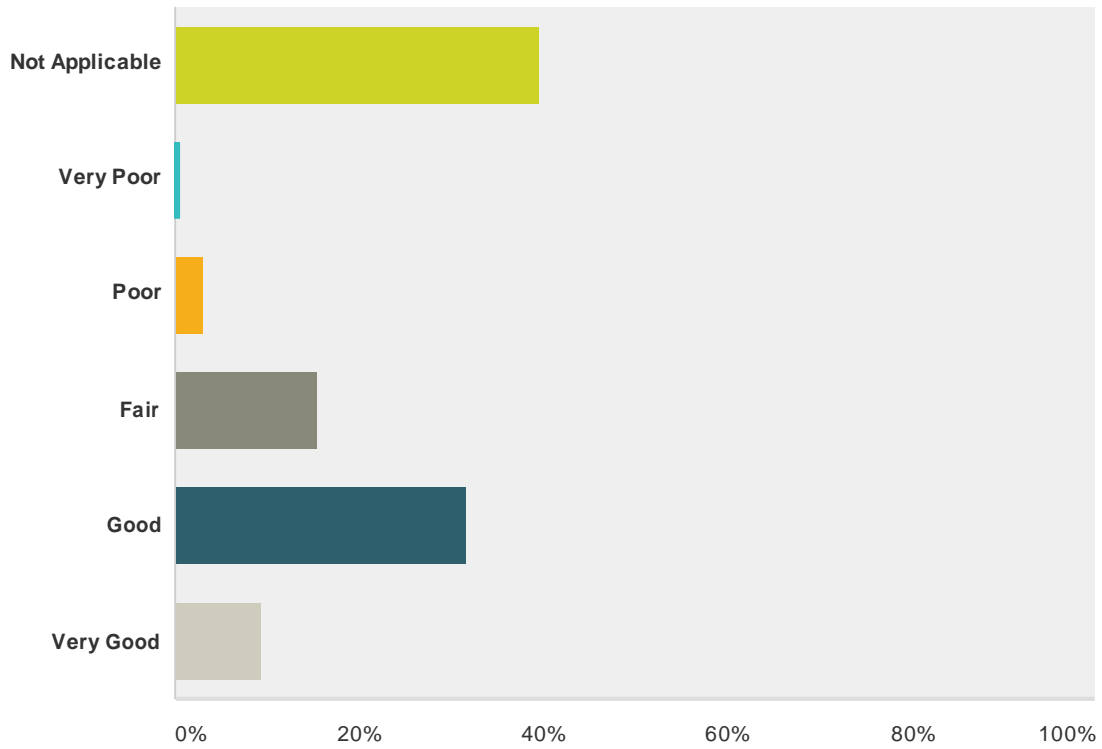


Answer Choices	Responses
Not Applicable	13.66% 22
Very Poor	1.86% 3
Poor	4.35% 7
Fair	26.09% 42
Good	40.37% 65
Very Good	13.66% 22
Total	161

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
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**Q8 Time waiting from your given
appointment time for your emergency
appointment**

Answered: 161 Skipped: 0

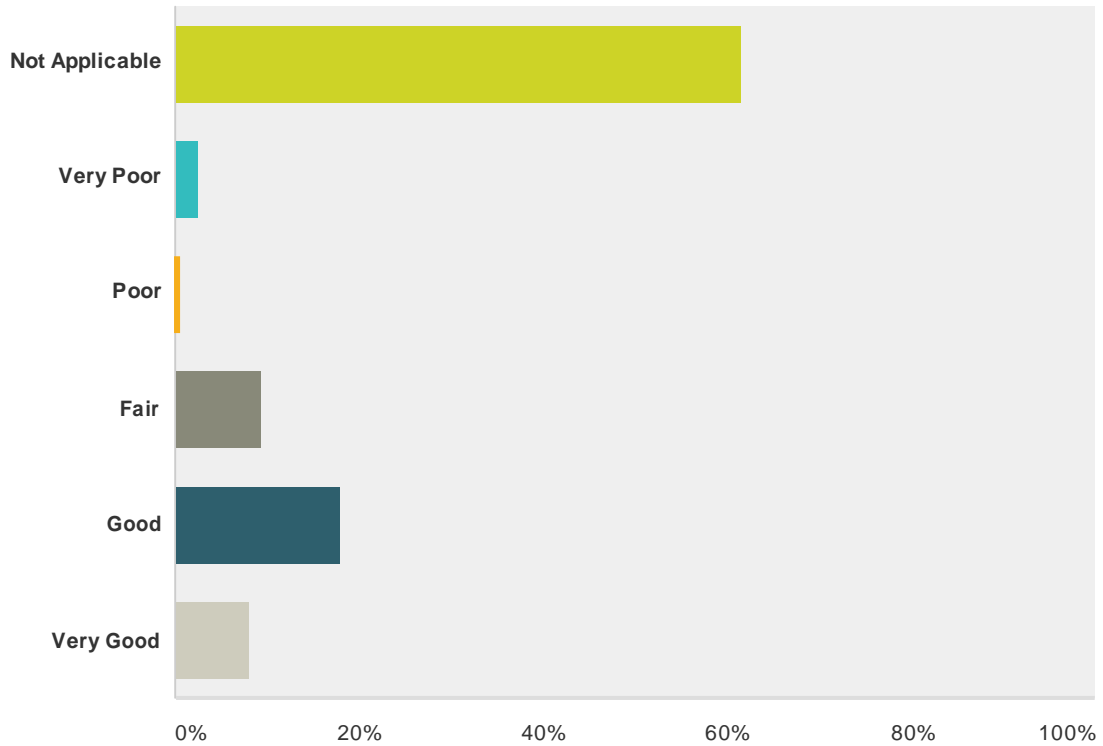


Answer Choices	Responses	
Not Applicable	39.75%	64
Very Poor	0.62%	1
Poor	3.11%	5
Fair	15.53%	25
Good	31.68%	51
Very Good	9.32%	15
Total		161

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
Local Patient Satisfaction Survey

**Q9 Opportunity for a Doctor or Nurse to
phone you back when requested**

Answered: 161 Skipped: 0

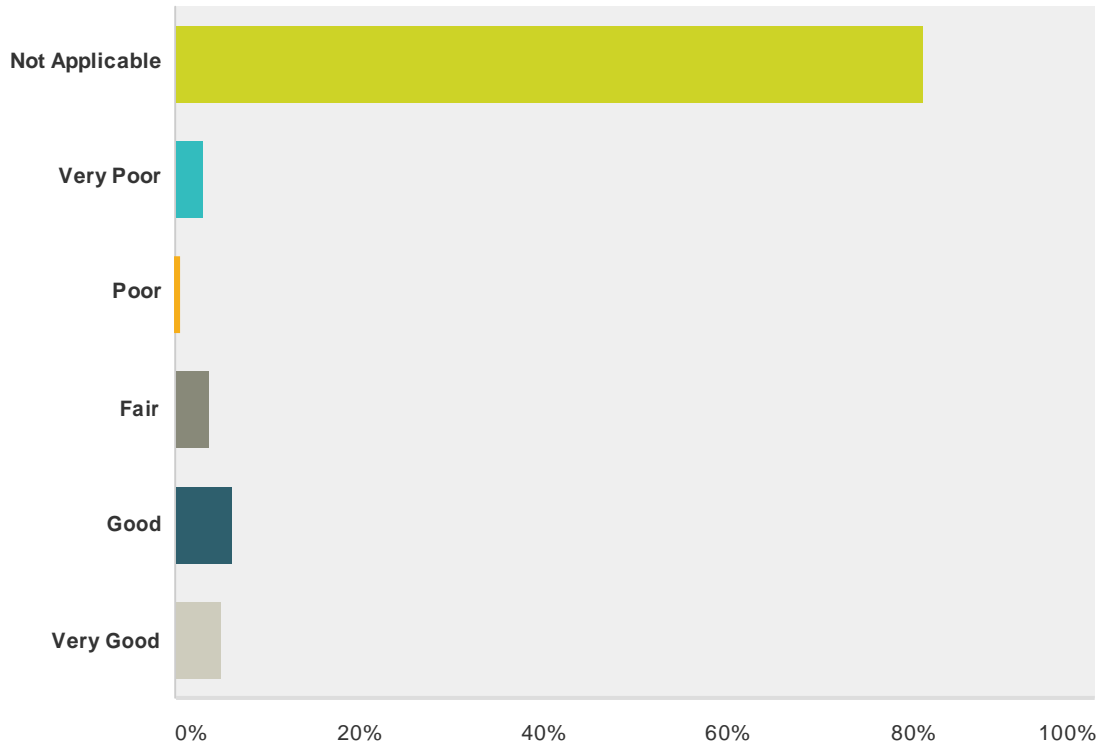


Answer Choices	Responses
Not Applicable	61.49% 99
Very Poor	2.48% 4
Poor	0.62% 1
Fair	9.32% 15
Good	18.01% 29
Very Good	8.07% 13
Total	161

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
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**Q10 Opportunity of obtaining a home visit
when needed**

Answered: 161 Skipped: 0

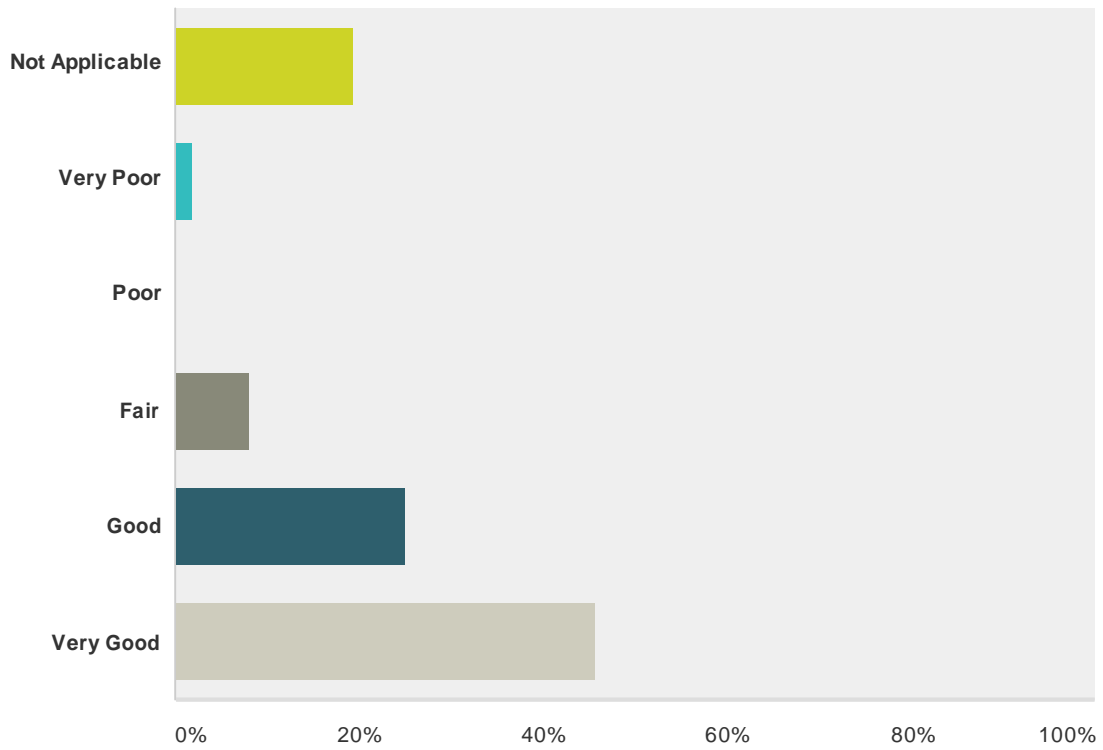


Answer Choices	Responses
Not Applicable	81.37% 131
Very Poor	3.11% 5
Poor	0.62% 1
Fair	3.73% 6
Good	6.21% 10
Very Good	4.97% 8
Total	161

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
Local Patient Satisfaction Survey

Q11 Prescription correctly issued

Answered: 160 Skipped: 1

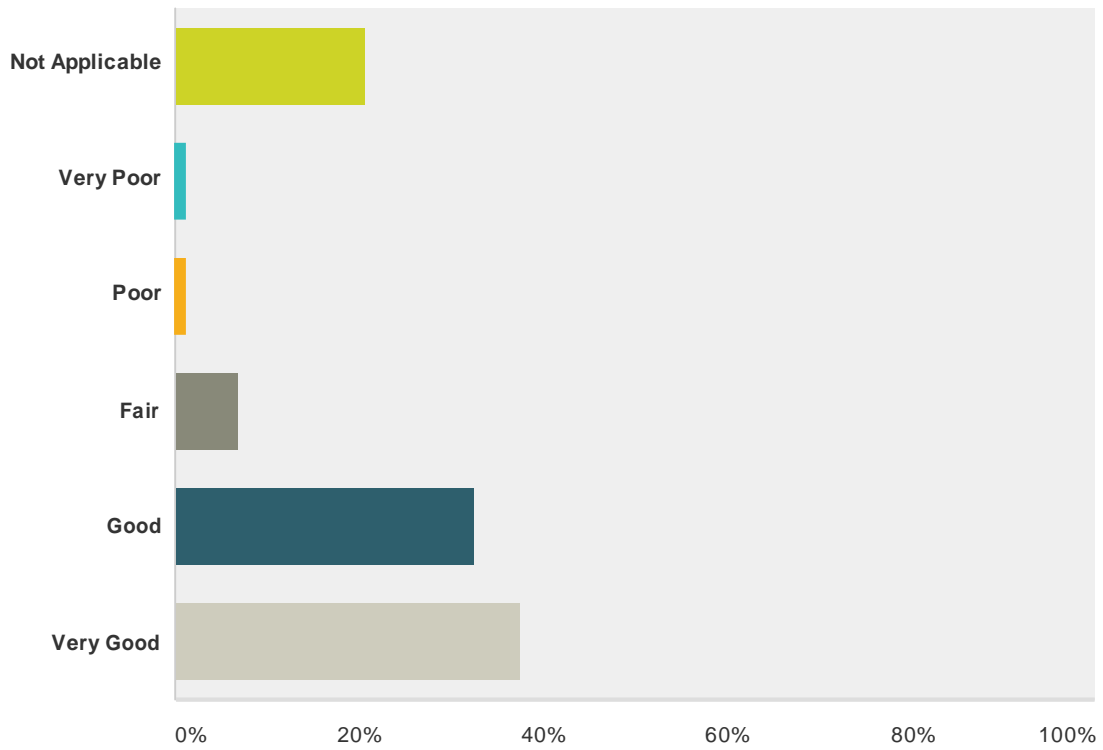


Answer Choices	Responses	
Not Applicable	19.38%	31
Very Poor	1.88%	3
Poor	0%	0
Fair	8.13%	13
Good	25%	40
Very Good	45.63%	73
Total		160

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Q12 Handling of any queries

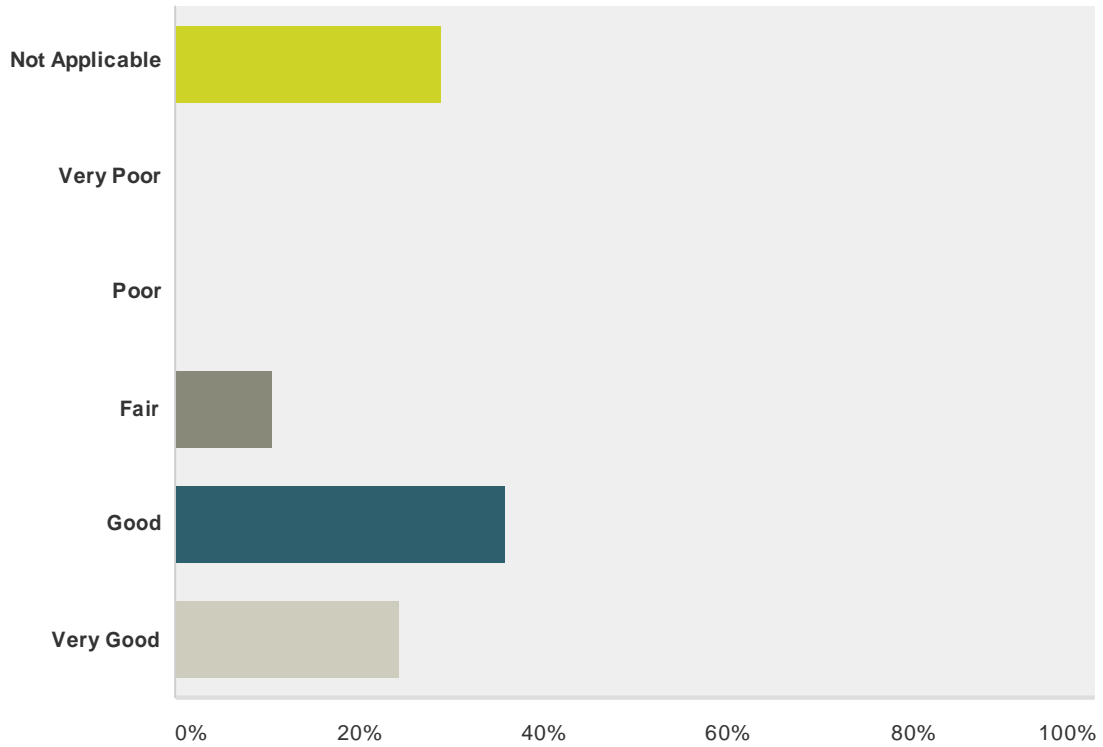
Answered: 160 Skipped: 1



Answer Choices	Responses
Not Applicable	20.63% 33
Very Poor	1.25% 2
Poor	1.25% 2
Fair	6.88% 11
Good	32.50% 52
Very Good	37.50% 60
Total	160

Q13 Information given about when to contact us for your results

Answered: 159 Skipped: 2

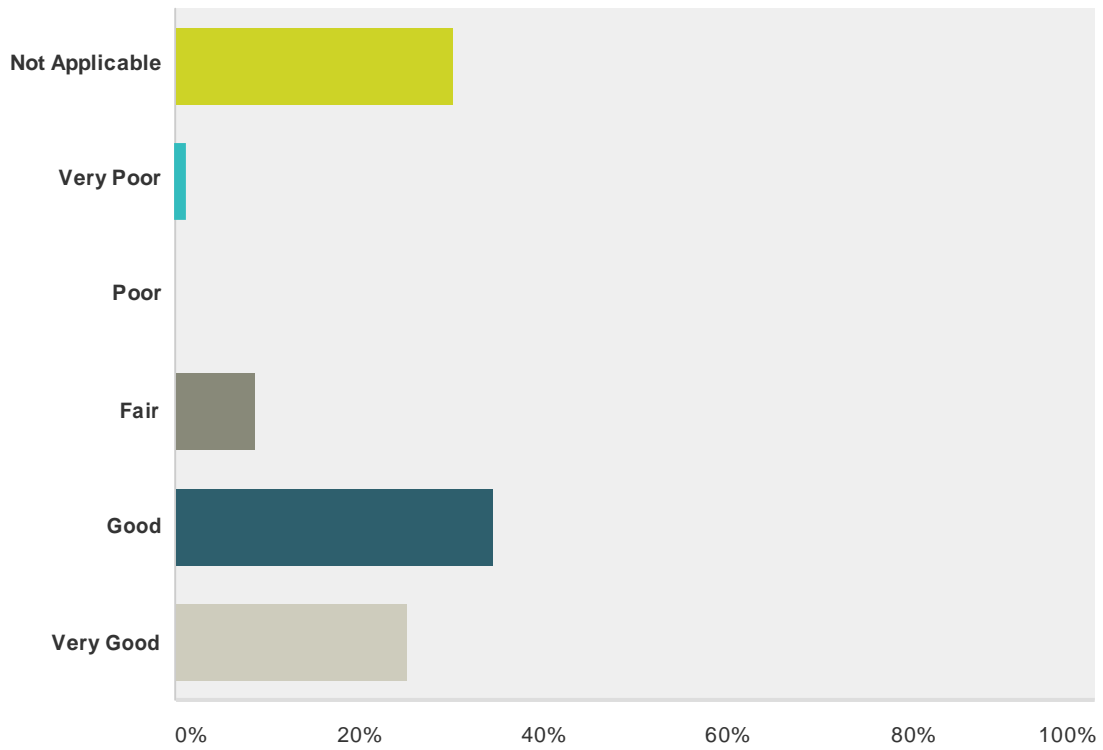


Answer Choices	Responses
Not Applicable	28.93% 46
Very Poor	0% 0
Poor	0% 0
Fair	10.69% 17
Good	35.85% 57
Very Good	24.53% 39
Total	159

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
Local Patient Satisfaction Survey

Q14 Results available when we said

Answered: 159 Skipped: 2

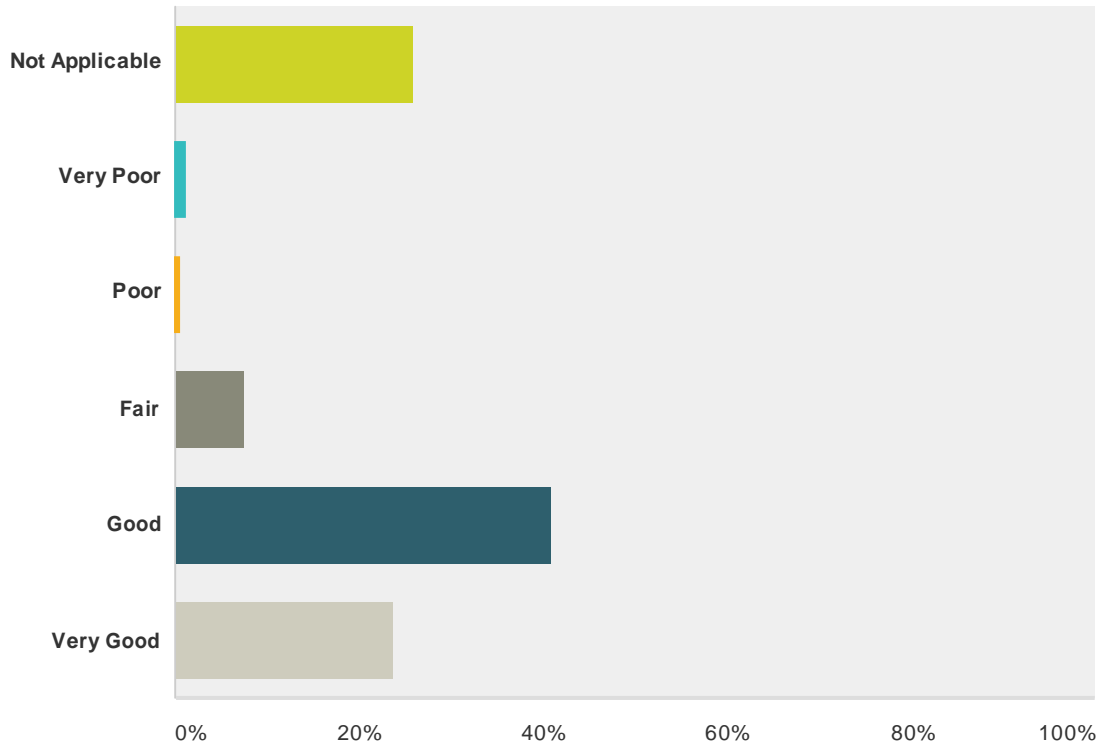


Answer Choices	Responses	
Not Applicable	30.19%	48
Very Poor	1.26%	2
Poor	0%	0
Fair	8.81%	14
Good	34.59%	55
Very Good	25.16%	40
Total		159

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
Local Patient Satisfaction Survey

Q15 Satisfaction with the information provided

Answered: 159 Skipped: 2

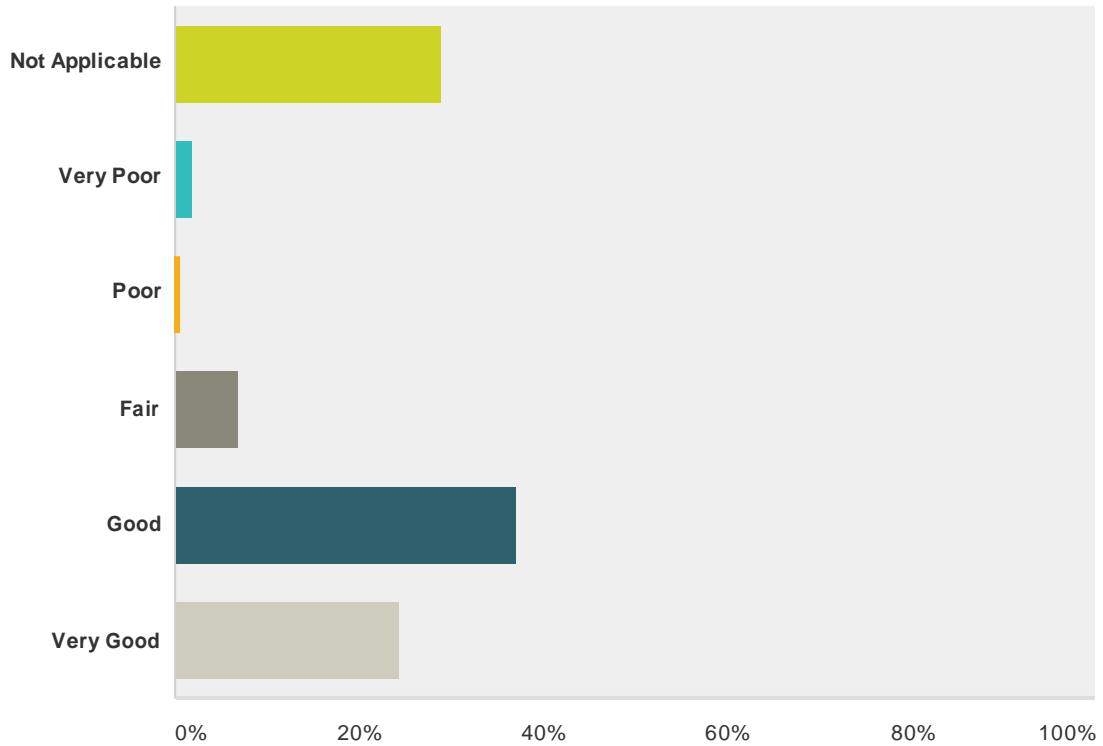


Answer Choices	Responses
Not Applicable	25.79% 41
Very Poor	1.26% 2
Poor	0.63% 1
Fair	7.55% 12
Good	40.88% 65
Very Good	23.90% 38
Total	159

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
Local Patient Satisfaction Survey

Q16 Satisfaction with the way the result were given

Answered: 159 Skipped: 2

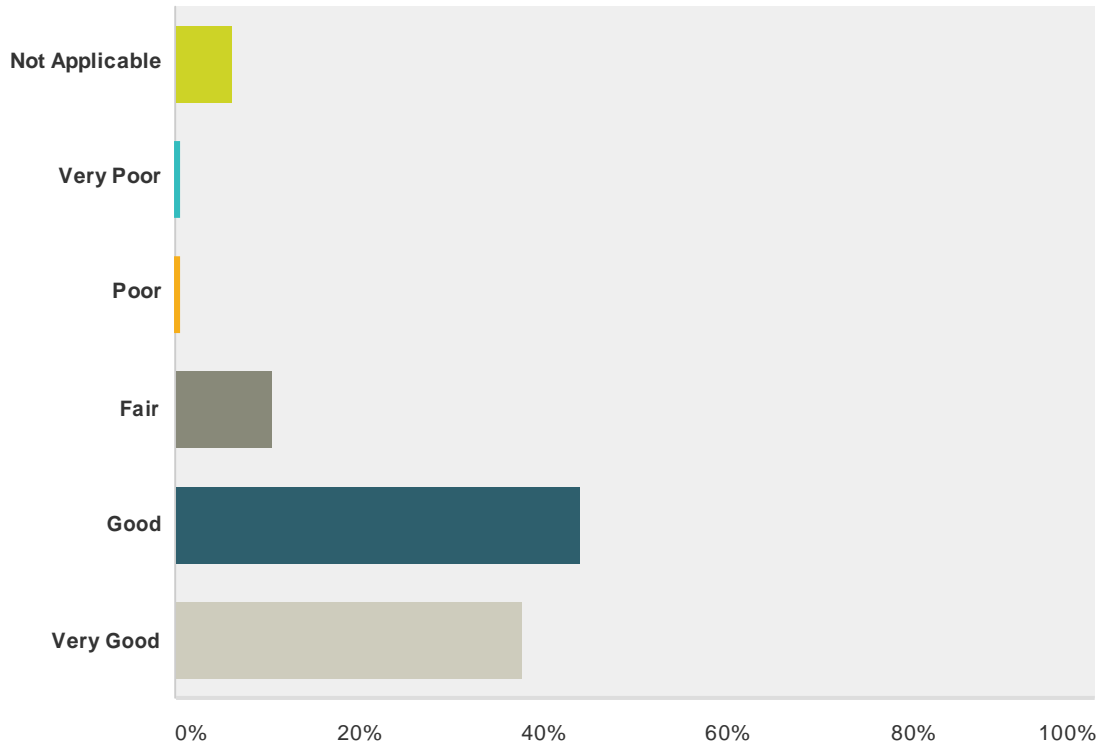


Answer Choices	Responses
Not Applicable	28.93% 46
Very Poor	1.89% 3
Poor	0.63% 1
Fair	6.92% 11
Good	37.11% 59
Very Good	24.53% 39
Total	159

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Q17 Information provided by the reception staff

Answered: 159 Skipped: 2

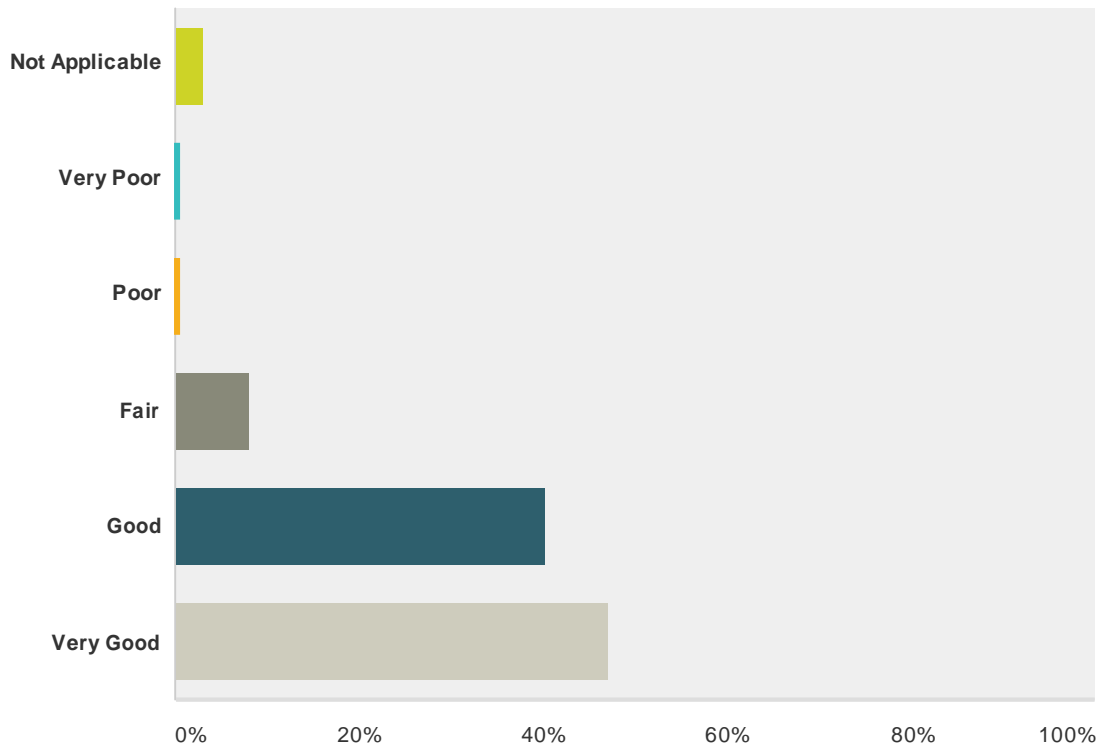


Answer Choices	Responses
Not Applicable	6.29% 10
Very Poor	0.63% 1
Poor	0.63% 1
Fair	10.69% 17
Good	44.03% 70
Very Good	37.74% 60
Total	159

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Q18 Helpfulness of the reception staff

Answered: 159 Skipped: 2

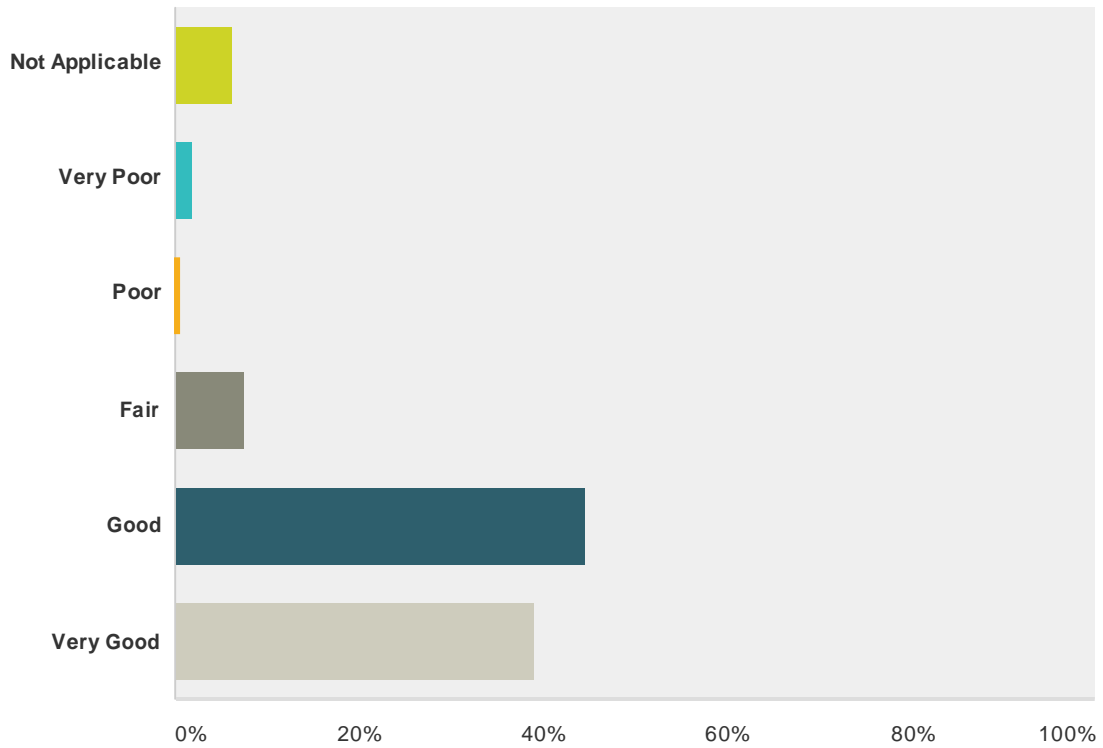


Answer Choices	Responses
Not Applicable	3.14% 5
Very Poor	0.63% 1
Poor	0.63% 1
Fair	8.18% 13
Good	40.25% 64
Very Good	47.17% 75
Total	159

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Q19 Information provided by the GPs

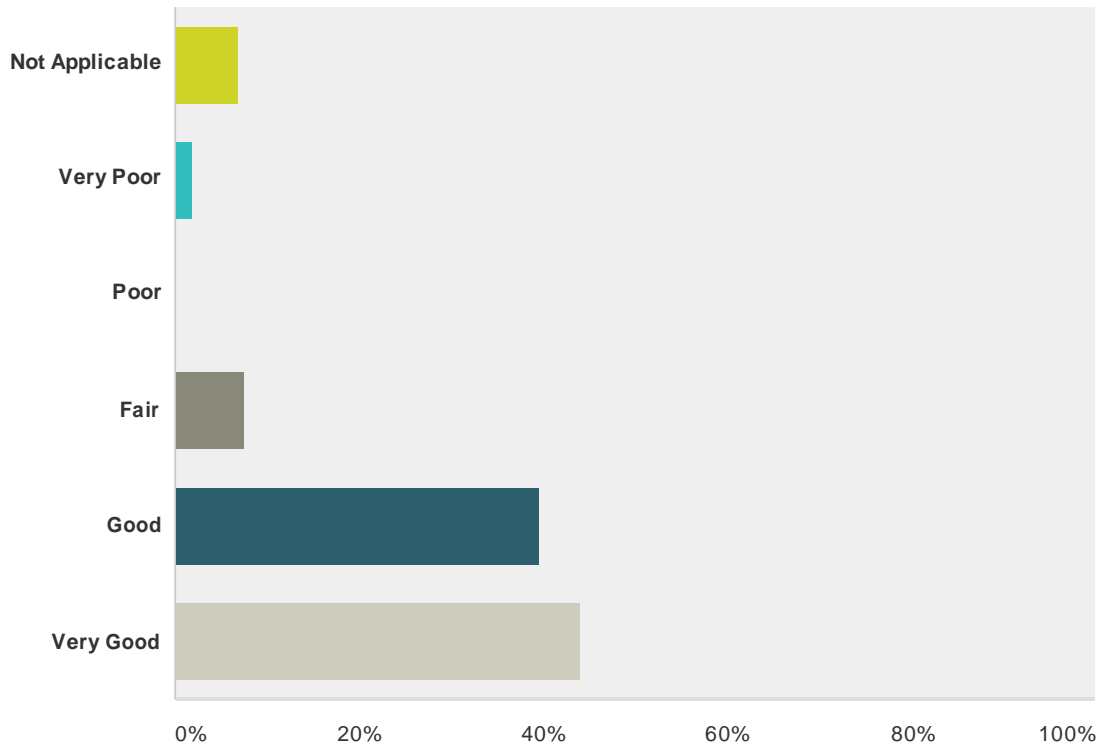
Answered: 159 Skipped: 2



Answer Choices	Responses
Not Applicable	6.29% 10
Very Poor	1.89% 3
Poor	0.63% 1
Fair	7.55% 12
Good	44.65% 71
Very Good	38.99% 62
Total	159

Q20 Helpfulness of the GPs

Answered: 159 Skipped: 2

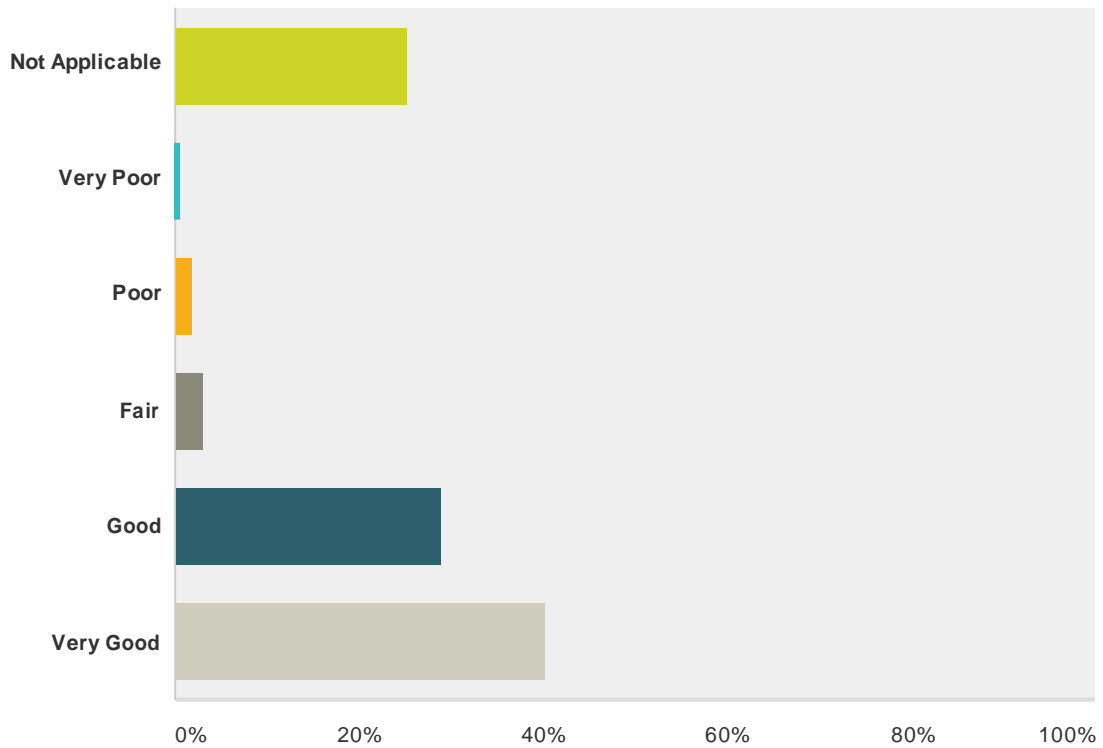


Answer Choices	Responses	
Not Applicable	6.92%	11
Very Poor	1.89%	3
Poor	0%	0
Fair	7.55%	12
Good	39.62%	63
Very Good	44.03%	70
Total		159

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
Local Patient Satisfaction Survey

Q21 Information provided by the Nurse Practitioner

Answered: 159 Skipped: 2

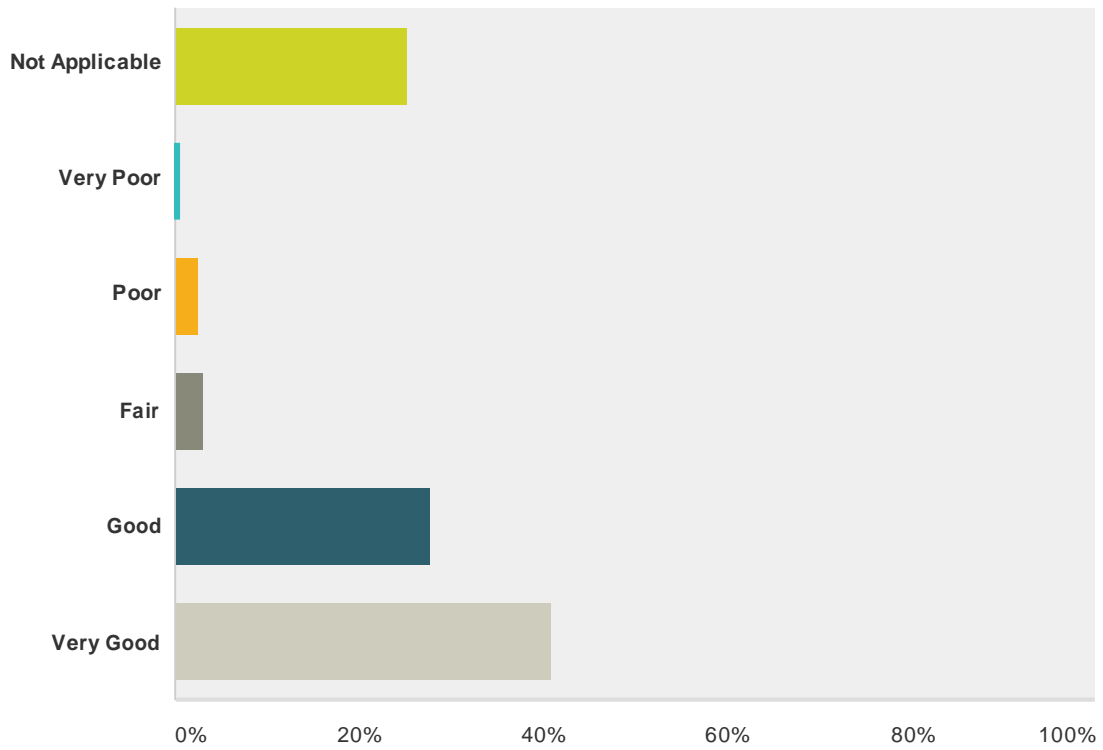


Answer Choices	Responses	
Not Applicable	25.16%	40
Very Poor	0.63%	1
Poor	1.89%	3
Fair	3.14%	5
Good	28.93%	46
Very Good	40.25%	64
Total		159

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
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Q22 Helpfulness of the Nurse Practitioner

Answered: 159 Skipped: 2

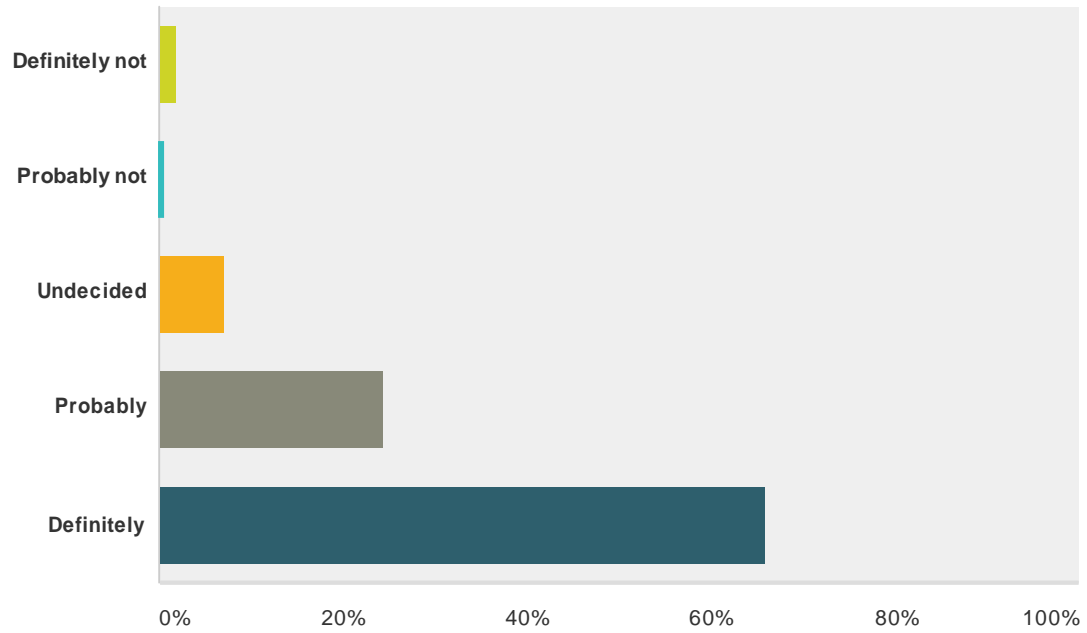


Answer Choices	Responses	
Not Applicable	25.16%	40
Very Poor	0.63%	1
Poor	2.52%	4
Fair	3.14%	5
Good	27.67%	44
Very Good	40.88%	65
Total		159

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
Local Patient Satisfaction Survey

Q23 Would you recommend this practice to a friend or family member?

Answered: 156 Skipped: 5



Answer Choices	Responses
Definitely not	1.92% 3
Probably not	0.64% 1
Undecided	7.05% 11
Probably	24.36% 38
Definitely	66.03% 103
Total	156

Q24 Further comments or feedback on the Surgery

Answered: 54 Skipped: 107

#	Responses	Date
1	Emergency appointments are always available. Excellent!	2/27/2014 6:50 AM
2	Waiting time for some appointments can be very long eg 30 minutes late. Always factor this now	2/27/2014 6:49 AM
3	i Would prefer to be able to have telephone consultations with the gp rather than having to make appointments. Its not always easy to get a routine appointment at the surgery so it would improve service and be more flexible	2/27/2014 6:47 AM
4	Excellent	2/27/2014 6:44 AM
5	when diagnosed as diabetic practise nurse unhelpful.Had no litriture about diabetes didnt advise what to do or anything. Still find her very vague when it comes to information	2/27/2014 6:43 AM
6	I have been at this practice since i was a child and would be very upset if i had to move. Fantastic staff and doctors	2/27/2014 6:39 AM
7	Repeat prescription requests lost twice	2/27/2014 6:37 AM
8	your practice nurse is a fabulous person. The new reception staff appear to be much more receptive and helpful. Its good to see some positive changes	2/27/2014 6:35 AM
9	Overall a very good service. Service at reception deserves a metion, very efficient and courteous	2/27/2014 6:26 AM
10	Thanks for going 'online' enabling us to request repeat prescriptions and make appointments etc. A great help!	2/27/2014 6:24 AM
11	Everyoe is extremely pleasant and helpful. The surgery is clean and bright could be more parking spaces for patients	2/27/2014 6:22 AM
12	Would be good to be able to book online	2/27/2014 5:39 AM
13	i dont like the glass barrier at reception and quite often have to wait at reception before being seen. my gp appt is often later than given time	2/27/2014 3:56 AM
14	Find the radio in the waiting area abit loud/ irritating	2/27/2014 3:38 AM
15	Mainly here with my daughter who has had an excellent service	2/27/2014 3:32 AM
16	Love them al l	2/27/2014 3:30 AM
17	I can not understand why it takes one week to see a doctor	2/27/2014 3:28 AM
18	Excellent surgery always clean! hate how the receptionists asks whats wrong over the phone although i understand it isnt there fault	2/27/2014 3:23 AM
19	I have started using online booking appointments and repeat prescriptions. It is very good although no appointments are still a long wait	2/27/2014 3:17 AM
20	Radio too loud in waiting area. Last thing you need if ill! Nice to have a little background music but turned down! Some difficulty getting through by phone as always engaged.	2/27/2014 3:07 AM
21	Today's system was excellent, not usually able to see a doctor so soon unless it is an emergency	2/27/2014 3:04 AM
22	back ground music too loud in waiting area	2/27/2014 3:02 AM
23	friendly receptionists lovely doctors	2/27/2014 3:00 AM
24	The staff are always helpful. Customer service is always very good with a smile	2/27/2014 2:56 AM

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25	i have always found the receptionists, nurses and doctors very good. I know i can get help whenever i need it. Able to talk to someone when needed. The care and kidness given is second to none. Thank you so much	2/27/2014 2:51 AM
26	As a new patient to the surgery i find it overall a very organised and very good surgery and the phones are varied at being answered as once i phoned 77 times before being able to get through and then others only a couple of times	2/27/2014 2:48 AM
27	would be good to book online	2/27/2014 2:04 AM
28	CAN NEVER GET AN EARLY APPOINTMENT OR T HEY ARE NEVER AVAILABLE. BLOOD T EST ING AT INCONVENIENT TIM ES FOR PEOPLE T HAT WORK.	2/24/2014 6:01 AM
29	excellent service at all times	2/23/2014 1:02 PM
30	would recommend one of the two doctors..was a better practice when Dr Garlick was there	2/23/2014 12:22 PM
31	A complaint was dealt with by the Practice Manager in a very professional manner	2/17/2014 12:52 AM
32	Good that the On Line service is now working well. Any chance of appointments with the Nurse Practitioner becoming available there too?	2/13/2014 10:08 AM
33	Later appointments 16:50 is far too early for the latest appointment. Most other surgeries offer appointments up to 6pm	2/13/2014 12:11 AM
34	Dr Hepplewhite very helpful, gave information and additional advice; previous appt with Dr Virmani about same very quick with no information.	2/12/2014 4:59 AM
35	prescriptions have been mislaid, even when stapled together, one prescription has been done, but not the other, then had to chase and go to the chemist on two separate occasions. Paperwork from consultants at the hospitals are not always dealt with and hospitals have to send again. Prescriptions are not always up to date and we have had to inform reception the dosage so that we can collect the right amount of medication. However, since new reception staff have arrived, things seem to have got better	2/10/2014 8:46 AM
36	Receptionists can sometimes be very rude and question why i want an appointment	2/9/2014 2:11 AM
37	Surgery always helpful but at times there is a long wait in the surgery to see Dr. Can be up to 20 min delay in getting in after your aloted slot.	2/8/2014 3:32 AM
38	Best practice in the country	2/8/2014 2:47 AM
39	very happy with our help from all at the practice	2/7/2014 6:51 AM
40	The recent décor has made such an improvement, brightened up the place. All receptionists are always pleasant especially Lisa, she is always so friendly yet always professional. Sometimes whilst in the waiting room you can overhear the Nurse's room....not enough to hear detail but enough to worry about lack of privacy. The recent online facility is a great help. Thank you.	2/6/2014 12:36 PM

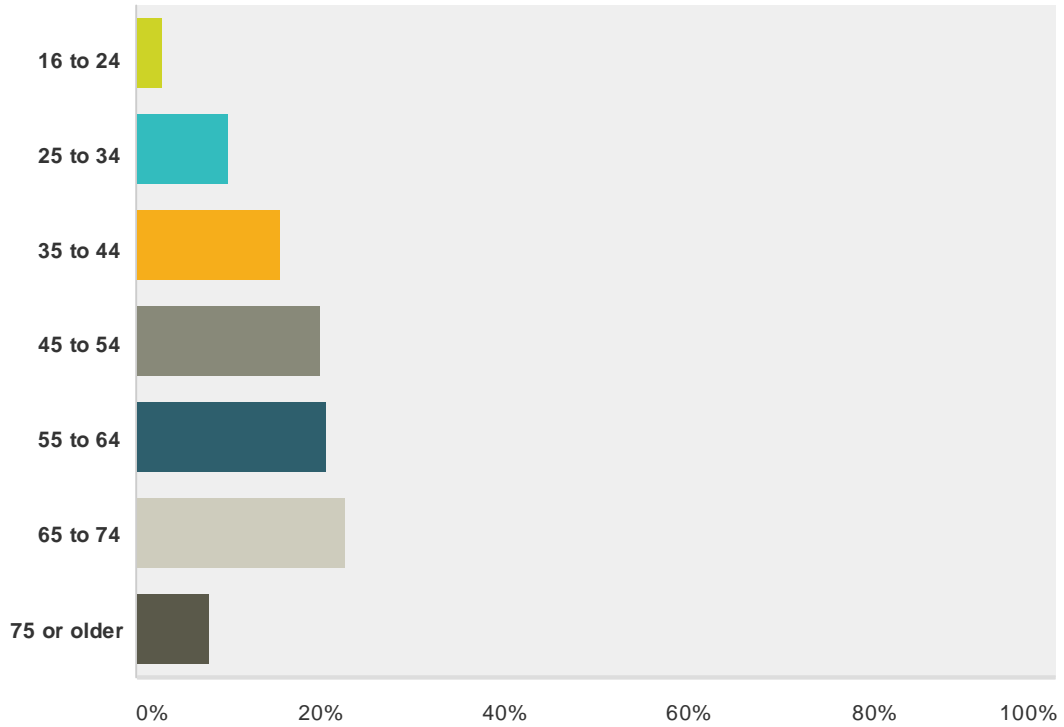
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41	when i have a blood check i have to leave work early for a 12-30 appointment so why can't i book a 15-30 appointment.	2/6/2014 12:02 PM
42	There are issues within the practise that need to be looked into. I have had issues with the Doctor which previously led to me having to be admitted to hospital as the reception staff failed to give me an emergency appointment. Both the walk in centre & this practise were complained about and as usual, the complaint was brushed under the carpet. I have had problems with the doctor over my reflux, until she refered me for further treatment. You can No longer complain about the doctors as one is on the board of clinical directors.	2/6/2014 11:47 AM
43	Whilst waiting time for GP appointments is quite acceptable , the waiting time for a nurse appointment is not. I called for an appointment to see the nurse on 20Dec the earliest available appointment offered to me was for the 9th January. Regarding reception, I feel that the person in front of the receptionist should take priority over answering the telephone. Also I have telephoned on more than one occasion during surgery opening hours only to find the answer phone was still on.	2/6/2014 8:57 AM
44	Did not know home visits were available now, that's the impression given. The time waiting for a non emergency appointment is abysmal.	2/6/2014 8:38 AM
45	The surgery has a whole is excellent, taking patients problems and dealing with them efficiently and for me effectively could not ask for a better service	2/6/2014 7:14 AM
46	The makeover seems far more hygienic..... never like the grotty carpet :)	2/6/2014 5:51 AM
47	Disappointed that no clinic for wart removal available any more. Was told this was due to H&S but I know other practices still offer it.	2/6/2014 5:40 AM
48	This surgery and its staff have always met our families needs over several years	2/6/2014 5:12 AM
49	having only been with the practice for 2 years I am very happy with all aspects - all staff are friendly and efficient	2/6/2014 4:48 AM
50	Excellent, caring & compassionate doctors & nurse really know me well. reception staff also make me feel special as they know and recognise me whenever phone or appear at surgery. Frirst class all round.	2/6/2014 3:47 AM
51	Thankful I do not have to visit very often , can an appointment be made with the Nurse online instead of phoning for an appointment?	2/6/2014 3:47 AM
52	The surgery staff are very friendly and the receptionists most polite. Nothing is too much trouble for them. A very welcoming practise.	2/6/2014 3:36 AM
53	Great Service AS USUAL	2/6/2014 3:36 AM
54	The rapport I share with Dr. Hepplewhite is so good. Her proactive and concise responses are impressive. It's also nice to be able to have a light-hearted conversation with the team members.	2/6/2014 3:29 AM

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Q25 What is your age?

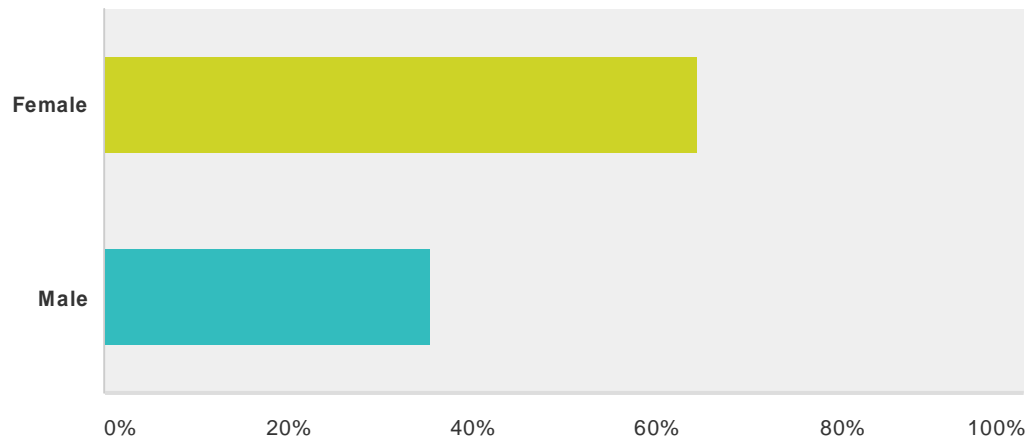
Answered: 140 Skipped: 21



Answer Choices	Responses
16 to 24	2.86% 4
25 to 34	10% 14
35 to 44	15.71% 22
45 to 54	20% 28
55 to 64	20.71% 29
65 to 74	22.86% 32
75 or older	7.86% 11
Total	140

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
Local Patient Satisfaction Survey
Q26 What is your gender?

Answered: 152 Skipped: 9

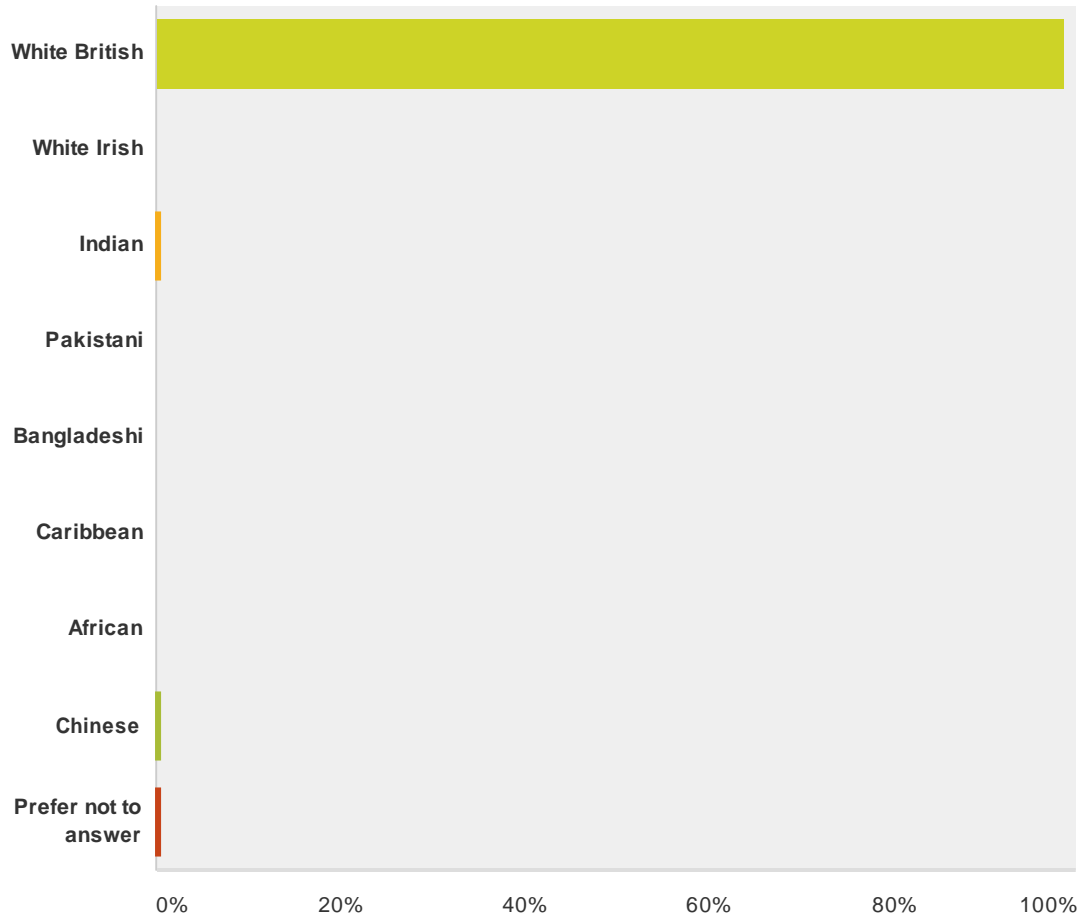


Answer Choices	Responses
Female	64.47% 98
Male	35.53% 54
Total	152

Dr Hepplewhite & Dr Virmani - Whitwick Health Centre
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Q27 What is your ethnicity? (Please select all that apply.)

Answered: 150 Skipped: 11



Answer Choices	Responses
White British	98.67% 148
White Irish	0% 0
Indian	0.67% 1
Pakistani	0% 0
Bangladeshi	0% 0
Caribbean	0% 0
African	0% 0
Chinese	0.67% 1
Prefer not to answer	0.67% 1
Total Respondents: 150	

#	Other (please specify)	Date
	There are no responses.	

Q28 How many years have you been attending this Practice?

Answered: 127 Skipped: 34

#	Responses	Date
1	15	2/27/2014 7:08 AM
2	7	2/27/2014 7:06 AM
3	20	2/27/2014 7:05 AM
4	2	2/27/2014 7:03 AM
5	20	2/27/2014 7:02 AM
6	19	2/27/2014 6:59 AM
7	30	2/27/2014 6:55 AM
8	30	2/27/2014 6:53 AM
9	12	2/27/2014 6:51 AM
10	27	2/27/2014 6:49 AM
11	8	2/27/2014 6:47 AM
12	35	2/27/2014 6:45 AM
13	39	2/27/2014 6:39 AM
14	15	2/27/2014 6:38 AM
15	6	2/27/2014 6:29 AM
16	21	2/27/2014 6:27 AM
17	40	2/27/2014 6:26 AM
18	47	2/27/2014 6:24 AM
19	5	2/27/2014 6:22 AM
20	0	2/27/2014 6:19 AM
21	20	2/27/2014 6:15 AM
22	20	2/27/2014 6:14 AM
23	40	2/27/2014 5:59 AM
24	40	2/27/2014 5:56 AM
25	40	2/27/2014 5:43 AM
26	31	2/27/2014 5:41 AM
27	55	2/27/2014 5:40 AM
28	10	2/27/2014 5:39 AM
29	24	2/27/2014 5:38 AM
30	40	2/27/2014 5:37 AM
31	20	2/27/2014 5:34 AM
32	30	2/27/2014 5:33 AM
33	30+	2/27/2014 5:32 AM
34	1	2/27/2014 5:30 AM

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35	1	2/27/2014 5:30 AM
36	20	2/27/2014 5:28 AM
37	15	2/27/2014 5:27 AM
38	38	2/27/2014 5:24 AM
39	30	2/27/2014 5:21 AM
40	33	2/27/2014 5:18 AM
41	20	2/27/2014 4:48 AM
42	5+	2/27/2014 4:45 AM
43	59	2/27/2014 4:37 AM
44	1	2/27/2014 4:33 AM
45	20+	2/27/2014 4:30 AM
46	6	2/27/2014 4:22 AM
47	40	2/27/2014 4:19 AM
48	30+	2/27/2014 4:16 AM
49	45	2/27/2014 4:10 AM
50	32	2/27/2014 4:09 AM
51	6	2/27/2014 4:07 AM
52	over 20 years	2/27/2014 4:04 AM
53	25	2/27/2014 4:03 AM
54	8	2/27/2014 3:56 AM
55	0	2/27/2014 3:51 AM
56	31	2/27/2014 3:40 AM
57	20	2/27/2014 3:39 AM
58	2	2/27/2014 3:30 AM
59	2	2/27/2014 3:28 AM
60	20	2/27/2014 3:09 AM
61	26	2/27/2014 3:04 AM
62	20	2/27/2014 3:02 AM
63	1	2/27/2014 3:00 AM
64	1	2/27/2014 2:49 AM
65	20	2/27/2014 2:44 AM
66	30	2/27/2014 2:39 AM
67	22	2/27/2014 2:33 AM
68	17	2/27/2014 2:15 AM
69	30	2/27/2014 2:10 AM
70	5	2/27/2014 2:09 AM
71	10	2/27/2014 2:04 AM
72	30	2/27/2014 2:02 AM
73	8	2/26/2014 3:38 AM
74	10	2/24/2014 6:02 AM

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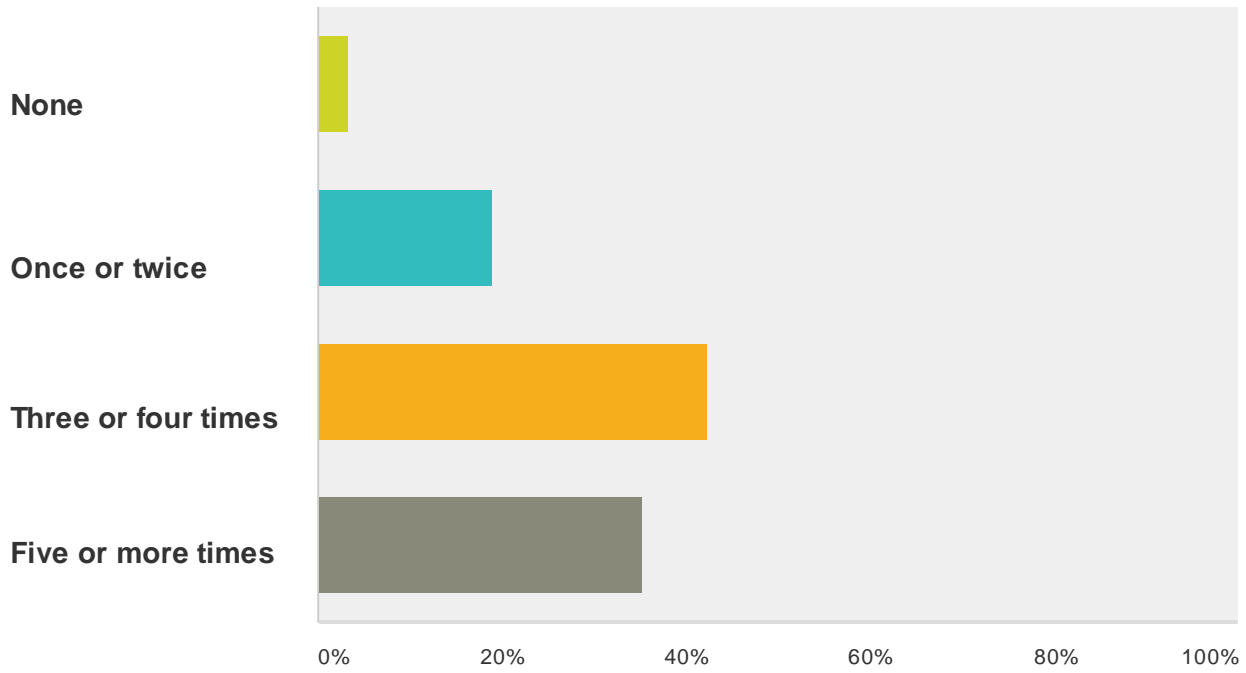
75	25 years	2/23/2014 1:02 PM
76	20+	2/23/2014 12:23 PM
77	always been my doctor	2/20/2014 1:58 AM
78	1	2/17/2014 8:57 AM
79	approx 3yrs	2/17/2014 12:52 AM
80	27	2/16/2014 9:49 AM
81	1	2/15/2014 12:25 PM
82	36	2/15/2014 8:26 AM
83	26	2/14/2014 12:07 PM
84	40	2/13/2014 10:08 AM
85	20	2/13/2014 12:11 AM
86	40 years	2/12/2014 5:00 AM
87	1 yr 9 mths	2/11/2014 5:44 AM
88	35 years	2/11/2014 2:43 AM
89	14	2/10/2014 12:45 AM
90	since it moved there	2/9/2014 2:12 AM
91	30	2/8/2014 10:43 AM
92	10	2/8/2014 10:25 AM
93	40	2/8/2014 9:39 AM
94	6 years	2/8/2014 9:10 AM
95	28	2/8/2014 5:48 AM
96	25 yrs I think	2/8/2014 3:33 AM
97	25	2/8/2014 2:48 AM
98	50+ originally with Dr Harris	2/8/2014 2:03 AM
99	35	2/7/2014 11:40 AM
100	34	2/7/2014 6:55 AM
101	15	2/7/2014 5:53 AM
102	30+years	2/7/2014 2:04 AM
103	35	2/6/2014 2:23 PM
104	10	2/6/2014 12:36 PM
105	10	2/6/2014 12:03 PM
106	5.5 years	2/6/2014 11:48 AM
107	26	2/6/2014 10:55 AM
108	approx 30 years	2/6/2014 10:36 AM
109	19	2/6/2014 10:21 AM
110	8	2/6/2014 10:10 AM
111	Approx 10 years	2/6/2014 10:03 AM
112	30years	2/6/2014 8:58 AM
113	Eight Years	2/6/2014 8:39 AM
114	20+	2/6/2014 7:39 AM

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115	7yrs	2/6/2014 7:16 AM
116	16	2/6/2014 6:53 AM
117	since it opened	2/6/2014 5:52 AM
118	30	2/6/2014 5:41 AM
119	61	2/6/2014 5:19 AM
120	1981	2/6/2014 5:14 AM
121	26years	2/6/2014 5:11 AM
122	2	2/6/2014 4:48 AM
123	19	2/6/2014 3:48 AM
124	28years	2/6/2014 3:48 AM
125	2 yrs 4mths	2/6/2014 3:38 AM
126	27	2/6/2014 3:37 AM
127	37	2/6/2014 3:30 AM

Q29 In the past 12 months, how many times have you seen a doctor or nurse at your practice?

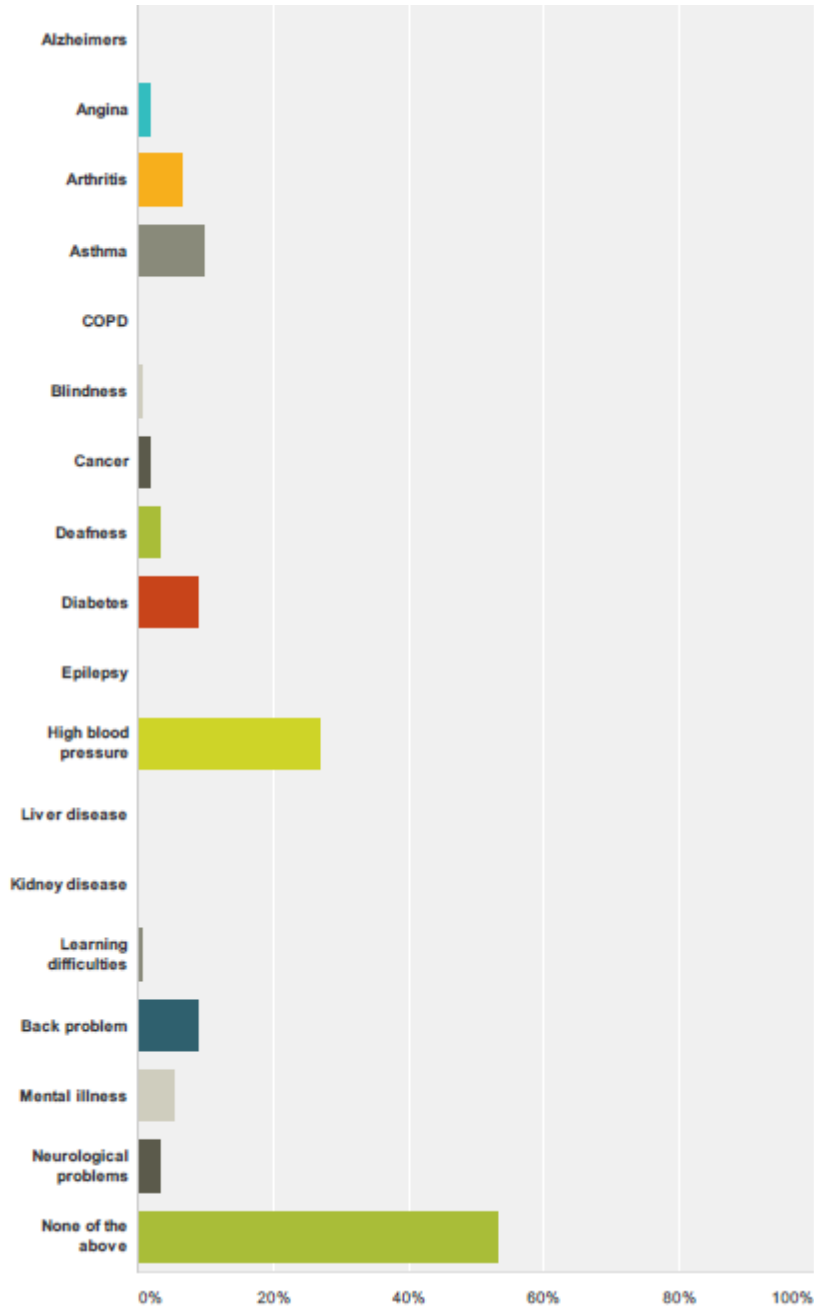
Answered: 153 Skipped: 8



Answer Choices	Responses
None	3.27% 5
Once or twice	18.95% 29
Three or four times	42.48% 65
Five or more times	35.29% 54
Total Respondents: 153	

Q30 Do you have any of the following chronic (long-term) conditions (Please select all that apply)

Answered: 156 Skipped: 5

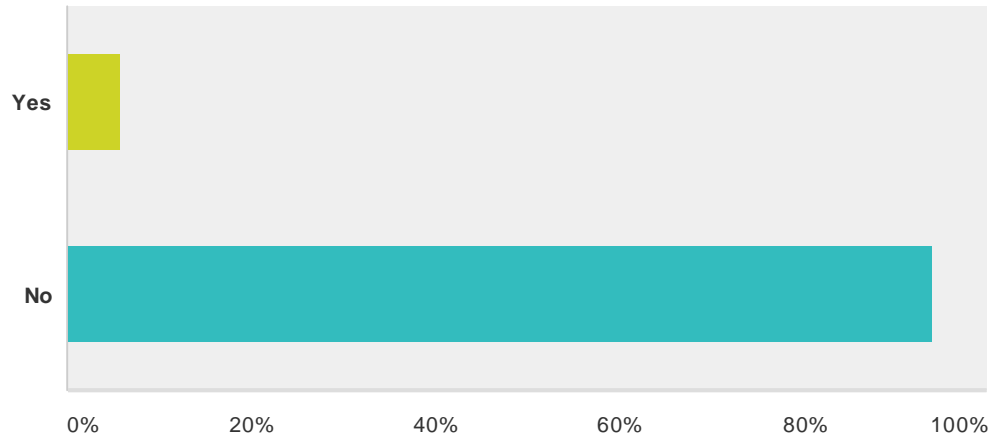


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Answer Choices	Responses	
Alzheimers	0%	0
Angina	1.92%	3
Arthritis	6.41%	10
Asthma	9.62%	15
COPD	0%	0
Blindness	0.64%	1
Cancer	1.92%	3
Deafness	3.21%	5
Diabetes	8.97%	14
Epilepsy	0%	0
High blood pressure	26.92%	42
Liver disease	0%	0
Kidney disease	0%	0
Learning difficulties	0.64%	1
Back problem	8.97%	14
Mental illness	5.13%	8
Neurological problems	3.21%	5
None of the above	53.21%	83
Total Respondents: 156		

Q31 Do you know about Proactive Virtual Care Wards?

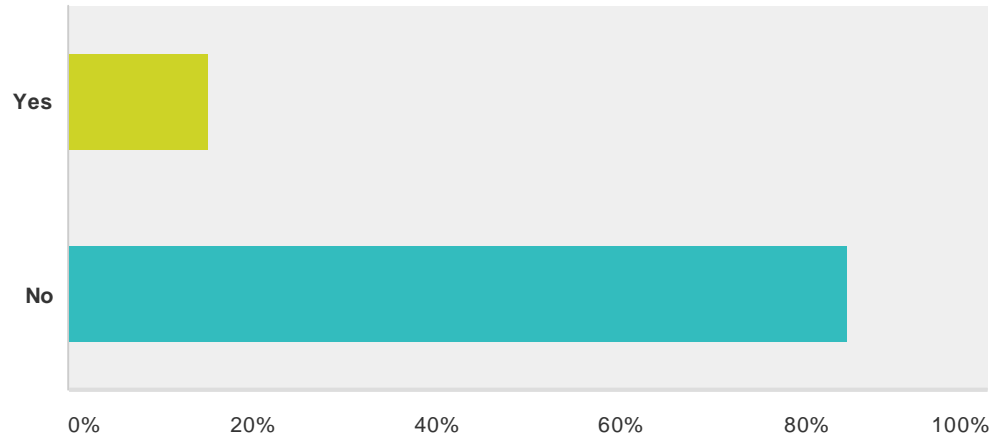
Answered: 69 Skipped: 92



Answer Choices	Responses
Yes	5.80% 4
No	94.20% 65
Total	69

Q32 Do you have a proactive care plan to help manage your condition?

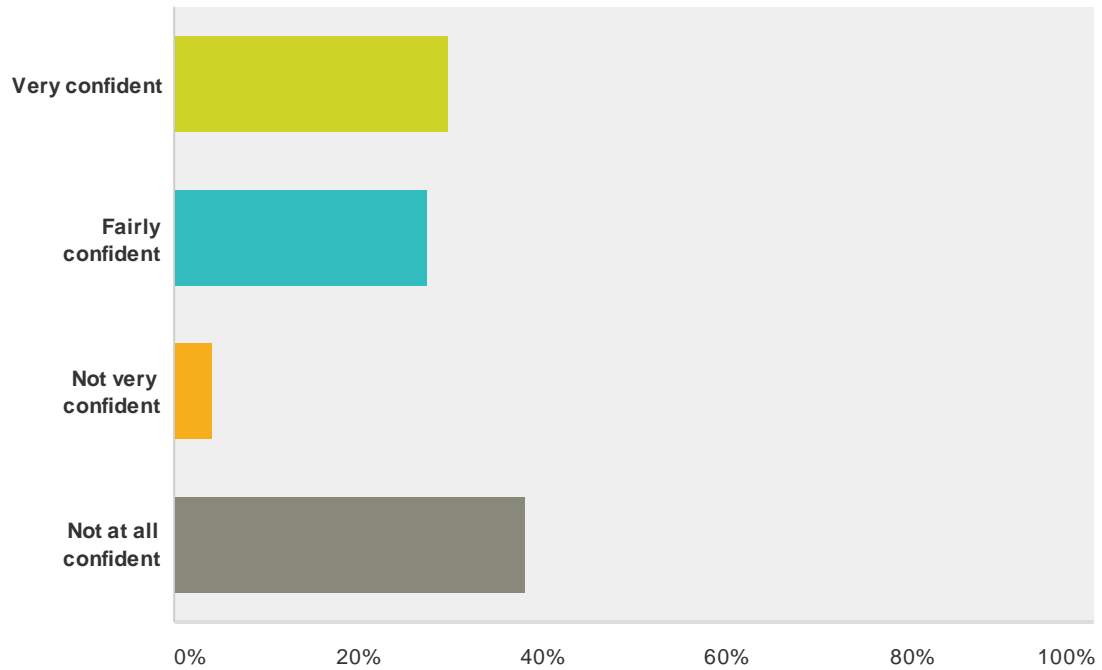
Answered: 66 Skipped: 95



Answer Choices	Responses	
Yes	15.15%	10
No	84.85%	56
Total		66

Q33 How confident are you in using your care plan to support you to managing your condition

Answered: 47 Skipped: 114



Answer Choices	Responses
Very confident	29.79% 14
Fairly confident	27.66% 13
Not very confident	4.26% 2
Not at all confident	38.30% 18
Total	47